

FutureGov findings<sup>1</sup>

## Working differently with residents

Here we outline some of the different ways residents can be better supported to help themselves. While creating the space and time for teams, drawn from the council and welfare advice providers, to focus on developing a joined up approach to delivering to the most vulnerable people.

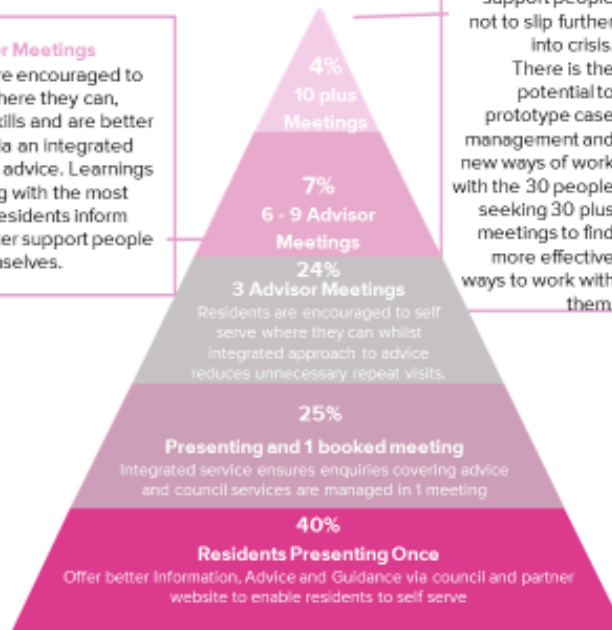
Introducing shared outcomes, strength based triage and codesign of services are central to realising these opportunities.

**6 - 9 Advisor Meetings**

Residents are encouraged to self serve where they can, learn new skills and are better supported via an integrated approach to advice. Learnings from working with the most vulnerable residents inform ways to better support people to help themselves.

**10 plus Meetings**

Joined up case management to support people not to slip further into crisis. There is the potential to prototype case management and new ways of work with the 30 people seeking 30 plus meetings to find more effective ways to work with them.



<sup>1</sup> FutureGov report 24/05/2019

