

Conversations with Vulnerable People

'Our priority is your welfare'

Norwich Foodbank vision

- We want to have enough resources (food,volunteers,money) and relationships with referral partners to ensure those who need help can access it.
- We want to better understand why people need our help and involve them in informing research and shaping current and future projects.
- We want to speak to those who aren't heard and, as part of the Trussell Trust, to engage with our local and wider community in order to change minds, change communities and change policy.

Looking after ourselves and each other

- Emotional Health

- Our emotional health can be seen on a scale like our physical health
- We can usually deal with difficult situations and challenges when our emotional health is stronger
- We know our physical health can be impacted but our emotional health and wellbeing can impact us greatly also

Language to help understand where someone is on the emotional scale

Struggling to cope

- I'll try to
- I'll see if I can
- I can't
- I'm not sure
- I don't know how
- It's hard to

Coping well

- I will
- I can
- I'm going to
- I'm looking forward to
- I want to
- I'll do that

Active Listening

- Active listening is a communication skill that involves paying close attention to what someone is saying and then reflecting back to them. It's a way to show that you're engaged in the conversation and understand the speaker's point of view.

Active Listening

- Sometimes the act of listening becomes a barrier
 - We start to listen
 - We then rehearse in our minds what we want to say
 - We wait for the speaker to pause before we talk to make our point

The listening wheel

- Open Questions
- Reacting
- Short words of Encouragement
- Clarifying
- Reflecting
- Summarising



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Unconscious Bias

- Refers to the unconscious associations and beliefs that we all have, that lead to positive or negative inclinations towards or against other people, groups or communities.

Ending Conversations sensitively and effectively

- Ending conversations can be challenging for both us and the person themselves

For us:

- We may lack confidence in how to bring conversations to a close with sensitivity
- We may worry about the person and what might happen next
- The person might keep returning to the topic

For them:

- They may feel listened to and not want the feeling to end
- They might not know how to end the conversation
- They may be alone with their problems or feelings

The unexpected

- How to deal with unexpected questions or situations ?

Signposting

- **There may be times when you need to let callers know about other services that can offer them practical or emotional support. This section explains when and how to signpost a caller and what services you can suggest to them**

NCAN referral form

Personal Details

*REQUIRED

Title _____

*First Name _____ *Last Name _____

Date of Birth _____

Contact Details

*Main Contact Number _____

Permission to leave Voicemail?

Permission to leave Text message?

*Address _____ *Post code _____

No fixed abode

Email Address _____

Referral Questionnaire

*Reasons for referral, including any particular goals identified by client and background information.

Urgent matters and key dates, e.g. court hearings and appeal deadlines

Has client received advice on this matter before from another service?

What action has already been taken, if any?

Please also include food vouchers given and/or home energy payments.

Any risks the advisor should be aware of?

Does the client have any communication needs or are there any other arrangements that need to be made in order for the service to be accessible? E.g. interpreters or easy read information.

Referral Details

*Is this an urgent referral? Yes No

i.e. Does this person need to be seen sooner than 8 working days either because of an upcoming date/s or extreme vulnerability (e.g. already/at risk of homelessness, fleeing domestic abuse)

*Issues please select all that apply.

Advocacy , Befriending , Child Protection , Community Care & Health , Consumer Rights ,
Crime , Debt , Discrimination , Domestic Abuse , Education , Employment , Equality , Family ,
Financial Capability , Housing , Immigration , Loneliness & Social Isolation , Mental Health ,
Migrant Worker , Money Matters , Welfare Benefits , Wills & POA ,
Other please specify _____

*Have you checked that this referral meets the criteria for referrals?
Check NCAN Referral Directory

*Please confirm you have the client's consent to send these details

*Consent Granted date _____

Name of referrer _____

Collection Centre _____

NCAN system

← → ↻ ncanreferralsystem.org.uk/referrals/create/ 🔍 ☆ ⬇️ J

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Personal Details ⚠️	Reasons for referral, including any particular goals identified by client and background information Required
Contact Details	<input type="text"/>
Referral Questionnaire ⚠️	<input type="text"/>
Referral Details ⚠️	<p>This field is required.</p>
Files	<p>Urgent matters and key dates, e.g. court hearings and appeal deadlines</p> <input type="text"/>
	<p>Has client received advice on this matter before from another service?</p> <input type="text"/>
	<p>What action has already been taken, if any?</p> <input type="text"/>



Thank you for coming today

- We really value you as leaders of our Distribution Centres and telephone volunteers.
- Feedback will be taken after the session so please look out for a Form sent to your email address.