

Tackling Inequalities

how do we reach out earlier and further to support those who need support?

Citizens Advice East Suffolk and East Suffolk Council

Don't wait for people to ask for help

- The key lies in recognising when someone may be in need AND in finding out the underlying cause
- What can you do?
 - Take notice of the people in your community
 - Be aware of changes in behaviour
 - Be aware of events that can trigger a need
 - Know who to refer/signpost to
 - Know how to ask if someone needs/wants help

What to look out for

- Impact of events on someone
 - Illness/accident
 - Separation/divorce
 - Bereavement
 - New family member
 - Loss of job
- Change in behaviour
 - More reclusive
 - Mentions the house is cold
 - Unkempt appearance

How to start a conversation

The starting point is - not everyone wants help – sensitivity is key

- Ask don't tell
- Listen don't talk
- Remember you must have their permission to refer them to a service – a less intrusive method is to signpost them
 - Reflect - have you got the right end of the stick – make sure you have understood

Who to refer to and where to find information?

- Citizens Advice East Suffolk – check the website www.caes.org.uk
- East Suffolk Council Customer Services - 03330162000
- Infolink - [Suffolk InfoLink](#)
- Libraries – check the Suffolk Libraries website
- GP Surgeries – check your local GP surgery noticeboards
- Community Hubs
- Food Larders/Food Banks
- Suffolk Information Partnership (SIP) [Warm Handover » Suffolk Information Partnership \(onesuffolk.net\)](#)

Some useful websites

- Shelter for housing
- ACAS for employment
- Gov.uk
- Money Saving Expert
- Suffolk Safe Renters – disrepair in rented properties
- Age UK
- Age Concern
- Gyros – immigration
- Lighthouse – domestic abuse

If you are really concerned

If you are concerned for someone's welfare and they are unwilling/unable to take action themselves then you can refer them. Its not an easy decision – more information can be found here [Concerned — Suffolk Safeguarding Partnership \(suffolksp.org.uk\)](http://suffolksp.org.uk)

Case Studies – what would you do?

- Discuss whether you think there is a need to seek support/advice and why
- If yes –
 - how would you proceed
 - who could you refer or signpost to
 - note at least one thing you would do
 - note one thing you wouldn't do
- We will share the responses at the end of the session and discuss