

NATIONAL SUPPORT NETWORK

Improving access to support for
people in need across the UK

NSN.ORG.UK
INFO@NSN.ORG.UK



ON THE AGENDA

Presented by Cat Divers,
National Support Network Founder & CEO

- 'Handling' Disclosures
- Signposting Pulse Check
- Well-considered Signposting
- NSN Support Hub Solution

Time for questions at the end
(or pop them in the chat)



- 'Handling' Disclosures
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'HANDLING' DISCLOSURES

One popular protocol is TEXAS to assist staff in managing disclosures effectively, including where to signpost customers to internal or external help.

Without signposting, staff can lend a sympathetic ear but may:

- Feel powerless, unable to offer help or assistance
- Skim over sensitive topics, unsure of what to say
- Risk worsening situations by offering personal advice



THANKS
EXPLAIN
EXPLICIT
ASK
SIGNPOST

SIGNPOSTING PULSE CHECK

1



10

**ON A SCALE OF 1 TO 10,
HOW WOULD YOU RATE YOUR SIGNPOSTING?**

We don't have defined standards or controls on what we signpost to. We add and update our list ad-hoc, there isn't a process for this.



QUALITY



External services adhere to our quality standards, processes, and controls. Our directory is continually monitored and updated on a daily basis.

We signpost to some external support for key life events and challenges such as debt, bereavement, domestic abuse and cancer.



SCOPE



We take a holistic approach and guide customers to external support for any life event or challenge that negatively affects them.

We usually signpost to the one or two big charities in each area e.g. Samaritans, Cruse Bereavement & Macmillan cancer care.



VARIETY



We signpost to a range of external services and resources so that customers can find help that suits their unique needs and preferences.

We have a list or directory somewhere but most frontline staff might not know about it and they aren't trained in signposting.



EMBEDDED



Frontline staff and customer care teams are trained and confident in signposting. It's embedded into our vulnerable customer processes and other comms.

- 'Handling' Disclosures
- Signposting Pulse Check
- **Well-considered Signposting**
- NSN Support Hub Solution

How can you consistently support and signpost all customers?

WELL-CONSIDERED SIGNPOSTING



Provide clear, up-to-date information on quality services

QUALITY



Help customers find support for any personal problem or vulnerability

SCOPE



Show a range of support options which reflects the diversity of your customers needs

VARIETY



Frontline staff feel confident and empowered to help customers in need

EMBEDDED

FIND HELP FOR LIFE'S CHALLENGES

QUICKLY AND ANONYMOUSLY

To begin, type a problem in the search bar, or browse by topic

Search by problem

Popular: cost of living stress

SUPPORT HUB

Support Hub is National Support Network's online directory containing carefully-curated information on thousands of external services.

SUPPORT TOPICS



Mental Health

You are not alone. Easily find support for yourself or a loved one.



Health

Find help for common health issues like cancer, obesity and heart problems.



Money

Financial support, bills, benefits, debt and money advice



Relationships

Domestic abuse, relationship advice, dating and friendships



Family

Starting a family, parenting, SEND, baby



Work

Job and career advice, employments



Housing

Housing advice, home emergencies and



Loss

Bereavement support, help with funerals



Topics covered:

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Thank you & questions welcome

(NATIONAL SUPPORT NETWORK)

CONTACT

Website: *nsn.org.uk*

Email: *info@nsn.org.uk*

Phone: *0141 345 0045*

Free trial: nsn.org.uk/trial

