

STANDARD #1

We listen

1. Ensure that feedback systems are varied and accessible
2. Openly and constructively engage with the feedback you receive
3. Explore ways to involve people with experience of poverty in your employee and service reviews
4. Establish feedback as a top three indicator of success
5. Establish ways to proactively involve and listen to people who have experienced poverty as part of your decision making processes, where those decisions are likely to impact people living in poverty
6. Understand a person's situation and respond in a supportive and proportionate way if the person appears stressed, frustrated or anxious
7. Ensure you have processes in place that allow other people to speak on a person's behalf

STANDARD #2

We are understanding

- 1.** Ensure you are not making assumptions about individuals or their situation at the start of your interactions
- 2.** Take time to really listen to a person and understand their unique situation
- 3.** Frequently check you are correctly understanding what you are being told by asking questions (it may help to explain why you are doing this so it doesn't appear as though you are interrogating the person or trying to trip them up)
- 4.** At the end of your interactions, check if people felt understood and whether you have responded to their needs
- 5.** Support everyone in your organisation to attend training or experiences that will help improve their understanding of poverty

STANDARD #3

We are respectful and friendly

Although approaches should be responsive to the personal and cultural preferences of individuals, it is likely that being respectful and friendly would include:

1. Introducing yourself
2. Making eye contact
3. Smiling
4. Using good manners
5. Adopting an appropriate and friendly tone of voice
6. Being conscious of what we say, how we say it, the words we use and the impact that these may have on people
7. Asking if it's ok to make notes while speaking to a person

STANDARD #4

We are responsive, honest and care about getting you the right support

- 1.** Adopt an empowering and engaging approach in your interactions, with an emphasis on helping people to find solutions that are right for them and their circumstances
- 2.** Ensure your teams have the skills and capability to make decisions and resolve the issues people need help with
- 3.** Empower colleagues to use their discretion to give people the support they need and find solutions
- 4.** Recruit, train and support colleagues so that they have both the right skills and the right values
- 5.** Acknowledge when you don't understand or have made a mistake
- 6.** Be open about what you can and can't do. If you can't do something explain the reasons why and, where possible, help the person identify someone else who can help
- 7.** Ensure you leave people with appropriate contact details at the end of your interaction