



DELIVERING HOLISTIC ADVICE & GETTING PROACTIVE IN BOLTON

Carole Jackson

Homes for
Bolton

quids in
money
skills Service

Bolton
Council

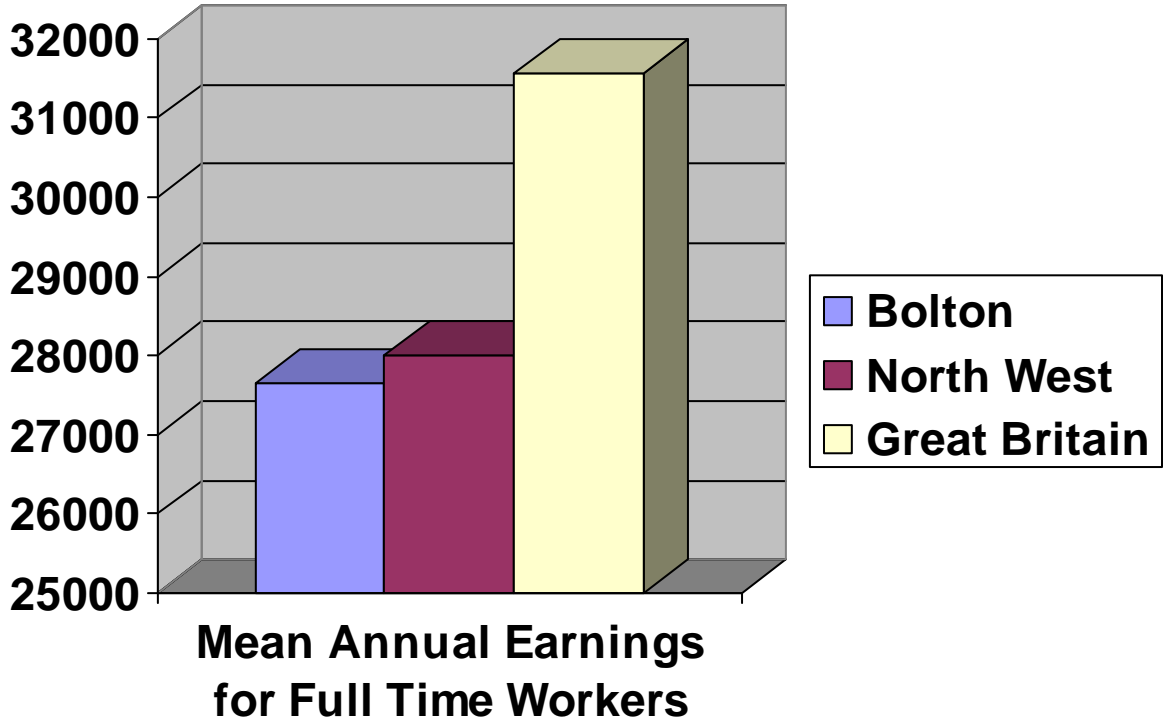
About Bolton

- The borough covers 140 sq km i.e 54 sq miles
- Bolton is home to 262,300 people, Bolton Wanderers & Phoenix Nights
- 39% in 20% most deprived areas in England (102, 297 people)



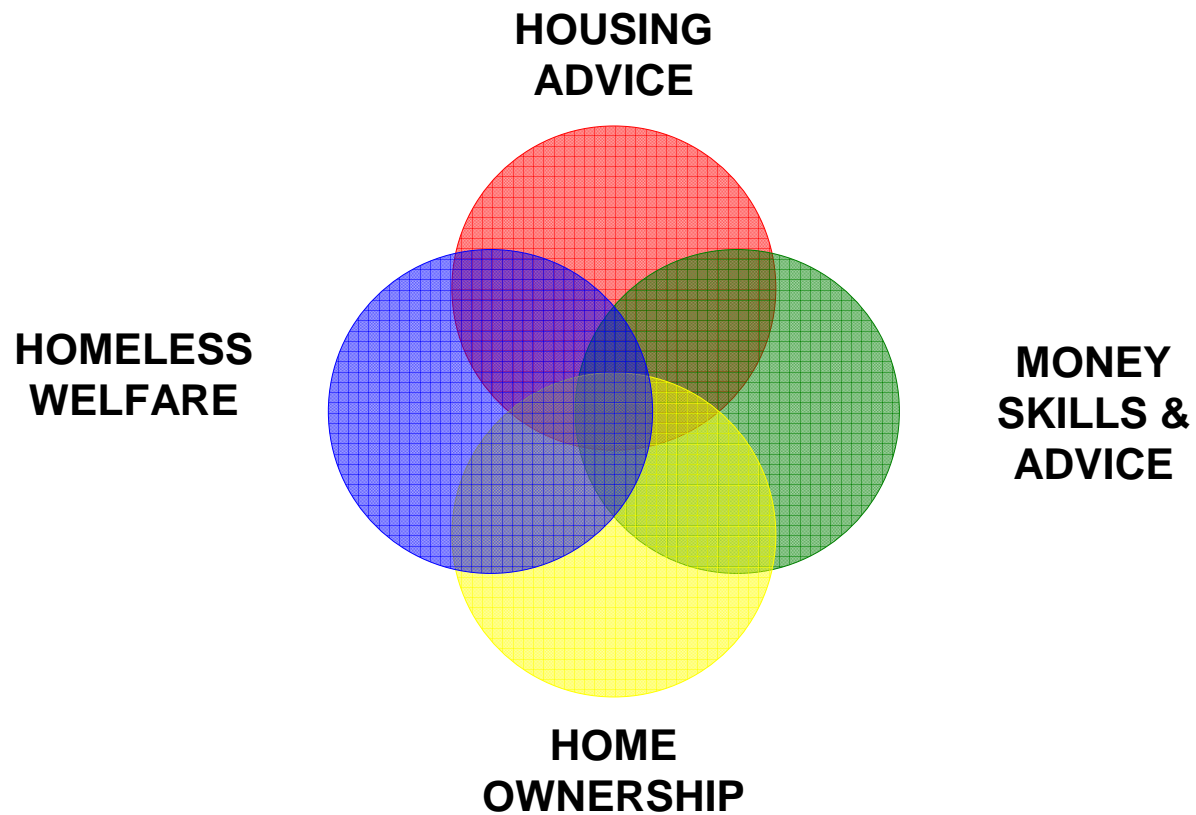


- 61% of the population are working age
- In February 09 there were 7,346 people claiming JSA; 10% more than January and over 65% more than in February 08





Advice within Community Housing Services





Holistic - Relating to an analysis of the whole instead of a separation into parts

- H** Holistic
- O** Ownership
- L** Liaise and link
- I** Information
- S** Seamless services
- T** Targeted help
- I** Investment in resources
- C** Changing - for better or worse?

Getting Proactive – acting in advance to deal with an expected change or difficulty

- P** Participants
- R** Radio & Theatre
- O** Options
- A** Accreditation
- C** Capacity building & development
- T** Training for staff
- I** Inclusion
- V** Volunteers
- E** Economy & employment



ANY QUESTIONS



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