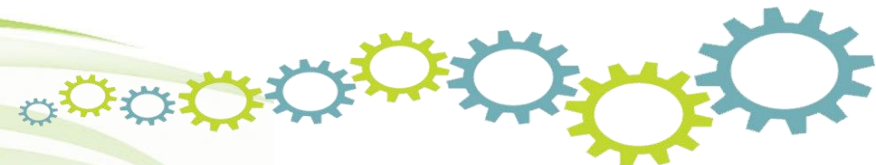
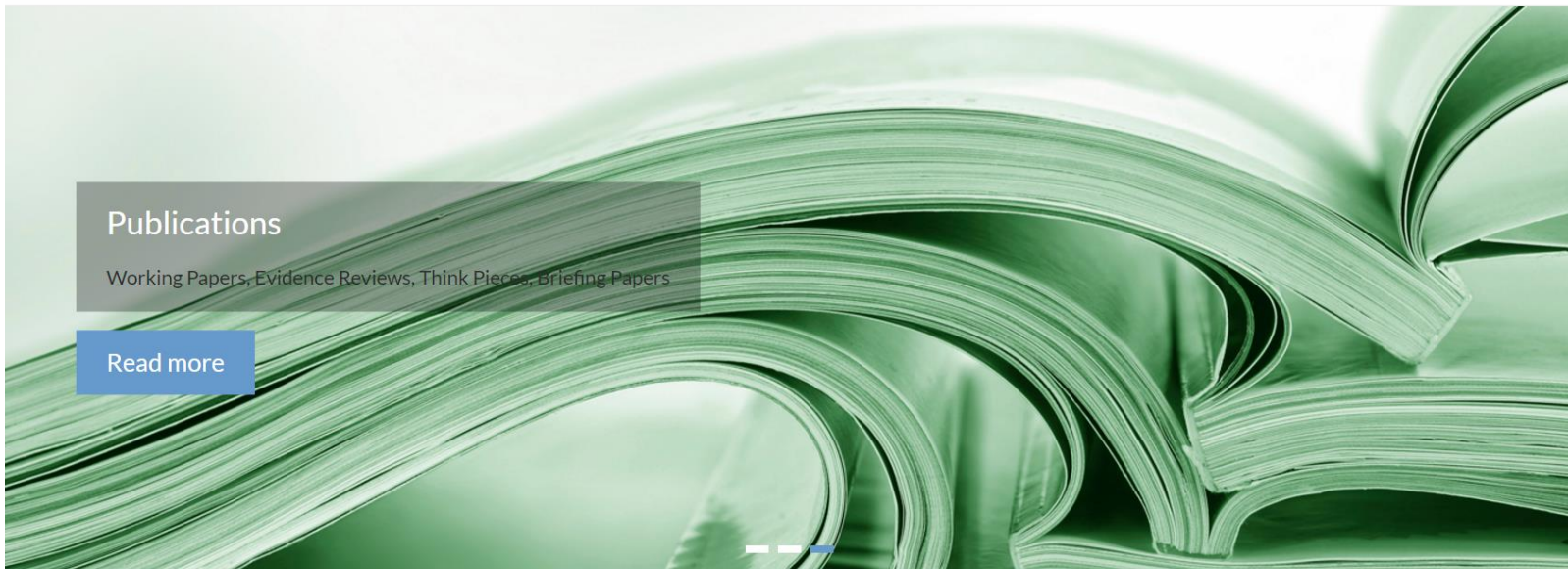


Can we design out stigma in service design and practice?

Dr Hayley Bennett,

University of Edinburgh and What Works Scotland





Publications

Working Papers, Evidence Reviews, Think Pieces, Briefing Papers

[Read more](#)

News

Learning from a theatre group that provides food with dignity – research published January 10, 2017

Scottish Parliament hears evidence from What Works Scotland December 4, 2016

What Works Scotland enables policy co-production for education inspection November 9, 2016

Events



Details of forthcoming events organised by What Works Scotland and our partners....

Blog

Getting evidence into action: how can we understand what we already know? January 18, 2017

Messy collaboration January 16, 2017

Why place? December 21, 2016

Tweets

RT @pubkings: What's all this

Find out more:

whatworksscotland.ac.uk



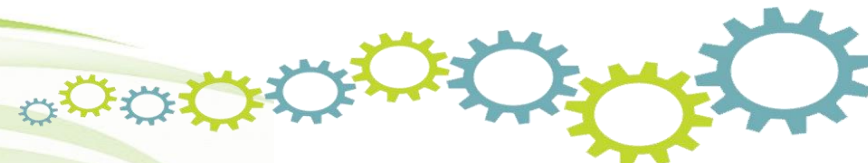
[@wwscot](https://twitter.com/wwscot)



THE UNIVERSITY of EDINBURGH



University of Glasgow



A view from 'inside'

Employment support

- Understanding complexity and causes of unemployment
- Creating supportive systems rather than punitive
- Paid placements rather than unpaid work experience schemes
- Time and space for personal conversations
- Personal, caring, interface

Food aid

- Reducing 'hand-out' approaches
- Shifting spaces from charitable giving to collective, community activities
- Reducing distinction between giver and receiver
- Meals rather than food parcels
- Anti-stigma training for volunteers



Look beyond single policy area or organisation

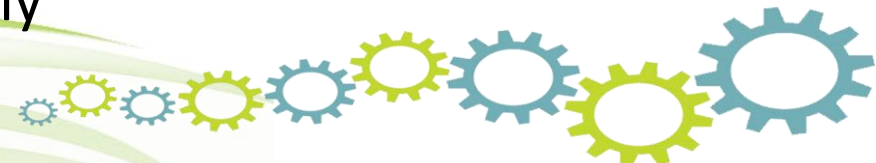


Child poverty

- Open, encouraging conversations & advice about income maximisation in various settings
- Universal approaches (e.g. school meals)
- Poverty awareness for ALL who work in schools

Supporting local residents affected by welfare reform

- Understand pressures and changes to JCP
- Build communications across organisations about upcoming reforms
- Other services; offer compassion first and unpick issues second
- Create non-judgemental spaces
- Commit to good sign-posting and welfare advice, share information respectfully



Local Government:
Community Learning and
Development leader (place-b
ased)

Third sector:
appeals & advice
manager

Local Government: Policy Officer
(central)

DWP: JCP
partnership
manager (local)

Local Government: Research Officer
(central)

Third sector: front-line anti-
poverty worker

Local Government: Front-line
welfare rights worker

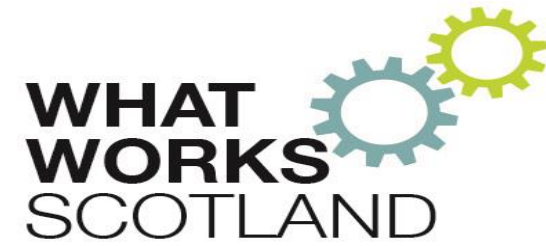
Third Sector: front-line
support specialist (local)

Local government: front-line job
club worker

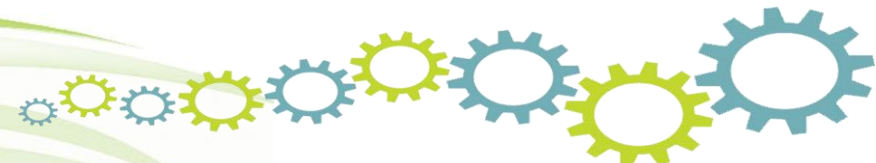
Local Government: Housing leader
(place-based)



Practice (reducing institutional stigma)



- Bringing different professions together to discuss issues they are witnessing and working on
- Reducing unfamiliarity or lack of knowledge on cause and experience of poverty
- Sometimes lack of understanding of structural issues, but also policy changes in parallel areas
- Create local activists and ambassadors within a system- up to date on evidence and knowledge, influence colleagues
- Bringing in different actors into same space- practitioners, politicians, public
- Bringing in 'new' practitioners. Important, accountants and HR, operations.



Cross-cutting

1. Technology and management processes are not value free. Build systems that don't discriminate or alienate. Involve 'system developers' in research, policy, and evidence discussions
2. Don't over-rely on technology. Human contact matters...
3. But human contact needs to be informed and able to understand range of issues and complexity of poverty or unemployment. Even where its "not my job".
4. Ensure there is knowledge of own system for good quality sign-posting
5. Targets and incentives can prioritise less compassionate behaviour



1. Can empathy be rewarded and encouraged in systems and practices?
2. How to bring 'other' occupations into discussions to reduce institutional stigma?

