**SOCIAL SERVICES AND WELL-BEING (WALES) ACT**

**HANDOUT**

**Service Focused or Person Focused?**

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| **Aspect of Practice** | **Service Focused** | **Person Focused** |
| **Focus** | Focus on service deliverer (the organisation) and how the service is delivered | Focus on the person using the service and the impact of services on the user |
| **Format** | Pre-determined question and answer formats | Semi structured conversation / open questions |
| **Approach** | Obtaining information required for form filling = ‘filtering’ information | Skilled interaction including active listening and reflecting back |
| **Measuring** | Recording inputs and activities | Evidencing the benefit of the service and the results |
| **Person** | Person receives pre-determined service with little control | Person in their own right with skills, ability and a role to play in achieving their outcomes  |
| **Practitioner** | Practitioner as expert there to ‘fix things’ | Practitioner as enabler and partner |
| **End point** | Identify problems and deficits and match to a limited list of services | Build on capacities and strengths towards creative solution |