



# SUPPORTING NEURODIVERSE CUSTOMERS IN THE HOUSING SECTOR



## BECKY SELFE



# BACKGROUND

PRISON SERVICE

EARLY YEARS EDUCATION

SPECIALIST TEACHING SERVICE

CURRENT ROLE


TRANSFERABLE SKILLS!



# WHAT CAN WE DO TO HELP?



Ensure  
customer  
experiences  
success

- We are much more inclined to want to repeat an action if we experience success!
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# SMALL ACHIEVABLE STEPS



BREAKING DOWN OVERWHELMING  
TASKS INTO MULTIPLE STEPS



POSITIVE FEEDBACK FOR  
ACHIEVEMENTS NO MATTER HOW  
SMALL

# Build Relationships

What can you do to  
build rapport with the  
customer?

This will make difficult  
conversations far  
easier!

## Ask how best to support?

Consider a variety of communication methods – phone, email, visits.

Would they like someone to be there with them?

Liaise with other agencies

# Communicate internally too!



COLLEAGUES



COMPUTER SYSTEMS



OTHER SUPPORT  
WORKERS

Reduce  
Language  
and  
Paperwork  
where  
possible!

Too much 'talk' can be overwhelming  
– what are you trying to  
communicate?

Can you confirm anything that is said  
in person by email or in writing?

Think about what paperwork is  
necessary – too much and it may not  
be read.



MOST  
IMPORTANT  
OF ALL....



**PERSEVERE!!**

# JOB SATISFACTION

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NOT ALL INTERACTIONS WILL  
BE SUCCESSFUL BUT THOSE  
THAT ARE GIVE A GREAT DEAL  
OF JOB SATISFACTION!

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CASE STUDIES

A 3D rendering of a field of dark grey question marks. In the center, one question mark is highlighted in a bright yellow color. The word "QUESTIONS?" is written in white, bold, sans-serif capital letters across the yellow question mark.

QUESTIONS?