

# Asset-based approaches in service settings – what's the potential?

To explore views on the potential of asset-based approaches in public services, we interviewed ten strategic and operational stakeholders. A step towards asset-based working was broadly supported and common themes were identified.

## Attitude or intervention?

“It’s a philosophy. Not a service model that’s imposed.”

“It’s not a neat model that can be picked up and replicated. Need to be based on a set of values and principles about a way of working.”

“An issue is that we don’t have a common understanding of asset-based approaches.”

## Interpretation

“Language has to make sense to people. People need to relate to it and own it.”

## From policy to practice

“Often said to be more relevant to the work of community-based services... it should be part of the way we all work with people.”

“It requires ways of being controlled without being bureaucratic.”

## Possibility, power and responsibility

“Need to take risks and mistakes need to happen so we can learn from them.”

“Really embedding a person-centred, non-judgemental way to support people in services is the way forward but we can’t do it when we are obsessed with waiting times and targets.”

## The workforce

“Reminds people of why they were interested in health and social care jobs in the first place.”

“If staff don’t have capacity or understanding... then it’s just them adopting an off-the-shelf approach without understanding the value of the way of working.”

## Resources and reporting

“Asset-based approaches are necessary. We need to move to that kind of model to make services sustainable.”

“We need real investment in this approach, and dis-investing in others, underpinned by a shift in power.”

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