

## How can we stay responsive to people's needs?



### This question is important because...

You are supporting people to make lifestyle changes. Making these changes permanent is very difficult. The emotional support and physical challenges your participants need from you are therefore likely to change over time. You are also likely to discover that some of the assumptions you made during the planning phase about what people need won't be quite right.



### Key messages

- ✓ Check in with people regularly to see how they are feeling and to ask if they need anything different from you.
- ✓ Make it easy for people to give you feedback.
- ✓ If people miss a session or two, get in touch with them to check they are OK.
- ✓ Share ownership of the programme – involve participants and carers in planning and development.
- ✓ As people become more active they are likely to need new challenges in order to help them make the next (small) step to becoming even more active. Discuss this with them and agree what might be a good approach.
- ✓ Keep an eye on the information you are gathering as part of your project evaluation (including your observations and any ad hoc feedback from volunteers and participants) to see if there are any emerging issues. If you think there are, check out your assumptions with people and make some changes.
- ✓ Remember that people are likely to slip back sometimes. This isn't failure. It just means that you have to adjust and respond to how they are feeling at that time.