

Feedback from vulnerable customers regarding words they may struggle with and possible/suggested alternatives

It is often difficult to think of a suitable alternative and this will depend upon the context that the word is used. You often need to re-write the sentence completely.

If this is for customers

Ability – What someone is able to do or can do
Accountability – Who is or was responsible for making sure things get done
Achieve – successfully reaching a goal
Admissions – entering the service
Affected – something was changed
Apologies – saying you are sorry
Applied – filled in an application form
Arrears – money that you should have paid earlier but still owe
Assessing – look at your situation or circumstances
Assist – to help
Assistance – help
Cannot instead of unable – some people struggle with negative messages
Casework – a named worker, working on your case
Combined – join or taking everything into consideration together
Completed – finish, done, carried out
Complicated – made up of many parts, difficult to understand
Conclusion – the end point of a process or a final decision,
Considered – thought about carefully
Contributions - part you played, help you gave, OR a donation, money received/given
Cope – deal with / manage
Debt – money you owe
Deductions – taking some of your money away to pay back someone that you owe money to
Definition – the meaning of something
Delivery – Traditionally (or usually) an item is delivered, like a parcel – for organisations, it means the actual services provided to people
Despite – even though
Discount – reduction / at a lower price
Effective – something that works or makes a real difference
Empowering – give someone the power/control/ability to do something
Enable – make it possible for someone to do something – give access to
Engage - be involved in/have conversations with
Entitlement – have a right to something or be allowed to have something
Essential - necessary / vital / key / important
Establish - set up / arrange
Except – doesn't include/other than / apart from
External (referring to front & back doors) – outside (external doors are those leading to the outside
Focused – concentrating on one thing at a time
Income maximization – earning or getting as much money as you can,
Institutions – any service, business or department

Interpret - to work out the meaning of something OR to verbally translate from one language to another

Legal – something that is within the law, or the law says must be done

Local authority - for example, Salford City Council – the Council you live in and pay Council tax to, who provides you with bins, and so on.

Maintain - to look after, to keep in the same or a good condition.

Maximising - making the best of or getting the most out of an opportunity

Obligation - a duty to do something

Obtain – to get

Operating – running a service, a business or a project

Placement – a place to stay which someone is offered, like a housing placement; sometimes it can mean a work placement (opportunity/experience), where a short term job opportunity is offered

Policy – a document explaining how an organization deals with a problem. This can be something important affecting many people), such as a housing policy for the whole of Salford or just a few people, like a policy on having guests/friends at shared accommodation.

Preventing – stopping something from happening

Previously – before, in the past

Provides - gives or offers

Reduced – less than before

Regret - be sorry about

Representation – trying to make a point about your needs or someone acting on your behalf to do so, like a solicitor or a carer, for example.

Research–gathering information, such as facts, people’s experiences or views and numbers to understand an issue better

Residing – living in

Resolve – decide to

Sanctions - a penalty or fine for having to pay money for not doing something you were expected or asked to

Satisfied – happy with

Secure - being safe

Security – safety OR sometimes it can mean a deposit to keep something

Social security - money benefits from the government such as Universal Credit, child benefit or Personal Independence Payment.

Specifically – just about one thing

Statutory – something required by law

Unfortunately - Sadly

Valuation – the price it is decided something is worth

Welfare - taking care of OR it can mean the support provided to help someone in need

Welfare Rights - advice service on benefits or similar support for individuals and families in need