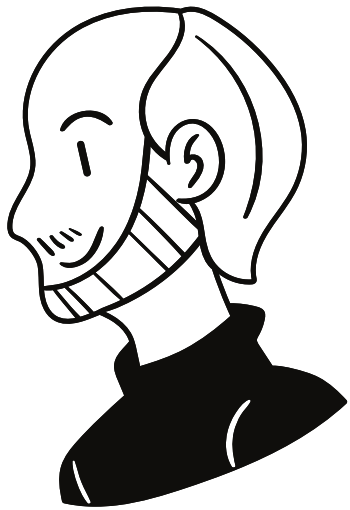


Dan



Worried

Unsure

Family

Goals/needs

- Find out about different types of abuse and how to recognise
- Find out if there is someone he could talk to without giving his own personal information
- Get advice on how to broach the subject with someone

"It is so difficult to talk to someone about their relationship without offending"

Age: **60**

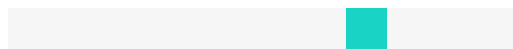
Work: **Retired**

Family: **2 married children and 3 grandchildren**

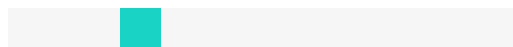
Location: **Frome**

Personality

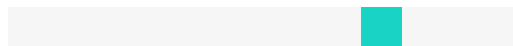
Introvert Extrovert



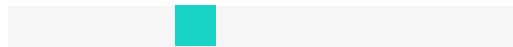
Thinking Feeling



Sensing Intuition



Judging Perceiving



Bio

Dan is concerned about his son and that he may be in an abusive relationship.

Dan and his wife used to have a close relationship with their son who they now rarely see, or their grandchild who has made comments that they find concerning. He feels his son has changed and takes too much responsibility for problems in his relationship. Dan suspects there may also be physical abuse.

Dan is not sure how to approach the subject with his son without offending or jeopardising their relationship. He is also not sure if he is reading the signs wrong. His wife is very upset as she feels alienated from her grandchild.

Dan is confident online and using IT but has never looked online for help before.

Context

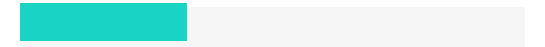
Stress/anxiety



Confidence



Risk level



Urgency



Time available



Frustrations

- When it's not clear who can get in contact
- When there are too many steps to navigate to information
- When its not clear what services are local

Finds it helpful when:

- Advice is clear with steps and tips
- When he can use a search function and not have to search around
- Call line opening times are clear