

Service User Engagement Strategy 2019-21





Fife Adult Support and Protection Committee (ASPC) want to make sure adults at risk of harm have a positive experience throughout the support and protection services they receive.



You will be at the centre of what happens.
We will listen to what you think.
We will listen to what you want to happen to support and protect you from harm.
You should be safer and feel safer by the end of the process.



We want adults at risk of harm to help organisations follow what the law says in the Adult Support and Protection (Scotland) Act 2007.



The ASPC Service User Engagement Strategy has two main aims:

1. To get organisations to ask service users what they think of the adult support and protection process.

They should record what people think and use it to make things better.



2. For adults at risk of harm to work with the Committee on their improvement plan to make services better.



What does the law say?

The Adult Support and Protection (Scotland) Act 2007 says:



It is important to think about what you want and feel (both now and in the past).

You will be involved in the adult support and protection process (if you want).

You will be able to say what you think during the adult protection process, and at the end.



You will have information and support to help you take part.

This will include asking if you want an advocate.



You will be treated the same as any other adult.

Your age, sex, sexual orientation, religion, race, ethnic group and the language you speak will not make a difference to how you are treated.



You will feel that reporting harm is a positive experience, that you were involved, and your voice was heard.

How can you be involved?



The Committee decided to have a service user engagement strategy.

The Committee have four principles of how you can be involved:



1. EQUALITY.

The Committee says that what you think is important.

Your ideas can be part of the work the Committee does.



2. ACCESSIBILITY.

Help us make sure information about the Committee and the adult protection process is easy to understand.



3. RECIPROCITY

You are an equal partner in the process because your knowledge and experience is recognised, acknowledged and where possible rewarded by the Committee.



4. DIVERSITY

The Committee will aim to hear from all adults at risk of harm, including the views and experience from seldom heard groups.

How do we already involve adults at risk of harm in the adult support and protection process?



There is accessible information that explains the different parts of the adult support and protection process.

It can also be used by staff when visiting adults at risk of harm.



There is accessible information on types of harm to support adults to keep themselves safe and to know how and where to report harm.

Staff can use the information when they speak with service users, families and carers about keeping safe and preventing harm.



Staff from all organisations should ask what adults at risk of harm think about the adult support and protection process and write down what they think.

This is usually done during and at the end of Investigative Interview; before, during and after Case Conference and before during and after Review Case Conference.

There are ways that we can make this better.



The Committee has training which gives Social Workers information about service user engagement, advocacy, communication support, and how to record decisions.



The Committee have audits.

This is when we look at people's files and talk to staff involved.

We look to see if adults at risk are being given the chance to have their voice heard and to see what they think about the adult protection process.



Adults who have had an advocate during the adult protection process are asked to give feedback on a short and easy questionnaire at the end of the case.

We have been doing this since May 2016.

What new things are we doing to involve adults at risk of harm in the adult support and protection process?



The person who has reported the harm will ask the adult at risk how they feel about the adult support and protection process and what they want to happen.

If someone is not an adult at risk, they should be asked what they think about what has happened and what advice they have been given.



Other organisations that ask adults at risk of harm for feedback about their experience of adult support and protection activity will find ways to make this better.

How do we already involve service users in the Committee's work?



The ASPC monthly e-newsletter offers community and service user groups the opportunity to contribute to the development of adult support and protection information.



ASPC service user conferences have raised awareness of adult protection issues.

Service user groups have been involved in what the conferences have been about and have run workshops.

Service user and community groups can respond to ASPC surveys.



Service user and community groups ask questions, ask for information on harm and how to report it, and give feedback when meeting with Participation and Engagement Coordinator.



Co-production of easy read information: service users suggest topics, feed back on development, and agree that the finished information is accessible.

Easy read and accessible formats of documents are made and sent out at the same time as the main document, for example the ASPC Biennial Report.

What new things will we do?

Questions



1. What do you think about it?

Good

Bad

Not sure



ASPC and COPS (Chief Officers for Public Safety) members will start using the **“Questions for adult support and protection leaders to consider”**.

These are on page 12.



ASPC and COPS use the monthly e-newsletter to share information about what is important to them, what work they are doing and what is going well.



Share service users' good news stories where adult support and protection intervention has worked well.

This will encourage people who are afraid to ask for help.



It will help them see that it is a good thing to report harm.



The next 5 pages show you the questions we want to ask people who have been through the adult support and protection process, and the questions we want the people who are on the Committee and COPS to answer.



The answers to the questions will help us to make adult support and protection services better.

We want to know what you think about Adult Support & Protection.



If you have been helped with Adult Protection we want to know what it was like for you.

What you tell us would help us do better.



1. Did we give you information to explain what we would do and when?



2. Did we ask your view and what you thought or felt about how to stop the harm and get help?



3. Were you asked if you wanted an advocate to support you?

An advocate is someone who can support you to have your views heard.



4. Were you asked if you wanted any support with communication to help you take part in the meetings and to understand what was happening?

This includes things like a speech and language therapist, an interpreter or 'Easy Read' information.





5. Do you feel safer now?



6. Do you know who to contact if you need help in the future?



The information you are giving us will help to make Adult Support & Protection better.

Thank you.

PEOPLE'S EXPERIENCE OF THE ADULT SUPPORT AND PROTECTION PROCESS

	Statement	Yes	Partly	No	Comment
1	Taken together, my care and support help me live the life I want to the best of my ability				
2	I have the information, and support to use it, that I need to make decisions and choices about my care and support				
3	I am as involved in discussions and decisions about my care, support and treatment as I want to be				
4	When I move between services or care settings, there is a plan in place for what happens next				
5	I have access to a range of support that helps me to live the life I want and remain a contributing member of my community				
6	Carers report they feel supported and have a good quality of life				

These are the questions that we want the Committee to answer:

1 How does your Adult Support and Protection Committee show that it is committed to involving people who use services in adult support and protection at all levels, including:

In their own support and protection

Strategically

In commissioning and developing information and advice about adult support and protection

2 How effective are adult support and protection services at meeting people's outcomes, negotiating and explaining where these cannot be achieved?

How do you know?

3 How well are the Adult Support and Protection (Scotland) Act 2007 Principles used across agencies in Fife when undertaking adult support and protection investigations? How can you ensure consistency?

4 How do you demonstrate leadership in giving practitioners permission to work in a person-centred, outcomes focused way that enables choice and positive risk-taking in adult support and protection- and in challenging risk averse cultures?

5 How are you meeting the duty (where necessary) to provide independent advocacy for adults identified as at risk of harm?

6 How are you developing, supporting and using existing community and service user groups to gather feedback on adult support and protection and what adult support and protection priorities should there be in Fife?

7 Where is co-production working well in your organisation? How can you transfer this to an adult support and protection arena?

8 Who decides what information and advice you produce about adult support and protection? How do you ensure the materials are accessible to a wide range of stakeholders? How can you involve people and communities in this work?

9 How do you find out about and bring in new ideas to your adult support and protection work? What other methods could you use?

10 How do you determine "what good looks like" when involving people in adult support and protection?