

Hand in hand - East Ayrshire Advocacy Services - we will support, enable and advise - see



Background: ASP Lived Experience Project

- Council Officers were asked questions at end of ASP journey: Insufficient information gathered & not independent
- EAHSCP provided funding to EAAS to develop and **improve** the experience of people subject to ASP legislation



Referrals



- Referrals made when ASP Episodes end
- Consent required for EAAS to contact; we have own Consent Form and Participant Information, including easy-read versions

'Conversations'

- Informal; can involve multiple visits
- Topics covered:
 - Information & Explanation
 - Views & Advocacy
 - Meetings & Processes
 - Outcome
 - Other



Reporting



- Regular updates & reports to APC & APC Improvement sub-group
- Focus on:
 - Awareness-raising activities
 - Breakdown of referrals
 - Selected quotes, themes & emerging trends

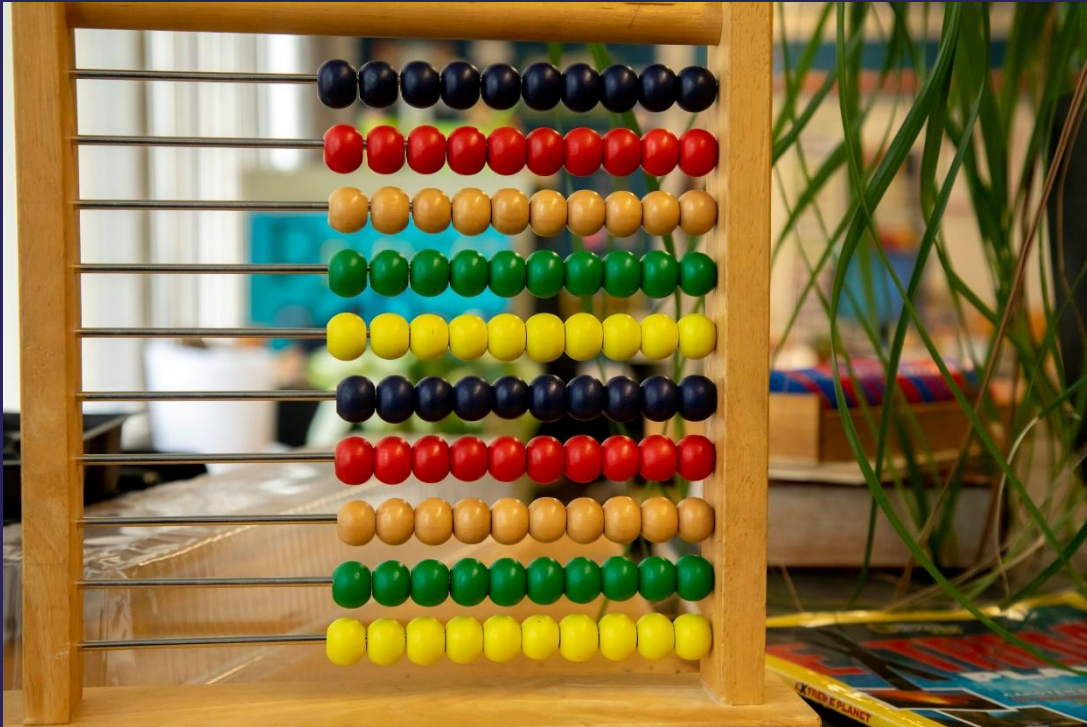
Challenges

- Referral numbers
- Consent
- ASP Episodes

= New approach planned



Referrals



Total Adult Referrals: 74

Adult Conversations: 40

Family/Carer Conversations: 10

Feedback

‘Someone took me for a cup of tea and a cigarette in between meetings...this really helped me feel comfy and helped me to chat more’

‘I felt angry regarding the concern, not how the social worker conducted herself or took us through the process, it was the start of the concern and how it was reported’

‘We are very grateful as a family for the support both ourselves and our [sibling] have been given throughout all of this...we still feel listened to and supported at this time’

Feedback

'I believe the process has protected my [relative] financially and she has a good relationship with social work and the help is still continuing...We know that we can call social work or advocacy at any time if we need help with our finances or anything else. We are both more protected now'

'This has been so liberating to talk to someone independent from everyone involved...I don't think I have told my story from beginning to end...Thank you for listening, I feel now that this might be the beginning for me, I know you might not be able, but visit any time and keep in touch'

Impact

- LEP: near real-time feedback
- Themes & feedback implemented to improve processes
- Previous audits: <5 respondents
12 months later re: experiences of ASP



Impact: Multi-Agency Self Audit

‘Individuals themselves can for many reasons appear to create barriers therefore the need for a culture that seeks to understand these and sticks with people is essential, a point summed up by one individual:

“Yes I expressed my views well although they were detrimental...I signed myself out of hospital without any care arranged, that was not a good idea...Social work were great though and I don't know where we would be without them...Everything was so overwhelming for both of us”

Impact: Multi-Agency Self Audit

‘The conversations with people with lived experience indicate barriers to engagement are often due to not being aware of referrals made under ASP, creating feelings of defensiveness which were compounded by a perception of social work interfering rather than protecting’

‘People with lived experience support the view of a culture of information sharing and in particular there was a high level of information on what would happen next, and a sense of ‘feeling listened to’ as well as having information on practical supports’

EAAS Feedback



- Privilege hearing people's stories
- Partnership working enhanced
- Feedback on advocacy support
- Developing suite of information re: ASP processes, based on findings

Questions?

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