



Fife Adult Support & Protection Committee

Fife Adult Support and Protection Committee Service User Engagement Strategy

Introduction

Fife Adult Support and Protection Committee (ASPC) is committed to ensuring that adults at risk of harm who are referred and receive intervention have a positive experience throughout the support and protection services they receive, and that they feel, and are, safer at the outcome. This will be achieved by placing the individual at the centre of our activity and ensuring that their views will be listened to, heard and acted on when developing and implementing supportive and protective responses from harm they are or are likely to experience.

The Adult Support and Protection Committee is, however, not limiting their aspiration to the direct experience of the adult support and protection process itself and recognise that the lived experience of adults at risk of harm can shape and influence our strategy, policy and practice and will also serve to underline to the partnership organisations and their staff the need to evidence they work to the principles in the Adult Support and Protection (Scotland) Act 2007.

Thus the Adult Support and Protection Committee Service User Engagement Strategy has two key strands:

1. To encourage and direct all agencies represented in the partnership to seek service user feedback on their experience of the adult support and protection process, evidence this feedback and use it singly and collectively to improve the experience as necessary.
2. To seek and encourage the involvement of individuals with lived experience of adult protection service provision to influence policy and strategy through engagement and participation in the committee's improvement activity.

Legislative Driver

The Adult Support and Protection (Scotland) Act 2007 is predicated on a set of Principles that those involved in the support and protection of adults at risk of harm must take account of. In terms of service user involvement, the following are the most relevant:

Have regard to—

- *the adult's ascertainable wishes and feelings (past and present),*
- *the importance of—*

- *the adult participating as fully as possible in the performance of the function, and*
- *providing the adult with such information and support as is necessary to enable the adult to so participate,*
- *the importance of ensuring that the adult is not, without justification, treated less favourably than the way in which any other adult (not being an adult at risk) might be treated in a comparable situation, and*
- *the adult's abilities, background and characteristics (including the adult's age, sex, sexual orientation, religious persuasion, racial origin, ethnic group and cultural and linguistic heritage).*

These principles, which are mirrored in the other key protective laws (Mental Health (Care and Treatment) (Scotland) Act 2003 and Adults with Incapacity (Scotland) Act 2000, make explicit that involving, and providing the means to make that involvement more likely to happen and to be a **positive experience** for the adult at risk of harm should be **evidenced** in practice.

Background

The Adult Support and Protection Committee held a “stock take” development session to support their Improvement Plan for 2018-2020, based on the views of members of the committee and working groups, and influenced by self-evaluation and improvement activity over the preceding two year period. One of the areas it was agreed required intensive improvement focus was evidence of service user engagement during the adult protection process. An objective to this end was included in the Improvement Plan:

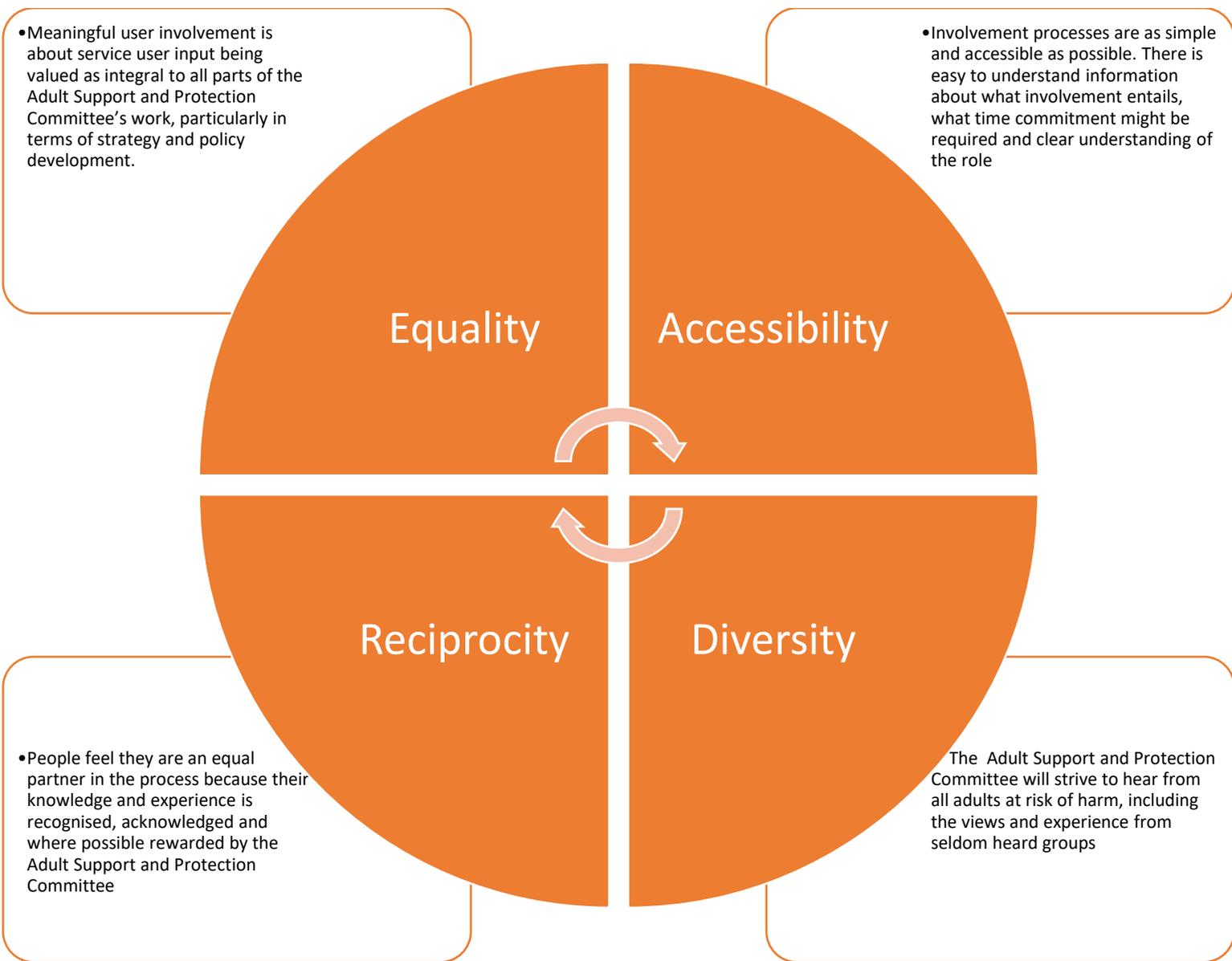
Agencies involved in adult support and protection activity will build in opportunities to explain the process, its aims and potential impact, and capture service user feedback at key points during the process, and at the resolution of the adult support and protection process. They will also record and respond to any spontaneous feedback about the process the service user gives. Adults will be confident that reporting harm will be a positive experience, and one in which they can contribute to and influence the outcome.

One of the actions agreed to address this improvement area was the development and embedding of a service user engagement strategy.

The ASPC are adopting four key principles, which are laid out on the next page, in order to address their objective of improving engagement and participation of individuals with lived experience of adult protection processes in the work of the committee.

These four principles are drawn from research, Making Safeguarding Personal: Supporting Increased Involvement of Service Users.¹

¹ Published by Local Government Association and ADASS, May 2018



Practical approaches to individual engagement with the adult support and protection process

The Adult Support and Protection Committee is developing this service user strategy to build on some of the positive work already underway both in relation to individual case work and by involving service users with lived experience to influence the priorities and progress of the committee's business. The next section is an overview of what we have already done or are doing.

What we already do and which we can do more of and build on

1 The ASPC has developed a range of accessible information to support adults going through the Adult Support and Protection Process. These resources are available for individuals to access themselves but are also available for staff to use when visiting the individual as part of the process. Information can be accessed at: www.fife.gov.uk/adultprotectioneasyread Click on the 'What is Adult Support and Protection?' tab.

2 There is also a range of accessible information to support adults more at risk in order to keep themselves safe and to know how and where to report harm. These can be accessed at: www.fife.gov.uk/adultprotectioneasyread. These can support staff in their discussions with service users, families and carers about keeping safe and preventing harm.

3 Staff from all agencies have an opportunity and duty to ask for and record feedback at key points in the Adult Support and Protection process: current recognised opportunities are during and at the end of Investigative Interview; before, during and after Case Conference and before during and after Review Case Conference. There is scope for improvement and expansion in this regard and leadership, direction and encouragement will support this aim.

4 Currently, in support of this approach, there is a Council Officer Training Module which directly focuses on engagement, advocacy and support with the following learning outcomes:

- Understand the foundation principle of Service User Engagement
- Understand the essential role and importance of Advocacy in ensuring the adult's views are heard
- Understand and appreciate the central role of Communication Support in the engagement of the Adult at Risk of Harm
- Consider the related Recording and Defensible Decision Making Implications

Attendance and embedding learning in practice will improve the experience of adults at risk of harm subject to the adult protection process. ²

² Training dates can be accessed [here](#).

5 Inter-agency self-evaluation audits over a number of years have included attempts to gain feedback from the individuals whose records were included in the audit to gain their perspective on the outcome and their experience of the adult protection process.

6 Seeking views of individuals who have been supported through the adult protection process by involving advocacy services using a short and uncomplicated questionnaire has been in use since May 2016. This differs from seeking feedback during an audit because the adult's views are sought at the conclusion of the case rather than several months after the event and are being sought by an independent individual with whom the adult will have a positive and trusted relationship.

New activity

1 Consider inclusion of asking for feedback at point of referral by person reporting harm on behalf of the adult AND at outcome of referral where the outcome is not to progress with adult protection measures, again by person who made the report of harm.

2 Agencies undertaking regular single agency and inter-agency self-evaluation which includes measuring service user feedback about their experience of and outcome from adult protection activity will provide the means to measure continuous improvement.

Practical approaches to engagement by representation

What we already do and which we can do more of and build on:

- at committee:

1 Use of red and green cards at meetings has been in place and used regularly at all committee meetings since 2011. Everyone has both a red and green card; the green card when held up means "I want to say something, or ask a question", the red card means, "Stop. Please explain what you have said". This ensures equality of opportunity to participate and encourages everyone to use straightforward language.

2 Where necessary, information is made accessible by using large font and printing on coloured paper.

3 We have in place an easy read document which lays out what is required of an ASPC member.

4 We strive to avoid use of acronyms and jargon. We maintain an abbreviations "register" to aid understanding.

5 Our current membership includes a combination of service user and service user representation from diverse groups.

6 Opportunities to present updates on activities being undertaken by service user groups which feed into the ASPCs priority areas through fixed agenda items.

- wider involvement of service users in ASPC priorities

1 Through engagement with service user and community groups including seldom heard groups, people with communication difficulties or language barriers responses to surveys. The ASPC monthly e-newsletter always offers community and service user groups the opportunity to contribute to the development of adult protection information that's relevant to them, or to receive information for their members on harm and how to report harm.

2 The ASPC has hosted several successful service user conferences to raise awareness of adult protection issues, prevention measures and in general service user groups have been involved; contributing to the programme and leading on workshops.

3 Co-production of easy read information: suggesting topics, feeding back on development, signing off drafts.

4 Adaption of key documents in easy read/accessible formats produced and distributed at same time as key document e.g. Biennial Report

New activity

1 ASPC and COPS (Chief Officers for Public Safety) members introduce into their cycle of improvement activity the self-assessment survey "**Questions for adult support and protection leaders to consider**". (See appendix page 7)

2 ASPC and COPS use the monthly e-newsletter to share information on their priorities, progress on activity.

3 Utilise service user good news stories where adult support and protection intervention has worked well, to encourage individuals who are afraid of seeking help to reach out confident that the experience will be positive.

APPENDICES

Measuring success/progress to success of strategy in practice:

This framework includes a Participation and Engagement toolkit of resources to support service user engagement opportunities

Appendix 1 The following question set encourages those with lead responsibility for delivery of adult support and protection services to critically assess their commitment and readiness for meeting the engagement and participation expectations of those with lived experience of the adult support and protection process:

Key questions for adult support and protection leaders to consider

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 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?

Appendix 2 Sample outcome statements to ascertain general feedback from adults at risk of harm

PEOPLE'S EXPERIENCE: Outcomes – taken from logic model for integrated care					
No.	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				

Appendix 3 Structured feedback questions on conclusion of adult protection case; easy read accessible format sample: this is available at: www.fife.gov.uk/adultprotectioneasyread and is currently being used by Circles Advocacy services on behalf on the ASPC, who invite clients who have been through the adult protection process and have received support from their service. This could be used more widely with our without the illustrations.



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.