

**GLASGOW ADULT SUPPORT & PROTECTION  
SERVICE USERS SUB COMMITTEE  
EVALUATION SUMMARY**



## What is this summary about



The **Adult Support and Protection** (Scotland) Act is a piece of law which tries to stop people from being harmed



The Adult Support and Protection Service Users Sub Committee work alongside the Glasgow Adult Support and Protection Committee to make sure this law is working well in Glasgow



The Adult Support and Protection Service Users Sub Committee wanted to find out what people thought about the adult support and protection process



The adult support and protection process means all the steps that are taken to keep someone safe

## Who spoke to people



The Sub Committee hired The Advocacy Project to speak to people who had been through the adult protection process to hear what they had to say about it



The Advocacy Project are an independent, rights based organisation who provide advocacy support in Glasgow

## What happened when you took part



People who had been through the adult protection process were asked if they would speak to the worker from The Advocacy Project

## What happened if you took part



The worker from the Advocacy Project visited people in their own homes



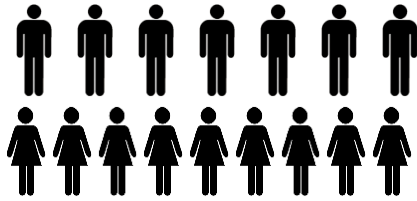
Everyone was asked the same questions



The worker recorded what people said



The worker made a report to share what people had said about the adult protection process



16 people spoke to the worker from the advocacy project

## What did people say is working well



5 people who needed help thought they got help quickly



10 people thought the support they got was good. It came from lots of different organisations like the police or housing associations



10 people had advocacy support and thought this was very helpful

## What did people say is working well



13 people went to all of their meetings



9 people felt a lot safer because of the support



13 people have someone they can talk to if they feel worried or unsafe

## What could be better

### Communication



No one was given a leaflet which explained adult support and protection



Many people found a lot of the information difficult to understand



People would have liked some help to understand the information

# Communication



Some people would have liked easy read information



5 people did not know they could have advocacy support



14 people did not know what a protection plan was or how this could help them



## At meetings



Most of the meetings were in buildings people had not visited to before



Most people felt the professionals at the meetings were not very welcoming



Most people felt that the professionals at the meeting did not think about how you are feeling



Most people did not feel they were an important part of the meeting

## At meetings



People said meetings made them feel stressed and worried



Most people said they were the last person to speak at their meeting



Most people did not feel that the professionals listened to them during the meetings



Some people felt that decisions were made about them by others at the meeting

## Understanding



People sometimes make choices other people don't like



People might make choices that other people think could be dangerous



People want to be able to say what they think should happen at the meetings

## Understanding



Sometimes the professionals at the meeting decide that the person should stop doing certain things.

This is because the professionals think these choices are harming them



People would like to know why they have made this decision



People want to know what happens next

## What next?



There are lots of different things which can harm someone



People want to be able to make choices even though someone else thinks that choice could be harmful



The people we spoke to have some ideas about how to make the adult protection process better

## What next?



The subcommittee will ask the ASP committee if they can make some changes



The changes will hopefully make the adult protection process easier for people to understand and help them to be less worried



The Advocacy Project and the Service User

Subcommittee would like to thank all those who took part and chose to share their experiences with us

