

Service User Representative Group (SURG)

We hope you enjoy reading the **SURG** leaflet. We produced this leaflet in response to the many enquiries regarding our group and we trust it explains what we do. We welcome organisations and groups to find out more about **SURG** and we hope to attract new members. In particular we are looking for members who represent mental health, older people and dementia.



“

We are definitely listened to and take part fully in the agenda items

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Who are SURG?

SURG is short for Service User Representative Group and is a sub group of the Glasgow Adult Support and Protection Committee. It was set up to make sure the service user voice is heard and that they have an opportunity to inform the work of the Glasgow Adult Support and Protection Committee. If only workers are involved, then the service user voice can easily disappear into the background.

What is the Glasgow Adult Support and Protection Committee?

The Glasgow Adult Support and Protection Committee was established to provide an opportunity for partners such as social work, health, police and voluntary organisations to improve services to those adults at risk of harm and need support and protection.

Background to Adult Protection

The Adult Support and Protection Act (2007) provides ways to offer support and protection to certain adults who may be at risk of harm or neglect. Harm or abuse can take many forms including physical, emotional, financial or sexual abuse. The Act is about trying to keep vulnerable people safe from harm.

Who can be a member of SURG?

SURG is a member led group. The service user group is one of several sub groups of the Glasgow Adult Support and Protection Committee.

Our members are people from organisations that support disabled people, those with mental health issues and older people, including those with dementia. The following organisations currently have representation on the subgroup:

- ▶ Glasgow Disability Alliance
- ▶ People First (Scotland)

We hope to attract new members and are looking for members who represent mental health, older people and dementia.

Key Messages:

- ▶ The service user should be given the support they need to participate in adult support and protection procedures
- ▶ Keep the service user well informed and involved throughout the process
- ▶ The service user's own wishes and feelings must be taken into account
- ▶ Keep written information simple and easy to read
- ▶ Avoid jargon
- ▶ Service users should be made aware of Independent Advocacy support

How often do SURG meet?

We hold our group meetings four times per year. We attend development sessions and sometimes are involved in short-term working groups. Two **SURG** representatives attend and are meaningfully involved in supporting and contributing to the work of the Glasgow Adult Support and Protection Committee.



What is the role of SURG?

- ▶ Seeks to influence the Glasgow Adult Support and Protection Committee
- ▶ Questions the main committee about policies and procedures
- ▶ Makes recommendations
- ▶ Influences practice and has an input on training
- ▶ Commissions pieces of research.

SURG Activities and Achievements

- ▶ We believe it is important that our members have a **level of knowledge and understanding of the Adult Support and Protection (ASP) processes and legislation**. Our members take part in numerous briefings, training and development sessions around Adult Support and Protection.

For example, we participated in an Exercise with Social Work Services to help us understand the decision making around risk for service users.

- ▶ **SURG** commissioned pieces of research into the service user experience of the adult support and protection process. The Advocacy Project consulted with people who had recently been subject to Adult Support and Protection legislation. The recommendations have informed practice resulting in a better experience for service users. **See the good practice section for more information on this.**
- ▶ **SURG** representatives were part of the interview panel for Adult Support and Protection staff recruitment.
- ▶ Although not directly involved in Significant Case Reviews, we can as members of the Glasgow Adult Support and Protection Committee hear about the recommendations and actions taken.
- ▶ People First gave a well-received presentation on Public Protection at the City Chambers.

Good Practice Example

- ▶ The **research** highlighted the need for the service user to be kept better informed and involved throughout the Adult Support and Protection process.
- * Service users are now better involved in **Case Review** meetings.
- * **SURG** helped to produce the **leaflet** **'What is Adult Support & Protection?'**

Staff can now make sure that the service user receives the leaflet at the start of the process and read it over at a suitable time for them.

The leaflet covers:

- ▶ legislation;
- ▶ types of harm;
- ▶ who is involved;
- ▶ the processes;
- ▶ the rights of the adult;
- ▶ advocacy and
- ▶ further help and information.

The leaflet is in 'plain English' which means it is easy to read and understand. Feedback on the leaflets has been positive so far.

View the leaflet here:

www.glasgowadultprotection.org.uk

- ▶ **SURG** representatives give a regular input to the **Council Officer Training**. They explain the role of the group. They discuss their Evaluation Research findings and how the recommendations can be implemented in practice. This is a good opportunity to look at the power relationships and for workers and service user to participate in the training as equals.

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Service user
input was
excellent,
very engaging
in discussion
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“
Presentation was
insightful in giving
first-hand perspective
and reinforced best
practice points about
Adult Support
and Protection
”

“
Very
powerful
to have
discussions
with service
users
”

What supports service user involvement?

- ▶ The Adult Support & Protection Committee will provide – induction, training, administration support, assistance with transport
- ▶ The service user will be supported by the organisation they represent
- ▶ Staff from the Public Protection Committee and Social Work attend SURG meetings on a regular basis
- ▶ Refreshments are provided during the meetings

How to Contact Us

If you would like more information about **SURG** then please contact:

Anne-Marie Gorman,
Community Development Officer,
Glasgow City Council

Phone: **07880176547**

Email: **Annemarie.Gorman@glasgow.gov.uk**

Who should I contact with concerns?

For anyone wishing to report an adult at risk or look for advice during office hours phone social care direct on **0141 287 0555** and outwith office hours on **0300 343 1505**.