

When an enquiry or referral is received:

- The Outreach Officer will contact you and/or referrer to discuss referral and arrange a meeting at the Ecas office.
- This meeting will be an opportunity for you to understand more about the service, what to expect and to ask questions.
- You can meet with the Outreach Officer a few times so you can get to know each other before planning and identifying your goals.

Personalised Planning

- Personalised Planning takes account your unique life story, including: who you are as a person, what/who is important to you in your life, what your strengths and abilities are, and what you want your days and weeks to look like.
- From these discussions, you will identify goal(s) specific to your life.
- You may already have a goal that you want to work towards, or it may take you a while to decide what you want your goal to be – we will work at your pace, whatever that may be.
- Planning can happen over one, two or more sessions.

Action Plans and Pathways

- Action Plans will organise the steps needed for you to achieve your goal, and will outline who needs to do what so we can keep track of what has happened and what needs to be done.
- We will meet for approximately 1 hour, either weekly or bi-weekly (your choice) to discuss your ideas, solutions, pathways and progress.
- Your goals may develop or change over time and that is OK, we will note this in our meetings and adapt the plans to suit.

Review

- A few weeks in, the Outreach Officer will carry out a review with you. This is an opportunity to discuss your pathways, and what you think is going well and what could be better with the service.
- This review will help the Outreach Officer make improvements/adjustments to the service that you are receiving.

Moving On

- You and the Outreach Officer will discuss when you think you are ready to move on from the service.
- You will have the opportunity to look over the whole partnership, reflect on whether your expectations were met, what you have achieved, and what your next steps will be.
- You will be asked to fill out an evaluation (anonymously) which looks at the service overall and will help us make improvements for future participants.
- You can end the engagement at any time – if you decide to, please let the Outreach Officer or the Ecas Office know.

If you require further information or have any questions, please get in touch with the Outreach Officer, Megan Hood. megan@ecas.scot / 07464 871 733 / 0131 475 2344