

When an enquiry or referral is received:

- The Outreach Officer will contact you to discuss the service so that you know what to expect and you can ask any questions you may have.
- If you are happy to proceed, you can chat with the Outreach Officer over a few meetings so you can get to know each other before starting to plan goals.

All meetings will take place over the phone or video call until Covid-19 restrictions are eased.

Personalised Planning

Just because there are restrictions in place, does not mean you cannot plan for your future!

- 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 remotely either weekly or bi-weekly - your choice - to discuss your ideas, solutions, pathways and progress. Meetings can take approximately 1 hour.
- 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 review will take place a few weeks in. This is an opportunity to discuss your pathways, what you think is going well and what could be better with the service.
- This review will help the Outreach Officer make 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 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**