

## Evaluation of the Assist Trust, April 2015

### This is what we did:



We asked ten members to take photographs of their time at Assist.

We spoke to them about the photographs and things that are good or not so good about coming to Assist.

We asked all staff what it is like to work at Assist.

We spent some time at Assist to see what everyone was doing and how people were getting along together.

### This is what members told us:



Assist is a good place to make friends and have a good time.

The groups are fun and interesting and there is a lot of choice. Gardening, cooking and Zumba were really popular groups but orienteering during the winter months was unpopular!

Travel training is good as it can make you more independent.

There are many opportunities for work placements and volunteering.

Some members thought the group timetable ran for too long and it would be better if activities changed more often.

Staff offer support with all aspects of our lives.

*I am the happiest I have been in years*

*The staff helped me here, they helped me just like walk from here to the train station and then make sure I was on the train alright - that was quite scary at first as well*

## **This is what the staff told us:**



**Members are always encouraged to speak up and make decisions for themselves.**

**Staff try to listen to everyone.**

**The Assessment and Support tool is helpful for making sure that everyone is making progress and doing things that they enjoy.**

**The staff feel well supported and are happy with pay and working conditions.**

**There have been some really good changes at Assist.**

*Assist has a truly special thing going on. It is a progression service that really works and the managers are doing and achieving good things*

*All staff encourage decision-making – this is a huge positive if members are able to do this*

## **What next?**



**The Norman Café is very popular and members and staff would like to see more projects that can offer members work experience.**

**Some staff suggested that members might enjoy one-off workshops with 'experts' coming in. For example doing photography and filming.**

**It would be good for members and staff to have more and better quality computers.**

**Everyone wants to tell other people about Assist and what a great community it is.**

**Should groups start later? Some members are not able to arrive in time for the groups that go outside Assist premises.**

*Every time I see a member go out to a work placement, having been supported to start travelling independently and learn how to do the job through job coaching, I feel this shows how our ethos can promote real change at an individual level (Staff)*