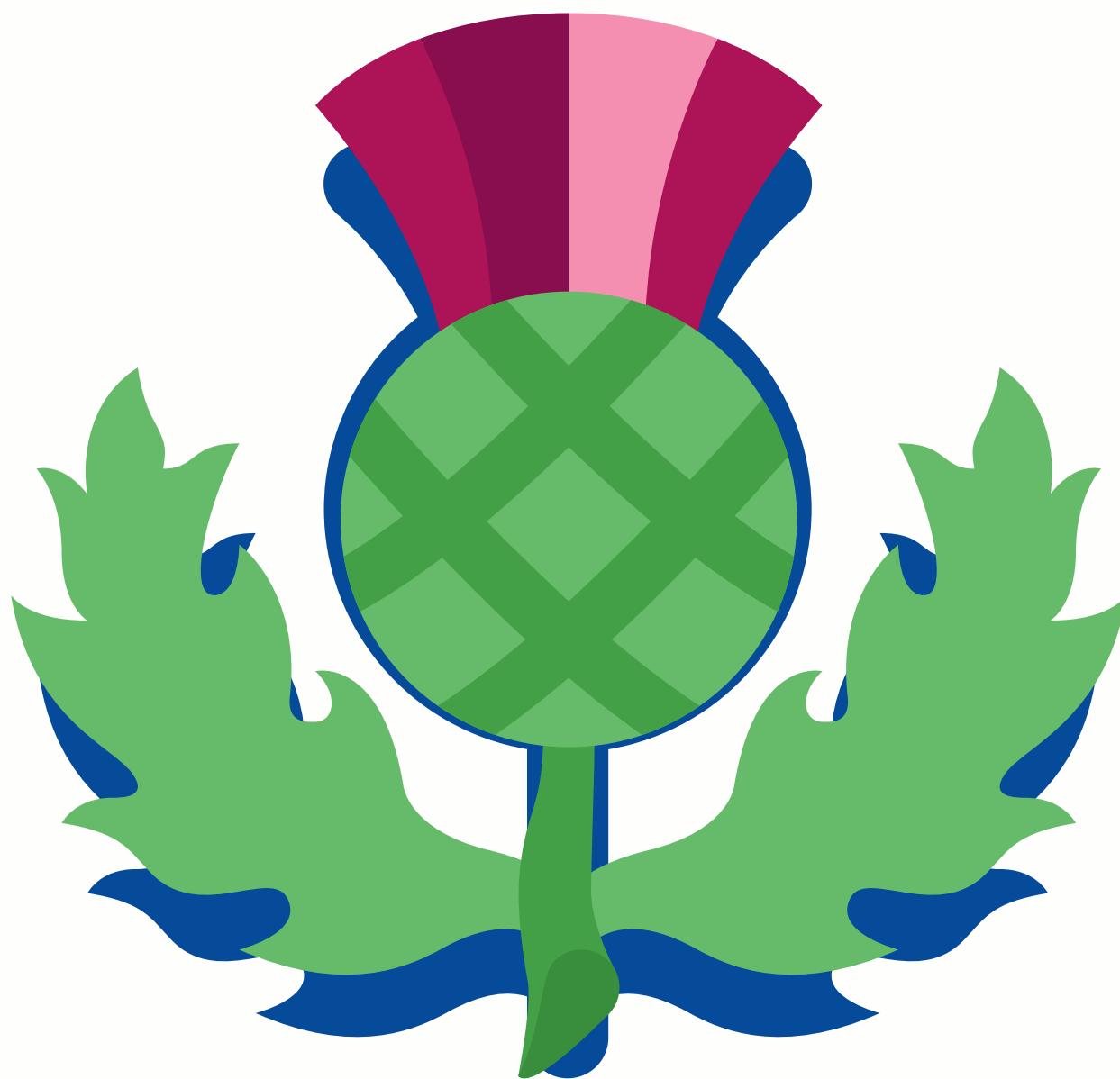


# Highland One Stop Shop Stakeholders Report 2021



AutismInitiatives.org



*It has totally changed the way I see myself in the best way possible. Making so many friends with the same condition as me was once only a dream, but now that it's a reality, it has really boosted my self-esteem.*



## **Foreword by Autism Initiatives National Director for Scotland, Catherine Steedman:**

The last year has been anything but usual – the Covid Pandemic has affected everyone in some way. We have heard from some people that the restrictions have really had a positive impact on their lives, but others have said they have struggled with being isolated from meeting family and friends or felt confused and anxious with the fast changing regulations and restrictions.

The Highland One Stop Shop (HOSS) was quick to respond to the Covid pandemic. We worked hard to ensure we kept our essential service operational, whilst adhering to the rules. This involved changing the delivery of many of our services and activities to online. This ranged from Zoom group coffee mornings and group discussions to 1:1 Zoom/Teams/Skype calls on the widest variety of topics including, help to gain a diagnosis, support with the benefits system and managing anxiety. We also supported our users on a face-to-face basis where they needed direct support with mental health issues. This helped people maintain and develop vital friendships and connections and also ensured no one was left alone and they always had the HOSS when they needed it.



**In order to gain feedback from the people who use our services and other stakeholders we conduct annual surveys.**

This gives us another opportunity to listen to the views of all our stakeholders and lets us know what we do well and what we need to improve on or develop. Although many of our services have been delivered in different ways to previous years, our objectives are still the same – to offer the widest range of services and support to autistic people.

It therefore remains essential that we listen to the views of our stakeholders and respond appropriately.

Stakeholders responded to the survey, rating us out of 100 in key areas – we've averaged their scores to share with you.

**9/10**

Satisfaction rating  
from people who  
access Highland One  
Stop Shop (HOSS)



**8/10**

Satisfaction rating  
from family and friends  
of those who use the  
service



**9/10**

Satisfaction rating  
from professionals  
working with those  
who access HOSS



*HOSS has been a lifeline for me and if it wasn't for their support over the last few years I probably wouldn't be here now, so in terms of my health and wellbeing then the fact that I am alive means that it has improved dramatically*



## **Here for those who need us even in the most challenging of circumstances**

Highland One Stop Shop remained open throughout the Covid pandemic, changing the delivery of some services and making the base Covid safe, so as staff could meet people, face-to-face, who were in need of this approach.

Feedback proves that this has really been beneficial with users wondering what they would have done if we hadn't kept operating. We kept our members up to date on delivery through our Facebook page providing information on the groups we were delivering and how to access them.

Staff also visited people in their own homes to help with the setting up of computers and to advise and support on accessing virtual platforms.

*I think you have done a great job  
when other services have  
abandoned people who needed them*

*I worry about how much more isolated I  
would have been without their help this  
past year. I still struggle but hate to  
think how much worse I'd be without them*

## **Finding the funds to keep our doors open**

**A recurring theme from all our Highland One Stop Shop surveys is the continual threat of continuation funding.**

**We receive no financial support from the statutory services in Highland** – NHS Highland or Highland Council, therefore we are reliant on fundraising monies and grants. This means that it is often impossible to assess early in the year if funding is available for the following year.

We appreciate the concerns this causes to, not only the users of Highland One Stop Shop, but also to their families and our staff, and we endeavour to secure longer term funding.

**We are delighted to say that we are able to operate for another year in Highland.**

“

*They've helped me with my diagnosis and with the process after... I feel more confident within myself and my autism thanks to the support they continue to provide me*

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## Family Matters

Although the needs and ambitions of the autistic people supported by Highland One Stop Shop will always remain our paramount concern, we understand, acknowledge and appreciate the importance of family and friends to the success of those we work with.

Families have told us how much they appreciate both the direct support and advice and the opportunity to connect and meet other autistic people.

*"HOSS is a vital resource for my autistic daughter and therefore also vital for us as a family as we support her."*

*"It has given me hope for a better future for my daughter"*