

Inspiring Scotland



Self-Directed Support: Innovation Fund



Year 1 Progress Report May 2016

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Organisations delivering SDS Innovation Fund projects

- Association for Real Change (ARC) Scotland
- Carr-Gomm Futures
- C-Change (dates-n-mates)
- CrossReach
- Growbiz (Enterprising Eastern Perthshire)
- In Control Scotland
- Lothian Centre for Inclusive Living
- Mental Health Foundation
- NHS Education for Scotland
- Quarriers
- Scottish Care
- Scottish Union for Supported Employment (SUSE) with ENABLE, RNIB Scotland and Capability Scotland
- Shelter Scotland
- Social Care Ideas Factory (SCIF)
- Scottish Personal Assistant Employers Network with Respite Now (Peace of Mind)
- The Advisory Group (TAG) Inverclyde
- Thera (Scotland) with Neighbourhood Networks and Equal Futures (TEN)
- Thistle Foundation
- Turning Point with Outside the Box
- Turning Point with IRISS
- WEA Scotland (PA Network)

Introduction

The National Strategy for Self Directed Support (SDS) in Scotland recognises the need to build capacity of providers and develop the workforce to support the effective implementation and delivery of SDS.

The SDS Innovation Fund (2015-2018) aims to support innovation and the piloting of different service models as well as help develop the capacity of practitioners and providers to implement SDS. In Year 1 of the Fund (April 2015 – March 2016) 21 projects spent £1.1 million developing and undertaking different innovation projects.

This report provides an overview of the work of the Innovation Fund portfolio, looking at what activities have been delivered and what impact this is having. It ties together information from progress reports submitted by the 21 projects during April and May 2016 and builds on the interim update provided by projects in October 2015.

Activity

Project activity has developed significantly since October with pilot work commencing and capacity building initiatives evolving.

Between October 2015 – March 2016:

- 12 projects reported they have facilitated peer support and sharing of learning about SDS for practitioners and providers
- 9 projects have provided SDS training and materials for practitioners and providers
- 9 projects have provided support for people to co-produce services or explore alternative models of support (ways to use their SDS budget)
- 8 projects have supported people to know about and access community services (use SDS budgets more creatively)
- 6 projects have developed new products and ways to assist SDS planning and recording

- 6 projects have provided other skills training and materials for people eligible for SDS

Projects within the Fund are delivering a broad range of activities. A smaller number of projects reported on delivering project activity including:

- 3 projects developing new care services that could be purchased with an SDS budget
- 2 projects providing support for people to employ Personal Assistant's in creative ways (helping people access and manage more appropriate care)
- 2 projects have tested and co-designed approaches to SDS planning and implementation with harder-to-reach people

Other specific activity being provided by the Innovation Fund projects includes:

- Experiential group work, training, events and mentoring to foster personal growth, leadership and community resilience among the care workforce, carers and individuals (Social Care Ideas Factory)
- Training for Personal Assistants (Lothian Centre for Inclusive Living)
- Re-development of Linn Park Adventure Playground as an inclusive play zone (Quarriers)
- Engagement of SUSE members and care

providers in the promotion of employability within SDS (SUSE)

- SDS Awareness raising (WEA Scotland – PA Network)
- Engagement with Local Authorities to promote new tools for managing SDS budgets and outcomes (Carr Gomm Futures)

Development of a network of Personal Assistants

WEA Scotland support PA's through facilitation of a Personal Assistant network. Over the last six months they have organised events for 144 PA's, including training in Emergency First Aid at work, REHIS food hygiene, moving and assistance, medication awareness and infection control and communication and challenging behaviour. They have also worked with Falkirk Council, to deliver a four-day training course to support both the employer and the employee to enter into mutually effective relationships.

The PA Network use social media and digital technology to raise awareness of Personal Assistant work and as a mechanism to support issues facing PA's. One such example is the creation of five films of employers and their PA's detailing the impact SDS has had on their lives. The PA Network website has been enhanced to add an online forum which is currently used by 25 PA's.

Impact

Increased opportunities to influence work culture and practice

Improved flexibility and creativity in support provision

Improved knowledge and awareness of approaches to increase choice and control

Increased social inclusion and access to community activities (for people)

Some funded projects are reporting that they are starting to see outcomes, in particular how project work is increasing opportunities to influence work culture and practice. nine projects identified this outcome.

Projects are either working directly with practitioners and providers to look at creative ways services can be more flexible or are developing alternative models of support as examples of how personal outcomes can be met.

This work is also improving knowledge and awareness of approaches to increase choice and control (4 projects) and some projects are seeing how this is starting to lead to improved flexibility and creativity in support provision. (7 projects)

Thistle Foundation and The Advisory Group (TAG) are also undertaking work that could fit within the activities and outcomes of the Support in the Right Direction portfolio.

Specifically, they are undertaking ‘ground-work’ SDS support – working with people to help understand the choices they have in their lives, identify personal outcomes, find their voice and

become listened to as equal partners, and to look at how to overcome barriers to community participation.

For TAG this has also led to increased participation and confidence in SDS for 273 project participants and Thistle Foundation report that 38 people have gained confidence to maximise opportunities for choice and control.

This work, alongside C-Change’s dates-n-mates project which supports people with learning disabilities to develop friendships is seeing an

Working to embed SDS across a large care provider

SDS Innovation Funding is supporting CrossReach to improve understanding and roll-out of SDS across its various care services. 8 Personalisation Ambassadors have been recruited to ‘sell’ the idea of SDS to their peers, supported people and practitioners. The Ambassadors all have different job roles and are from a different service type. They have a kit of presentations and are equipped with surveys for completion every six months which will help to inform them of their progress.

CrossReach report that since launching the Ambassador programme in January, staff and managers from 23 services have started to take on board what SDS is and embrace SDS principles. They are using their knowledge to raise awareness of SDS with supported people and look at how their services might change as a result. This has been particularly challenging for those services who have held a lot of control such as substance misuse and criminal justice, but the tools and support of the Ambassadors means they are starting to look at how they might offer choice and control.

impact on people's lives resulting in increased social inclusion and access to community activities. Growbiz and SUSE have also provided some evidence of how their project work is contributing to this outcome.

Other project specific outcomes have started to emerge over the reporting period. WEA Scotland

have developed a Personal Assistant (PA) Network.

Through training and development work and the use of social media and technology to raise awareness of the work of PA's, they have started to see increased knowledge and skills among PA's, with PA's able to put increased knowledge and skills into practice.

Changes to the reporting format

The October 2015 review of reports highlighted the need to gather information from projects in a more systematic way, to ask more targeted questions that would enable better analysis of the portfolio as a whole and how projects are evolving and changing in response to the wider SDS implementation environment.

Projects were asked to report back against set activities and outcomes which were developed based on initial knowledge gathered from application forms, October progress reports and one-to-one discussions with projects. The list of activities couldn't cover all the detail of the 21 projects and groups were also encouraged to use the 'other' sections to report on their bespoke work.

From the reports submitted in April and May the projects have been collated into 4 groups to roughly describe their work and how it is contributing to the effective implementation of SDS. Diagram XX outlines these 4 groups with a very brief description of the project work. There is cross-over between the sections, especially around the direct support work that is being provided to people, whether this is to raise awareness of SDS or to help people work towards personal outcomes whilst also testing new approaches to service delivery.

Work to raise awareness of SDS and provide training for different groups

- NHS Education for Scotland- SSKS knowledge hub and e-learning resources for practitioners and providers
- Quarriers - Linn Park Adventure Playground for families with children with disabilities
- Shelter - e-learning tool on housing and SDS for practitioners and providers

Work to develop SDS systems to help with planning and delivery

- Carr Gomm Futures – ClickGo development and promotion
- Turning Point Scotland – Pilotlight with IRISS to co-design SDS pathways for substance misusers
- Turning Point Scotland – with Outside the Box to develop SDS systems for people involved in the criminal justice system.

Work to develop skills to enable access to SDS and support successful implementation (including training for people involved in SDS)

- ARC Scotland – Transitions Forum for practitioners and people
- Social Care Ideas Factory – personal skills training for anyone involved in social care including workforce and leaders
- CrossReach – training and support for workforce to implement personalisation
- TAG (Inverclyde) - independent support, developing accessible community activities for people accessing support, training for providers
- Thistle Foundation – ground work independent support for people and families at transition
- Lothian Centre for Inclusive Living – training for people engaging in SDS
- WEA Scotland – network and training for Personal Assistants
- In-Control Scotland – training and development work on systems for SDS and young people

(Pilot) Projects developing services and testing how SDS budgets could be used more creatively

- Scottish Personal Assistant Employers Network – Pilot testing small hours ‘hubs’ to enable people to jointly employ PA’s
- SUSE – Pilot testing use of SDS budgets for employability outcomes
- C-Change – Development of dates-n-mates Renfrewshire service which could be purchased with SDS budget
- Thera Scotland – TEN pilot project supporting young people in transition to develop neighbourhood & peer networks with potential to use SDS budgets to support this work
- Scottish Care – Development of new day opportunities for older people in Falkirk
- Mental Health Foundation – capacity building with peer support projects and exploration of how they could be part of SDS packages
- Growbiz – support to develop and provide innovative and individual care and well-being services and micro-enterprises in Perth and Kinross

Updates to Innovation Fund reporting framework

As projects develop and there is better understanding of the work they are delivering the reporting framework will be updated. 6 projects specified 'Other' activities they were delivering and these will be added to the online reporting framework as well as additional outcomes listed by projects.

Testing how SDS budgets can be used more creatively

Growbiz (Enterprising Eastern Perthshire) is providing capacity building and promoting, supporting and publicising a range of care and well-being services being provided by a local Care and Wellbeing Co-op. By looking at the needs of people and carers locally, they are supporting the development of micro-enterprises and services that can meet those needs and therefore provide people accessing SDS with more choice.

As part of their progress report, Growbiz provided examples and case-studies of how this work is having a direct impact. For example a Co-op member was approached by a family under huge strain looking after a family member with Parkinson's who was in an inaccessible home with no care services or support. The family had been assessed by Social Work as needing daily care support but due to their rural location, council and private services were unable to meet assessed need.

The Co-op member was able to visit the family and understand their care needs. Through direct payments the family have been able to employ a Co-op member's services to help with care and respite. An on-going relationship with the family will be maintained so as their needs change, other Co-op services can be accessed.

Geographic spread of Innovation Fund Activity

Projects were asked to report on where they had delivered work between October 2015 and March 2016. There is some coverage in 28 of the 32 local authorities with no reported activity in Shetland, Orkney, Moray or Angus. In contrast, 8 projects reported undertaking activity in Glasgow, 7 in Fife and 7 in Edinburgh. Details of which Support in the Right Direction and Innovation Fund projects are working in each local authority can be found in Appendix 1 at the end of this report.

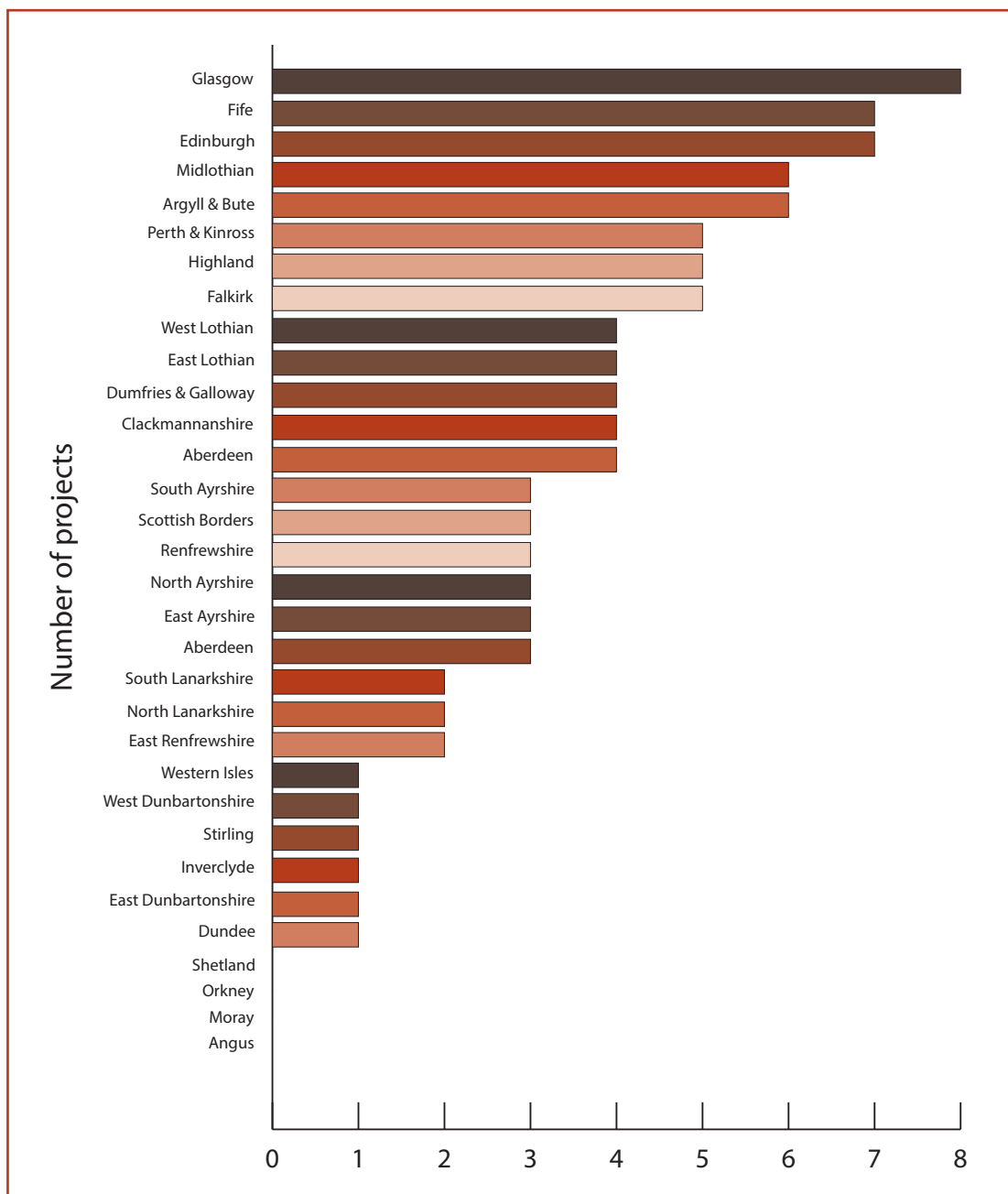


fig. 1

Who projects are working with

Projects were asked to report on the different groups of people they are working with. The graph below gives an overview of the number of projects who reported working with different user groups. The categories of 'users' came from how groups were defined in initial Innovation Fund application forms and only some organisations will recognise the descriptions or categories.

- In Control Scotland and CrossReach also reported working with Young people needing care
- Social Care Ideas Factory (SCIF) and Mental Health Foundation also reported working with People who are deaf/ have hearing loss
- SCIF and SUSE reported working with People who have sight impairments
- SPAEN and WEA Scotland reported working with Personal Assistants
- SPAEN and Thistle Foundation reported working with All impairment groups
- CrossReach reported working with People who are homeless, children involved in residential and community based education, children whose parents have experience of substance misuse and students
- SUSE also reported working with unemployed people
- Growbiz reported working with parents of students with special needs
- Carr Gomm Futures reported working with local authorities

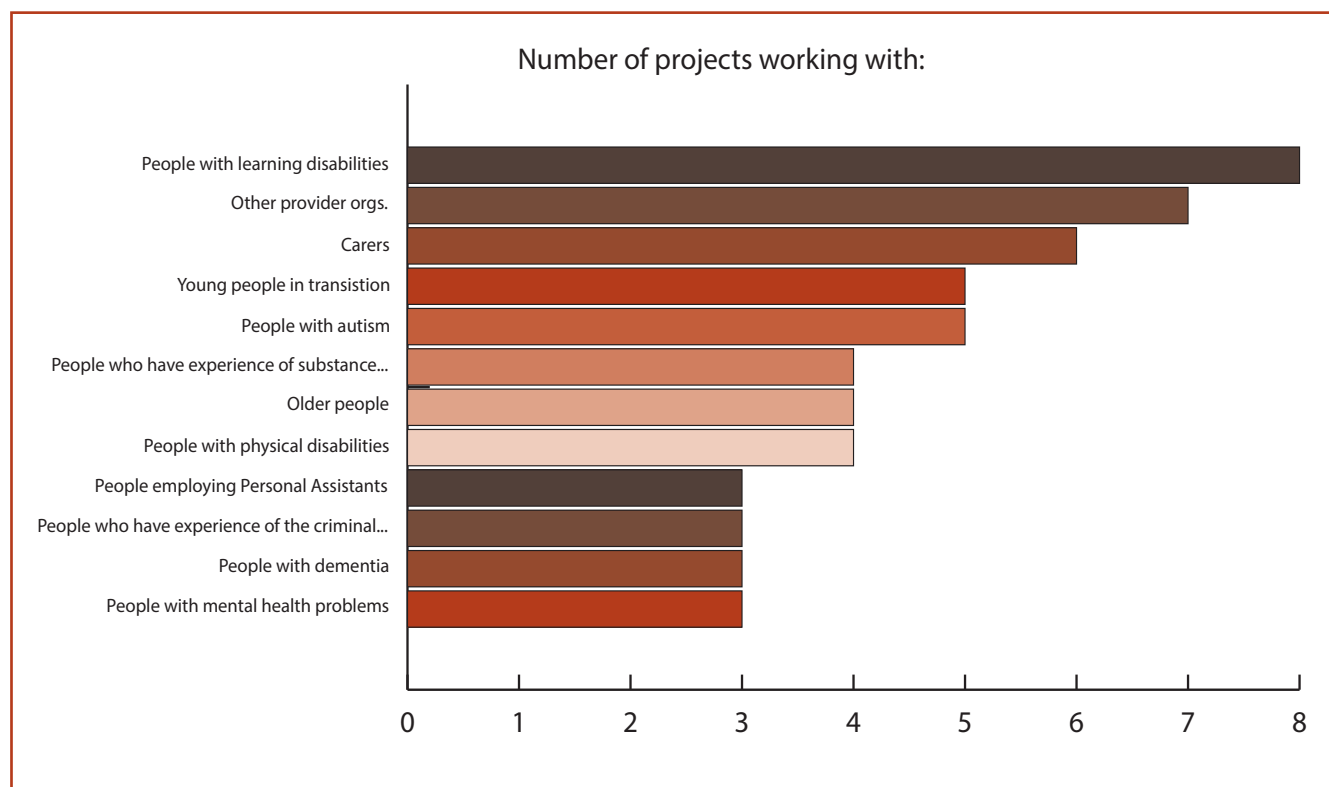


fig. 2

Projects were also asked to report on how many people in each user group they worked with. Like Support in the Right Direction Fund reporting this information is of limited use as there was no obligation on projects to record different user groups from the beginning of the funding programme and there are difficulties for many organisations and projects to collect this information.

There will also be double counting as people have a number of different support needs. It is clear however, that Innovation Fund activities are reaching people with learning disabilities. This is primarily because of the large number of people that C-Change and Quarriers reported working with.

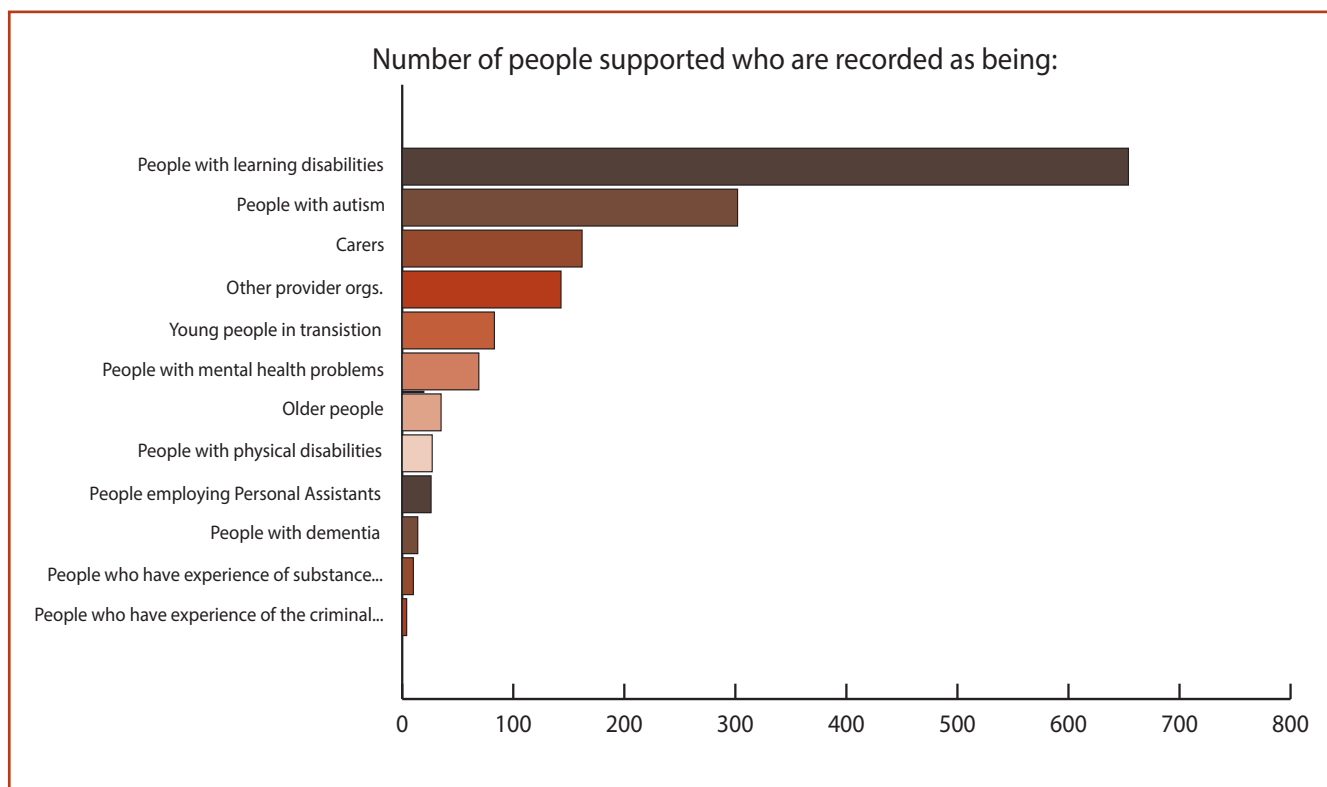


fig. 3

SDS and Employability

The Scottish Union for Supported Employment (SUSE) and partners Enable, RNIB Scotland and Capability Scotland are delivering 'Access to Employment' – a pilot project which aims to explore how SDS and individual budgets can be used to help individuals towards employment.

The pilot aims to increase care services' awareness that employment is a possible outcome and encourage collaborative working between supported employment and care services for individuals with a budget.

Over the last 6 months, the pilot has worked with 13 people eligible for SDS who were matched with 5 employment support partners - Aberdeenshire Council, Enable, Grampian Opportunities, Stirling Employability and RNIB. Employment support Workers from the 5 partners provided one-to-one support for people to help them think about employability as well as working with Care Managers and families to provide individualised support to work towards these newly articulated employability goals. This involved goals such as travelling independently, better communication, becoming more focussed, getting a work placement or developing a CV. The pilot provides a budget for this work and enables it to be flexible, working with people who would not usually have the opportunity to access more target driven employability projects.

There have been some clear outcomes already from the pilot, as well as a lot of learning to take into Phase 2. Employment Support Workers and care providers have worked together and awareness of employability support as an option has increased. People who would not usually have had the opportunity have had access to personalised employability support resulting in soft outcomes such as increased confidence, skills, and communication.

Issues and challenges

Projects were asked to report on specific challenges they have faced delivering their projects. Similar to projects reporting in the Support in the Right Direction fund project outcomes will be effected by external environments and the understanding, commitment and pace of SDS implementation locally. Specific challenges that the Innovation Fund reported on included:

- SDS roll out being slow or (not started) and being used for crisis or complex needs only
- Belief that SDS has been implemented but only Council services or Options 1 and 3 being offered
- Fear or uncertainty from Social Workers meaning people aren't being referred or prefer to be the single point of access for a project
- Difficulties in projects identifying the right people within local authorities who support SDS implementation and have the power to influence change.
- Non SDS teams within Councils halting implementation or use of SDS tools due to fears or lack of knowledge about how this will impact on their own systems.

Conclusion

The 21 Innovation Fund projects have reported on significant development work over the last six months with some projects more successful than others in turning this into activity and impact.

The more support delivery focussed projects such as Thistle Foundation, The Advisory Group, Thera, SUSE and C-Change have more tangible outcomes and are starting to report on them. Much of their work has cross-over with the Support in the Right Direction Fund with project outcomes reflected in the framework that is developing for that Fund.

The pilot and new nature of work of the Fund means projects will be slower to identify outcomes and report on impact, but there is interesting learning in the process and how they are having to respond to external challenges and negotiating different understanding and commitment to SDS within local partners. This learning is helping to inform a greater understanding about the challenges of innovating service models and systems in a wider environment.

Projects have responded well to the new reporting framework to which small changes will be made as a result of a greater understanding of project work. It is more difficult to look at patterns across this Fund as projects are so different and therefore more open activity and outcome groups are required. Future reports will continue to highlight and case-study different projects to give examples of the types of work being delivered.

Groups will be supported to continue to report on activities and impact, identifying indicators and using appropriate tools to collect indicator information. There will also be support provided to analyse what the impact evidence they have gathered is telling them to ensure more robust learning.

Appendix 1 SDS Support in the Right Direction and Innovation Fund Local Authority coverage



Highland

Highland SDS Consortium (Cantraybridge College), Carers Trust Scotland, Diversity Matters, Penumbra, ARC Scotland, CrossReach, In Control Scotland, SCIF, WEA Scotland



Comhairle Nan Eilean Siar

SDS Scotland, CrossReach, Penumbra



Moray

Children In Scotland, Grampian Opportunities, In Control Scotland



Aberdeenshire

Grampian Opportunities, In Control Scotland, PAMIS, Penumbra, SDS Scotland, SPAEN, SUSE, Turning Point Scotland



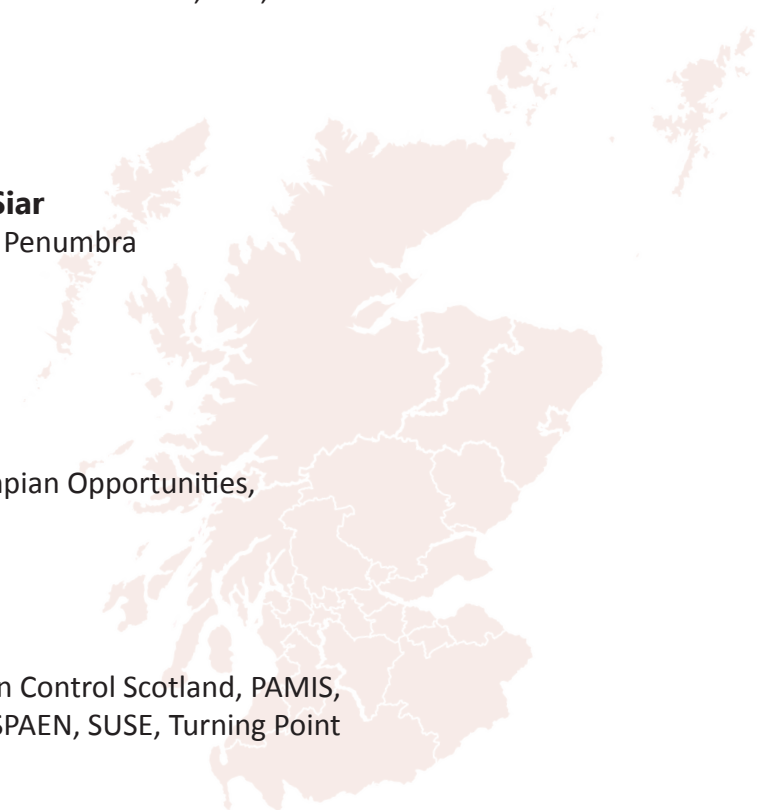
Aberdeen

Advocacy Service Aberdeen, Carers Trust Scotland, Ceartas (Shine Partnership), Grampian Opportunities, iConnect NE, In Control Scotland, SDS Scotland, PAMIS, Penumbra, SPAEN



Shetland

In Control Scotland





Orkney

Currently no services



Angus

ARC Scotland, Diversity Matters, Dundee (Angus) Carers Centre, In Control Scotland, PAMIS, Penumbra



Dundee

Dundee Carers Centre, ARC Scotland, In Control Scotland, PAMIS, Penumbra, SDS Scotland, CrossReach



Perth & Kinross

Growbiz, ARC Scotland, Carers Trust Scotland, Children in Scotland, Deaf Action, PAMIS, Penumbra, In Control Scotland, SDS Scotland, SCIF, Mental Health Foundation, SUSE



Fife

ENABLE Scotland, ENeRGI, DPHS (Fife), Diversity Matters, Kindred Advocacy, ARC Scotland, Carers Trust Scotland, Deaf Action, PAMIS, Penumbra, SDS Scotland, Carr Gomm Futures, SCIF, SPAEN, WEA Scotland



Falkirk

Ceartas (Shine Partnership), Diversity Matters, Deaf Action, Penumbra, CrossReach, Scottish Care, Shelter Scotland, SCIF, WEA Scotland



Stirling

In Control Scotland, SUSE



Clackmannanshire

Carr Gomm Futures, CrossReach, SUSE, WEA Scotland



Midlothian

VOCAL, Kindred Advocacy, LCiL, ARC Scotland, Penumbra, WEA, In Control Scotland, Shelter Scotland, Thera (TEN project), Thistle Foundation



West Lothian

Kindred Advocacy, SDS Scotland, ARC Scotland, WEA Scotland, In Control Scotland, LCiL, Penumbra



Edinburgh

ARC Scotland, Kindred Advocacy, Ceartas (Shine Partnership), LCiL, Deaf Action, Penumbra, SDS Scotland, Carr Gomm Futures, CrossReach, In Control Scotland, Thistle Foundation, WEA Scotland



East Lothian

Diversity Matters, In Control Scotland, Kindred Advocacy, CrossReach, WEA Scotland, LCiL, Penumbra



Borders

BIAS, Encompass, ARC Scotland, Carers Trust Scotland, Deaf Action, Diversity Matters, SCIF, WEA Scotland, Penumbra



Dumfries & Galloway

DICE, ARC Scotland, Carers Trust Scotland, SDS Scotland, NHS Education for Scotland, SCIF, SPAEN, WEA Scotland



North Lanarkshire

Glasgow Disability Alliance, Carers Trust Scotland, Ceartas (Shine Partnership), Penumbra, Simon Community Scotland, CrossReach, SPAEN



South Lanarkshire

Carers Trust Scotland, Ceartas (Shine Partnership), GCiL, PAMIS, Penumbra, In Control Scotland, SDS Scotland, CrossReach, SPAEN



East Dumbartonshire

Carers Trust Scotland, Glasgow Disability Alliance, GCiL, In Control Scotland, PAMIS, Penumbra, SDS Scotland, SPAEN, Ceartas (Shine Partnership)



West Dumbartonshire

Glasgow Disability Alliance, CrossReach, PAMIS

Inverclyde

TAG Inverclyde, Circles Network Inverclyde, ARC Scotland, PAMIS

East Renfrewshire

SDS Forum East Renfrewshire, Glasgow Disability Alliance, BIAS, Carers Trust Scotland, IRISS, Diversity Matters, In Control Scotland, NHS Education for Scotland, SPAEN, PAMIS, Penumbra

Glasgow

ARC Scotland, Carers Trust Scotland, Glasgow Disability Alliance, GCiL, Deaf Action, In Control Scotland, SDS Scotland, CrossReach, SCIF, WEA Scotland, PAMIS, Penumbra, Quarriers, SUSE, Thistle Foundation, Turning Point Scotland

Renfrewshire

C-Change, ARC Scotland, In Control Scotland, SDS Scotland, SPAEN, SUSE, PAMIS, Penumbra

North Ayrshire

AILN, ARC Scotland, In Control Scotland, SDS Scotland, CrossReach, SPAEN, WEA Scotland

East Ayrshire

AILN, Community Brokerage Network, Diversity Matters, SDS Scotland, SPAEN, WEA Scotland, Penumbra, In Control Scotland



South Ayrshire

AILN, ARC Scotland, Carers Trust Scotland, Ceartas (Shine Partnership), IRISS, SPAEN, WEA Scotland, Mental Health Foundation, Penumbra



Argyll & Bute

ARC Scotland, Argyll & Bute TSI, Carr Gomm Community Connections, Carers Trust Scotland, Diversity Matters, In Control Scotland, SDS Scotland, Carr Gomm Futures, WEA Scotland, Thistle Foundation, Mental Health Foundation





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