# Self-Directed Support: Support in the Right Direction Fund

## Year 1 Progress Report
## May 2016

# Contents

# Introduction

*The National Strategy for Self Directed Support (SDS) in Scotland sets out a vision for high-quality support and advice which enables people to make genuine individual choices and promotes independent living.*

*Known as 'Independent Support', organisations including charities and care providers, are helping people make informed decisions about SDS to ensure that any care or support they access responds flexibly to their individual circumstances. The SDS Support in the Right Direction Fund (2015 – 2018) aims to build the capacity and availability of independent support services across Scotland. In Year 1 of the Fund (April 2015- March 2016), 34 projects spent £2.5million developing and delivering their services.*

*This report provides an overview of the work of the portfolio of Support in the Right Direction funded projects in Year 1, looking at what activities have been delivered, what impact this is having, and how independent support has evolved in response to the wider SDS implementation environment. It ties together information from progress reports provided by the 34 funded projects during April and May 2016 and builds on the interim update provided by projects in October 2015.*

## Activity

In October many projects were still in development phase, recruiting staff, building the necessary networks to support activity and developing project materials.

Since October a substantial amount of activity has been started and further developed.

Projects have reported that in the six months between October 15 and March 2016 they:

- supported over 3,200 people to understand and access their community resources
- provided SDS training and development support to over 2,400 individuals. This includes personal development training to help people identify and start acting on their aspirations and understand what choice and control means to them and their families, as well as training on personal outcomes and what SDS could look like with a social care budget
- worked directly with over 1,000 people providing brokerage support to help them plan and organise their support arrangements and make maximum use of community resources to meet their needs
- facilitated opportunities for over 800 people to access and benefit from peer support, and
- supported over 400 people with independent advocacy to ensure their voices were heard throughout the SDS process

For those eligible for a social care budget, the portfolio also:

- helped over 950 people set up and manage care packages, and
- supported over 800 people to employ and manage personal assistants

In addition, projects have undertaken significant levels of awareness raising work – producing and disseminating accessible information about SDS, both on the principles behind it, and about the options (and the reality of local practice) for people who are eligible for a public service or personal allowance to organise this care.

Funded projects report that they have worked with around 12,000 people on awareness raising activities.

This is work not only with people and carers, but with care providers and other third sector support organisations and local statutory authorities in both the social care and health arenas.

Underpinning all the work of the Support in the Right Direction projects is significant levels of engagement, consultation and sharing learning and good practice work.

This work is important to support implementation of SDS. It involves participation in local forums and providing opportunities for people to discuss issues around SDS. Projects are campaigning for equality of access to SDS, raising issues about local implementation and supporting or agitating for necessary system changes.

A smaller number of Support in the Right Direction projects are also focussed on development work which supports their organisation or others to provide independent support.

This includes work to co-produce and develop accessible learning and management materials for use in SDS implementation, and support for disabled people and people with long-term conditions to design and deliver workshops which raise awareness, explain SDS - the rights people have, and the realities of what to expect from different local authorities.

## Impact

Funded projects are starting to see important outcomes from the range of activity they are delivering.

The outcomes are primarily around people being more aware of SDS and where they can get support, and the impact this has knowing there are more options or that they are being listened to.

There are also a large number of individual case studies coming from across the portfolio that show how independent support work is making a difference to people's lives – whether this be the reduction in stress or increased sense of wellbeing as they are supported to find care solutions that work for them – or the difference that making changes to how their care is organised, and in particular how managing their own care budgets has led to increased choice and control.

**"I haven't achieved all my ambitions yet, but thanks to the fact that I can choose the support that's best for me, I'm well on the way!' Heather's story – GCIL**

There are great examples of people making significant progress in their recovery and becoming less socially isolated, people learning new skills and starting to live the life they want as well as carers gaining more independence and feeling more empowered to participate in and challenge the planning of care

for their family member. It is important to note that a significant proportion of the independent support work, and the outcomes from it, is currently happening in situations where people are being assessed as ineligible for formal social care support or are waiting for assessments.

Independent Support organisations are meeting a gap, looking for creative solutions and working to the principles of Self-Directed Support.

They are doing this by helping people understand existing natural support networks and community resources whilst also supporting people to challenge assessment decisions, self-advocate and campaign for better more flexible services.

The ability of independent support organisations to effect long-term change in people's lives, to support them to maximise opportunities for choice and control and help them progress towards personal outcomes to live the life they want, will continue to be influenced by the issues and challenges there are around SDS implementation at local levels.

It is still early days within the life of this funding programme and at this report stage, many organisations were just starting to implement methods to collect evaluation information.

This, and the challenges of the new reporting framework, meant there are still improvements that can be made to help funded projects evidence the difference they are making, and to add to knowledge about effective models of independent support.

## 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 independent support work is evolving and changing in response to the wider SDS implementation environment.

As such a new on-line progress report format was introduced in February 2016 which asked projects to report their activities and outcomes against the types of independent support activities and outcomes outlined in *Support in the Right Direction - The Value of Independent Support*. This document was produced by Evaluation Support Scotland with contributions from a working group made up of organisations previously funded by the Scottish Government in 2012 – 2015.

The group included currently funded projects such as Self Directed Support Scotland, Lothian Centre for Inclusive Living, Penumbra, Community Brokerage Network and Borders Independent Advocacy Service among others.

The introduction of this new format was challenging – particularly for those projects that felt their work didn't fit as well to the activities and outcomes listed in *The Value of Independent Support*.

Some of these challenges were anticipated and can be resolved for future reporting – through better support for projects define their activities and outcomes - and by adding to the framework so it better reflects the wide breadth of the current Support in the Right Direction portfolio.

What the new reporting framework has done however, is enable a better, more sophisticated understanding of the work of funded organisations and demonstrate how Independent Support has evolved and changed since *The Value of Independent Support* was produced. It has shown how organisations are responding quickly to the challenges of SDS implementation.

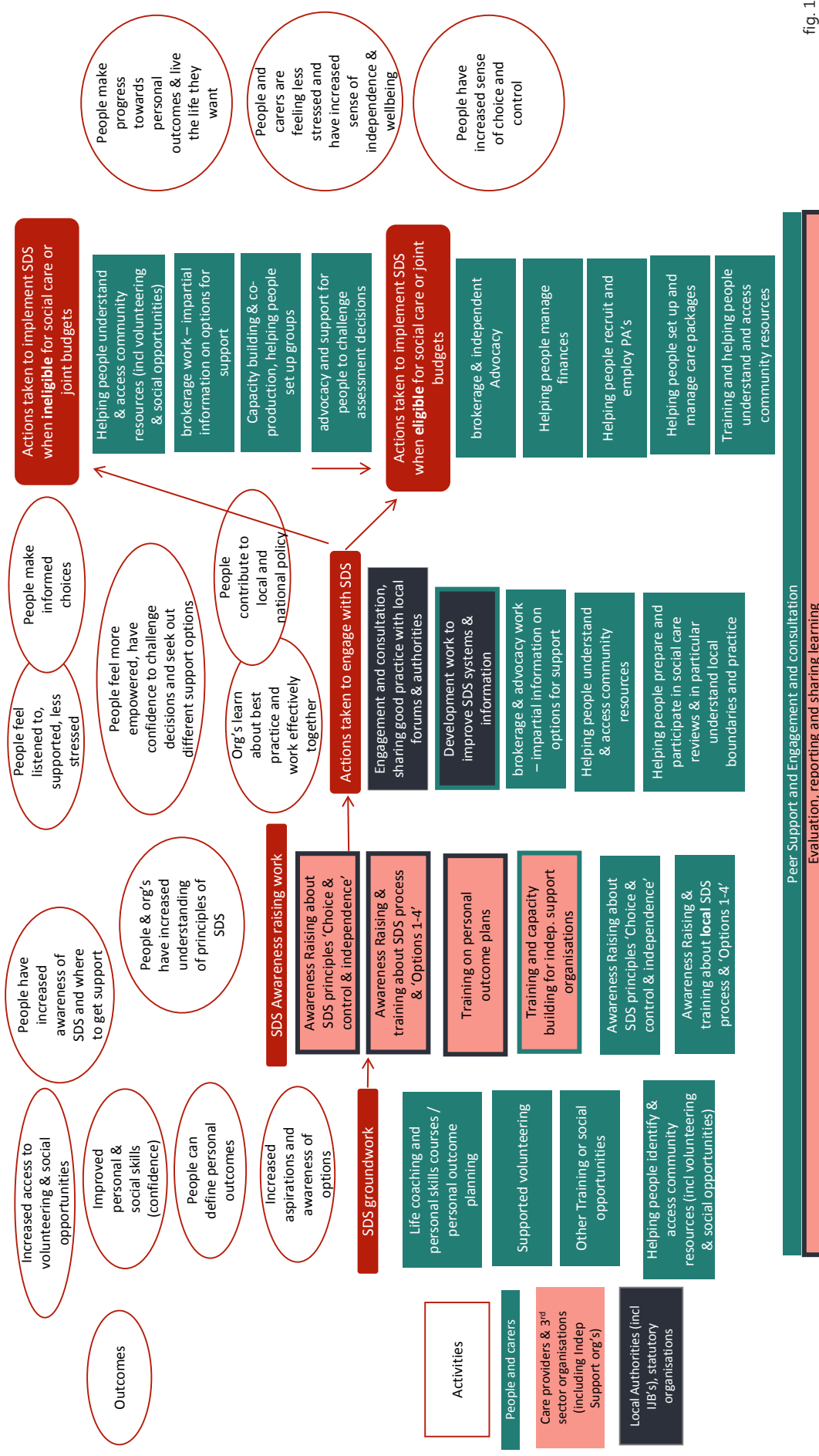# Support in the Right Direction activities and outcomes

*Inspiring Scotland*

**Legend:**
- Outcomes
- Activities
- People and carers
- Care providers & 3rd sector organisations (including Indep Support org's)
- Local Authorities (incl IJB's), statutory organisations

**Outcomes (ovals):**
- Increased access to volunteering & social opportunities
- Improved personal & social skills (confidence)
- People can define personal outcomes
- Increased aspirations and awareness of options
- People have increased awareness of SDS and where to get support
- People & org's have increased understanding of principles of SDS
- People feel listened to, supported, less stressed
- People make informed choices
- People feel more empowered, have confidence to challenge decisions and seek out different support options
- Org's learn about best practice and work effectively together
- People contribute to local and national policy
- People make progress towards personal outcomes & live the life they want
- People and carers are feeling less stressed and have increased sense of independence & wellbeing
- People have increased sense of choice and control

**SDS groundwork (Activities):**
- Life coaching and personal skills courses / personal outcome planning
- Supported volunteering
- Other Training or social opportunities
- Helping people identify & access community resources (incl volunteering & social opportunities)

**SDS Awareness raising work:**
- Awareness Raising about SDS principles 'Choice & control & independence'
- Awareness Raising & training about SDS process & 'Options 1-4'
- Training on personal outcome plans
- Training and capacity building for indep. support organisations
- Awareness Raising about SDS principles 'Choice & control & independence'
- Awareness Raising & training about local SDS process & 'Options 1-4'

**Actions taken to engage with SDS:**
- Engagement and consultation, sharing good practice with local forums & authorities
- Development work to improve SDS systems & information
- brokerage & advocacy work – impartial information on options for support
- Helping people understand & access community resources
- Helping people prepare and participate in social care reviews & in particular understand local boundaries and practice

**Actions taken to implement SDS when ineligible for social care or joint budgets:**
- Helping people understand & access community resources (incl volunteering & social opportunities)
- brokerage work – impartial information on options for support
- Capacity building & co-production, helping people set up groups
- advocacy and support for people to challenge assessment decisions

**Actions taken to implement SDS when eligible for social care or joint budgets:**
- brokerage & independent Advocacy
- Helping people manage finances
- Helping people recruit and employ PA's
- Helping people set up and manage care packages
- Training and helping people understand and access community resources

**Bottom bars:**
- Peer Support and Engagement and consultation
- Evaluation, reporting and sharing learning

Support in the Right Direction activities and outcomes (fig. 1) attempts to map out the work of the SDS Support in the Right Direction Fund projects as at March 2016.

It summarises activities being undertaken (and with whom) and some of the main outcomes that are currently being observed and reported on.

## Updates to *The value of Independent Support*

The diagram evolves the framework from *The Value of Independent Support* to:

- show the important ground-work that is being done to support people (and carers of people) with long-term conditions and disabilities, or who are at periods of transition to think about what they want from their future and build confidence to look at their options and what they can do;
- highlight the significant amounts of work that continues to be done to raise awareness of SDS and engage others to understand the principles as well as the process;
- recognise on-going SDS development activity, which working in an inclusive way, aims to improve SDS systems and information;
- acknowledges that engagement and consultation with people is inherent in the way organisations work;
- and for many projects an element of peer support (whether this is formal or informally happens) is also part & parcel of how projects are delivered. Some are finding peer support a more effective way of gaining outcomes in light of some of the significant issues there are in engaging with local authorities around SDS.

The diagram also aims to show how independent support and SDS work is being undertaken with people and families that are both eligible and ineligible for social care budgets and that there are outcomes for both sets of people.

It also shows that work is done to help people set up 'packages' and support them meet personal outcomes without a formal budget whilst also advocating and supporting people to challenge assessment decisions.

There is also significant support that is needed if a personal care package is approved – particularly if this involves a family or individual's selection of 'Option 1' to manage a personal care budget.

The delivery of support work to help people manage finances and recruit and employ Personal Assistants is rapidly developing and projects are at the forefront of testing approaches to this and gathering knowledge to how policy around this is being implemented differently in each local area.

Finally, the diagram looks at the wording of some of the Outcomes from *The value of Independent Support* making some small changes, to hopefully better reflect the reality of what is being achieved at this point in time.

The outcomes are still very broad and each project has their own bespoke outcomes that are contributing to them – some more neatly than others.

It is impossible to capture all the nuances of the 34 projects currently in the Support in the Right Direction portfolio in one diagram, but this is an informed and hopefully accurate reflection of the current landscape of work showing how it is a process with many elements to it, with many important outcomes being achieved along the way.

# Support in the Right Direction Activity

Projects were asked to report on what they had delivered between October 2015 – March 2016 according to different types of independent support activities.

From the way projects are describing their work it is clear there are still significant amounts of work going on to help people and organisations understand and engage with SDS.

This links with Scottish Government findings from their engagement activities that there is a need to continue to work to win hearts and minds in making the case for SDS and to develop a shared understanding of what SDS is (and in particular how implementation differs in different localities).

Although many projects provide one-to-one support (brokerage and/or advocacy), a large part of this work is around helping people understand and access their community resources or prepare for assessment reviews. Only a quarter of funded organisations are currently providing support to help people manage funded SDS packages.
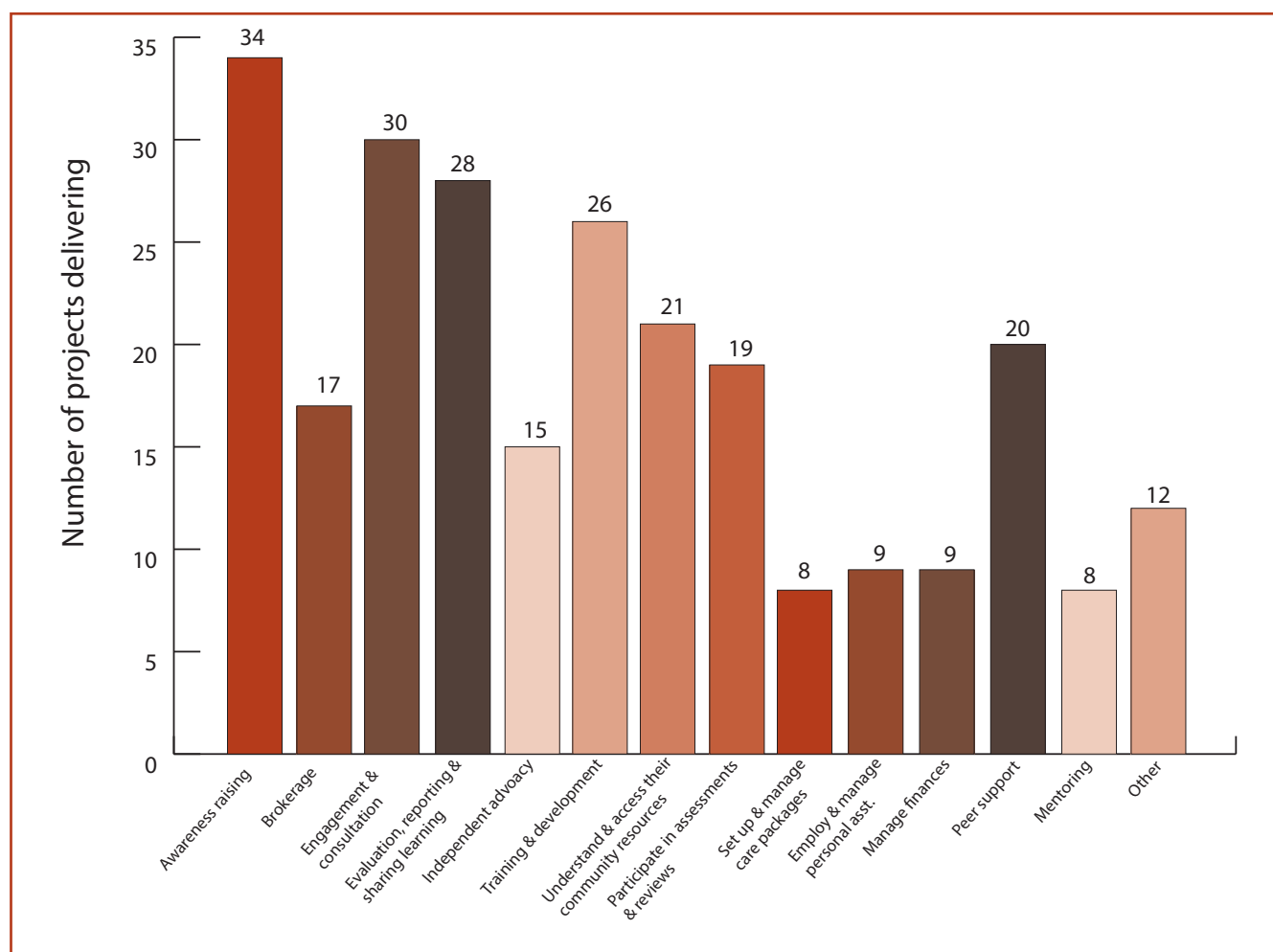


fig. 2

## Awareness Raising

All projects continue to deliver awareness raising activities including producing accessible information about SDS and sharing information and good practice.

## Engagement and Consultation

Most funded projects undertake engagement and consultation activities such as taking part in local policy groups and providing opportunities for people eligible for SDS, their carers and local authorities to discuss issues.

It is clear that this work is part-in-parcel of the way most projects and indeed third sector organisations work. A number of funded organisations found it difficult to isolate activities to this category (that could be included in other headings).

## Evaluating, reporting and sharing

Similarly, this is part of the way projects deliver. They share good practice and are keen to feed evidence to policy and decision makers. Projects will be supported to only report on this heading where they have undertaken targeted activities around SDS in response to a particular need.

## Training and Development

Training delivery also features highly in the portfolio of funded projects. This appears to be primarily with individuals (2,474) but also with organisations (599) and some statutory services (123). Again, work will be done with funded projects to define the difference between training and awareness raising work as some projects found it difficult to distinguish their work between the two activity types.

**Example of Engagement and Consultation work**

SDS Forum East Renfrewshire is working on a number of local initiatives and taking part in planning groups.

This includes work with a local Health & Social Care partnership pilots including 'My Life, My Way' which is looking at how SDS options can be used to support people in care homes and also be used to prevent care home admission. 'My Day My Way' is redesigning day services and exploring if SDS options would result in different types of services which are maybe less building based.

The Forum participate in the In Control pilot supporting outcome planning workshops for families with a child who has additional support needs and are part of RAMH's design team aiming to increase uptake of SDS among people with mental health support needs. They are also part of IRISS's PILOTLIGHT project to co-design pathways for SDS options for older people including those with dementia

## Helping people participate understand and access community resources

21 projects reported on work they had done to support people to access existing resources in their local community.

This has involved mapping work to determine what resources are there as well as direct work to help people make contact with and attend appropriate groups.

This work is ongoing both for people who have are in receipt of social care, who are going through an SDS process, or those who are not eligible to get formal support.

Some of this work merges together with other work provided by independent support organisations and again reflects the way that third sector organisations work – spending time to understand what people want and need and looking for many different ways to come up with solutions.

## Peer support

This is a big part of the work of funded projects, and for many is inherent in the way their organisations operate. 20 projects reported on facilitating peer support activity – whether this be formal groups or through informal contacts and social networks.

It is clear, however, that significant benefit is to be had from people meeting together to discuss SDS and how it can or has worked for them, alongside supporting each other to overcome barriers and challenges.

## Helping people participate in assessments and reviews, brokerage and independent advocacy

Primarily through one-to-one work and responding to what individuals and families need at any particular stage of their SDS journey, 19 projects reported they are helping people to participate in assessments and reviews, 17 projects reported that they are providing brokerage and 15 independent advocacy. This work can range from responding to phone enquiries and helping people by providing information remotely to very involved work developing support plans and helping them to be implemented. This can take place over a long period of time with many home-visits and face-to-

face support. The benefit of the way independent support organisations work is they can respond to the support needs of people and families wherever they are at and are able to quickly adapt

**Example of peer support work embedded throughout project & organisation**

Lothian Centre for Inclusive Living provide training and SDS awareness raising workshops as part of their SDS development project.

All workshops involve peer support and are designed to give disabled people, people with long-term conditions and carers opportunities to discuss issues and share information.

LCiL 'Champions' are trained and supported to talk about independent living and SDS by 'telling it like it is' from their own experience. The Champions also work with City of Edinburgh Council (CEC) contributing to induction training.

A peer support group has been formed for all those who have participated in workshops alongside a Parents and Carers group which has been running for over a year.

The Parents and Carers group has raised a number common issues relating to CEC's delivery of SDS. LCiL then arranged for seven of these parents to meet with two CEC councillors. The Councillors now have a better understanding of parents' experiences, how much unmet need is out there, how unfair and disproportionate changes in budgets are, and the impact this has on families. There will another meeting between the same group of parents and Councillors in June. The councillors have said that they will invite relevant CEC staff to this meeting.

## Example of different ways of providing brokerage support

Community Brokerage Network (CBN) reported on providing brokerage support to 112 people over the last 6 months.

They have supported people by providing information, advice and technical assistance, developing support plans, costing support plans, implementing support plans, mediating for the individual, advocating for the individual, undertaking care/support planning, helping people make choices, resourcing community activities, gathering information about providers and costs.

CBN organized a National Symposium for Brokerage in March 2016 with speakers across the UK sharing their experience of brokerage and posing questions for debate, discussion and exploration. The intention was to raise the profile of brokerage and get it on the national agenda and begin the process of developing a strategy for Scotland.

i-Connect NE also report on providing brokerage support – providing impartial information, advice and support for people to organize their own support arrangements and reported working with 398 people over the last 6 months. Much of this work is delivered through Community Drop-in's (accessed by 1,090 people between October & March), and can range from linking people to opportunities that exist in their community to time-intensive work to understand the range of support needs and interests of a person. i-connect NE have numerous case-studies of what their work entails including support for people to access IT and set up their own businesses, access funding, meet with Care Managers, get information on different service providers, get benefit advice and follow up referrals to different peer support groups.

the ways they are providing support according to need.

There are different interpretations of what brokerage and independent advocacy mean, with many organisations reporting that they support people to self-advocate or support people through important assessment meetings, but they would distinguish this from independent advocacy.

Similarly, there are some concerns over the use of the term brokerage. However, projects feel comfortable describing their work brokerage with a little 'b' – with example activities being 'providing impartial information, advice, and support for people to plan and organise their own

support arrangements or make maximum use of community resources and informal support, find creative solutions to meet their needs'.

## Helping people – employ and manage personal assistants, manage finances, set up and manage care packages

A quarter of projects reported on delivering these type of activities, most reporting that they have worked with a relatively small number of people and families over the last six months.

One organisation that does have a high volume of work in this area however is Ayrshire Independent Living Network. They have worked with 88 new referrals of people who

are taking Option 1 in the past six months. A lot of this work has focussed on employing and managing Personal Assistants and the volume of support this entails including assisting with recruitment, ensuring appropriate insurances are in place, contracting and inducting staff, payroll, planning for sick and holiday leave, health and safety management and meeting Local Authority Health & Social Care SDS funding monitoring requirements.

## Other

12 projects identified and reported on other types of activities they have delivered over the last 6 months. Some of this work could be included under existing headings, however examples of other activities reported on includes:

- capacity building work by Encompass to support new organisations and promote and maximise Personal Assistant training locally,
- 'Exploring the Vision' personal life coaching and support from Glasgow Disability Alliance for participants to identify and act on immediate goals and 'Dare to dream' work to identify barriers to achievement and map out what having more choice and control in their life would look like,
- digital support work from i-connect NE to help people find, manage and store digital content including - 'My Life' reminiscence work helping people record their life stories, 'Scan and share' helping people scan and store treasured photo's as well as promotion of digital skills for third sector organisations.
- IRISS' Pilotlight project to co-produce an SDS pathway, resources and products to support older people making a transition to accessing care and support in the community (East

Renfrewshire) and people with younger onset dementia and their carers to access self-directed support. (South Ayrshire)
- Sector capacity building work from Self-Directed Support Scotland including gathering and sharing information on local authority approaches to pension payments, making presentations on social innovation and SDS, discussions on the development of further user-led organisations to support SDS and a social care users survey
- Work by VOCAL with Midlothian Council to develop information pathways for SDS.

## Geographic spread of Support in the Right Direction Activity

Projects were asked to report on where they had delivered work between October and March 2016.

There is some coverage by the 34 projects in 30 of the 32 local authorities with no reported activity in Orkney or Clackmannanshire.

In contrast there are 11 projects undertaking work in Fife including Diversity Matters, Deaf Action, DPHS, ENeRGI, Enable, Penumbra, PAMIS and SDS Scotland. Details of what both Support in the Right Direction and Innovation Fund projects are working in each local authority can be found in Appendix 1 and end of this document.

In some areas projects have started to work closely together. In Argyll & Bute a forum of local and national organisations funded through the programme has been formed to work together to raise the profile of SDS, share learning and gain mutual support from pooling resources where appropriate.
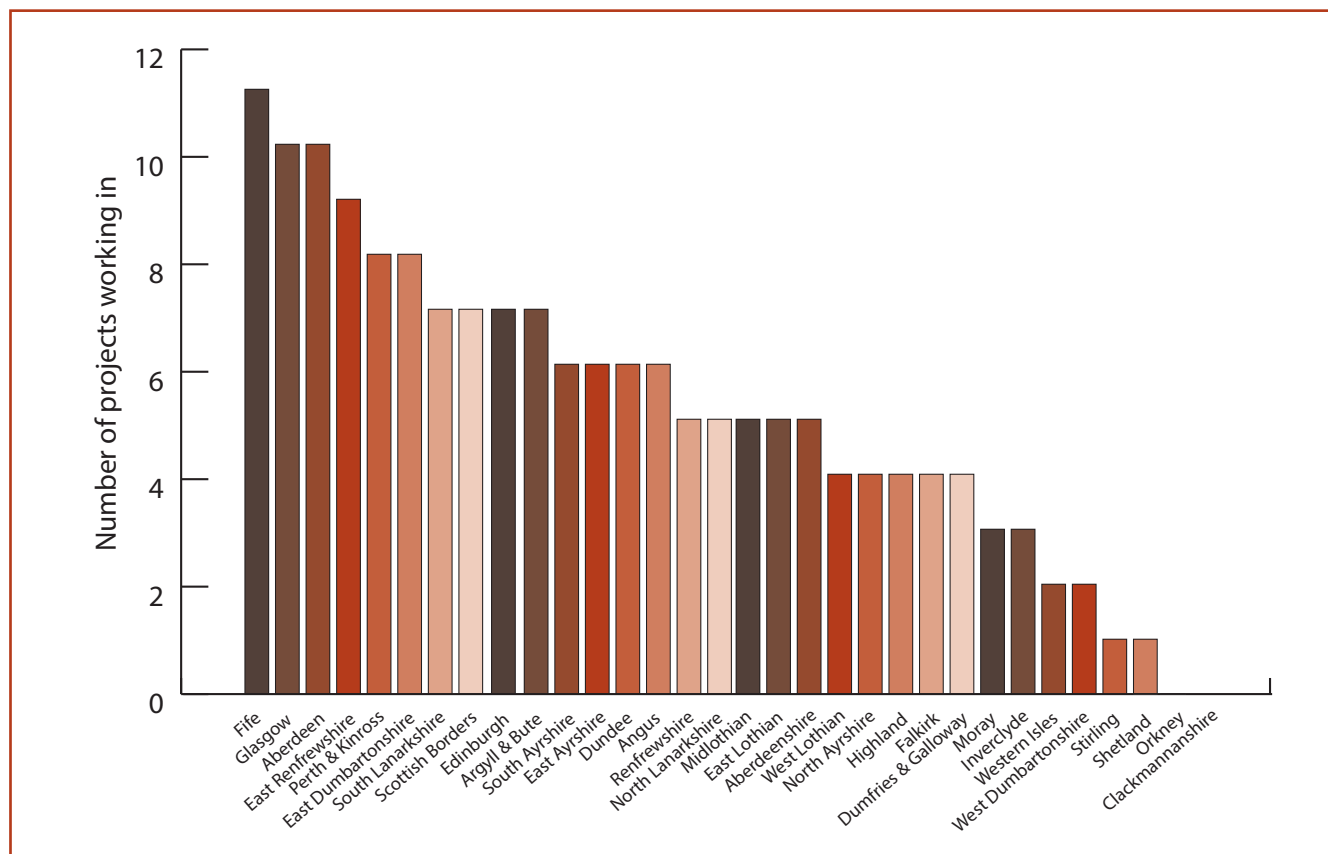
Carr Gomm Community Contacts report that

fig. 3

connections made through the Forum has already translated into actions including work with the PA Network on the production of their awareness raising DVD's, linking the Mental Health Foundation (Innovation Fund) with their Oban SDS Blether group to support their peer potential project, and support for the Carers Trust at training events.

## Who projects are working with

Projects were asked to report on the different groups of people they are working with. The graph (fig. 4) 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 Support in the Right Direction application forms, and only some organisations will recognise the descriptions or categories. Three projects did not complete this section.

What this information shows however is that Carers are supported by most projects and that a large proportion of projects work directly with practitioners and providers and other independent support organisations.

Over half the Support in the Right Direction portfolio are working with people with learning disabilities and people with mental health

problems and 15 of the 34 projects identified older people, people with physical disabilities, young people and transition and people with autism as groups that they support. 6 groups used the group 'all impairment groups' to report back on their users.

Projects were also asked to report on how many people in each user group they worked with.

The information is of limited use as there was no obligation on projects to record different user groups and there are difficulties for many organisations and projects to collect it.

There has deliberately been no attempt to standardise how this information has been collected and there will be double-counting (as people have a number of support needs).

What has been reported however shows that across the projects there is significant contact with carers, older people and people with mental health problems.

Projects have also worked with a large number of people from different Practitioner and Provider
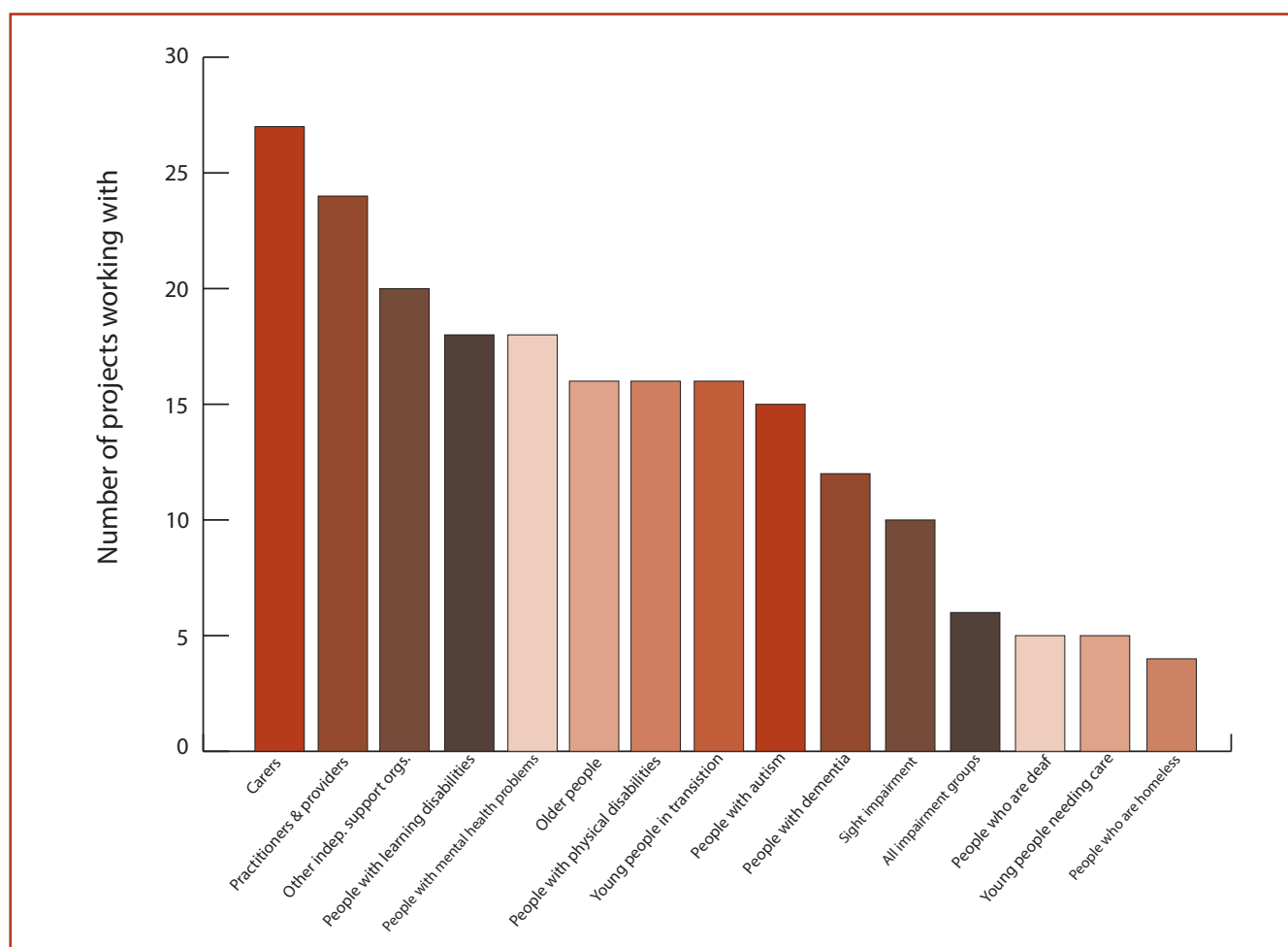


fig. 4

groups. Other groups accessing independent support in large numbers are people (and families of people) with learning disabilities.

The six projects using the 'all impairment groups' reported on contact with over 1,200 people. This was primarily from two projects (Ayrshire Independent Living Network and Glasgow Disability Alliance) who counted all their contacts in this category.
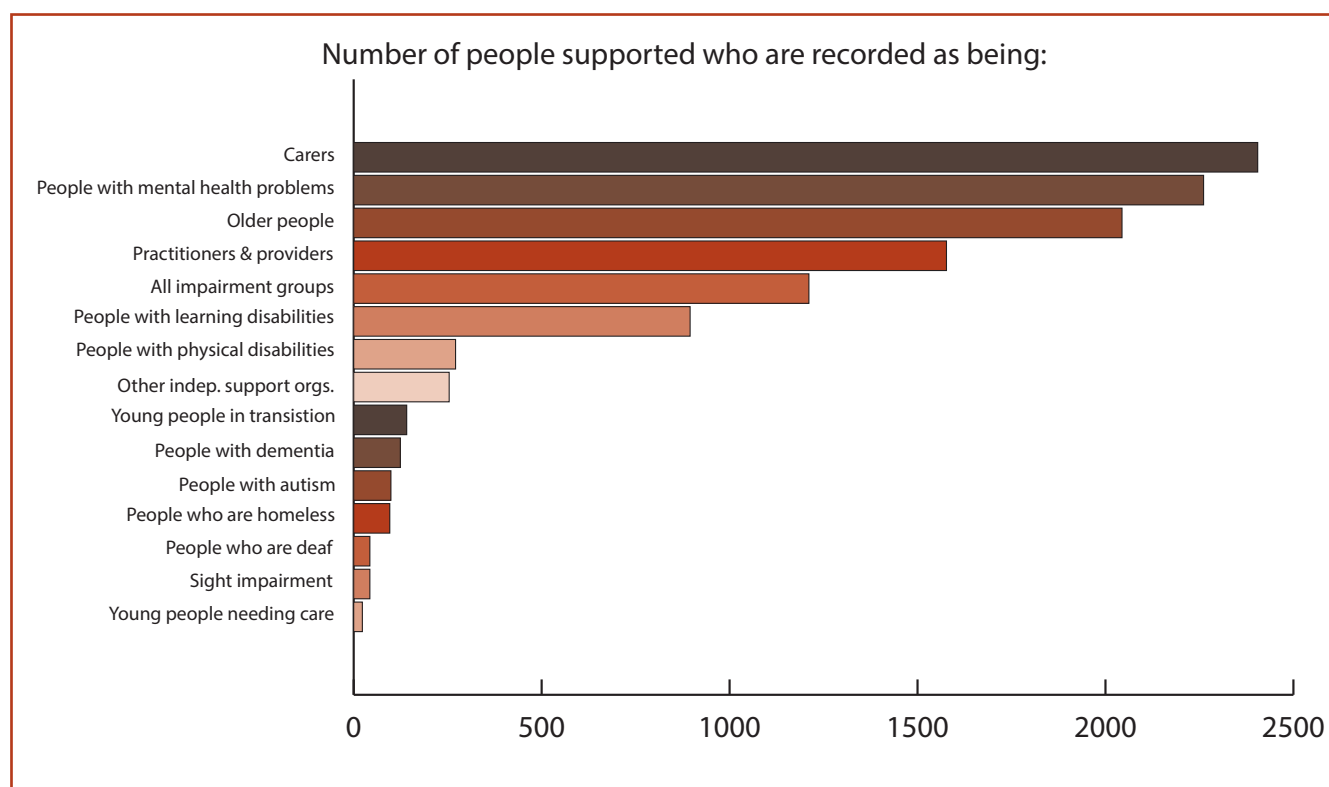
Number of people supported who are recorded as being:



fig. 5

# Support in the Right Direction – Impact

## Impact from awareness raising work

*The Value of Independent Support* (framework) Outcomes

- People and Carers access clearer information about SDS
- People and Carers are more aware of the support available to access and manage SDS
- Organisations, Statutory services and care providers access additional information
- Organisations, Statutory services and care providers learn about and understand best practice

21 (62%) of projects reported that their activities had enabled people and carers to access clearer information about SDS from October 2015-2016 whilst 18 (53%) reported that their work had led to people and carers being more aware about the SDS support available to them.

In addition, 9 projects reported that their work had led to organisations (including statutory services and care providers) accessing additional information and 14 (41%) that this has meant they are learning about and sharing best practice.

Projects highlighted the difficulty in determining numbers and impact from the delivery of a broad range of awareness raising activities.

However, some were able to provide good analysis of feedback that they had received.

From this analysis it appears that over the 6 months of the reporting period projects have supported over 3,300 people to become more aware of SDS with a further 1,400 now with an understanding of where to get support.

**People have increased awareness of SDS and where to get support**

**People and organisations have increased understanding of principles of SDS**

Argyll & Bute Third Sector Interface (TSI) have focussed on awareness raising of SDS with both the public and third sector and amongst local communities across Argyll and Bute.

They have engaged with 34 Community Councils and a large number of local organisations to distribute their accessible SDS materials and have followed up with information sessions and presentations. They also sit on several strategic groups which gives them the opportunity to raise SDS in local policy and planning groups. They provide training to volunteers, health officials and social workers.

A major strand of their early work has been to assess existing local awareness of SDS and test how their interventions are making an impact. The TSI use feedback forms after presentations and informed conversations and from this they have learnt that only 18% of those responding had any knowledge of SDS prior to their engagement.

Following their input however, 98% of respondents report that they are better informed and have a clearer understanding of SDS and the likely options which are available, as well as the information and resources available locally that can meet needs.

## Impact from actions taken to engage with SDS

*The Value of Independent Support* (framework) outcomes:

- People and Carers make more informed choices about SDS: 13 projects reported contributing to this outcome
- People and Carers are listened to: (14)
- People and Carers gain confidence to demand an increased range of service options (11)
- People and Carers are an equal partner / have increased equality of access to SDS (7/7)
- People and Carers contribute to local and national policy development (4)
- Organisations learn about and understand best practice (14)
- Organisations work effectively together (16)

Other outcomes reported on:

- Parents and Carers feel less stressed about the future (Kindred Advocacy)

There are a range of outcomes being reported on resulting from the work organisations are doing to spend time helping people think about and plan care arrangements.

By spending time to understand people's situations – their interests and aspirations as well as their needs, providing impartial information on options for support, helping people understand and access local community resources and prepare for social care reviews projects are reporting softer outcomes such as people feeling more supported, listened to and have a greater sense of being an equal

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**People make informed choices**

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**People feel listened to, supported, less stressed**

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**People feel more empowered, have confidence to challenge decisions and seek out different support options**

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**Organisations learn about best practice and work effectively together**

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**People contribute to local and national policy**

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Carr Gomm Community Contacts has been able to help cross-sector colleagues understand 'the spirit' of SDS in Scotland rooted in human rights, thus working towards dispelling a common placed assumption that it is about cost and service cutting. They have shared the background to the Social Model of Disability alongside the reality of opportunities available during austerity, tapping into an asset based approach. One Local Authority Worker described having a 'light bulb moment' following a conversation with Community Contacts. She described "Now I understand and I feel more confident to talk to people I support about SDS being a good thing and not a threat'

partner. There is also significant development work being delivered by a number of projects. This includes co-produced or peer-led work to develop information and systems that support SDS as well as provide a greater depth of input to discussions about what having choice and control can (and should mean).

There is significant work being done to navigate and inform people of the various local differences in implementation and in turn engage with local fora to discuss issues.

### Engaging with SDS and understanding options for how support is accessed

Penumbra are supporting SDS implementation through an SDS Project Manager and regional Recovery Practitioners who work 1-to-1 with users as well as supporting staff throughout the organisation to understand, raise awareness and implement SDS.

Over the last 6 months Penumbra have had a considerable uptake in SDS with the total number of people utilising SDS budgets across the organisation at 164. The selection of different SDS options indicates how their work is enabling people to make more informed choices. The number of enquires they have had across services about SDS support for people with mental health issues is also increasing, indicating how the SiRD project is contributing to increased equality of access to SDS.

### Engaging with SDS to seek more creative solutions and involve families more in care

PAMIS work with family carers of people with profound and multiple learning disabilities (PMLD).

The complex needs of people with PMLD and the reality of little appropriate and accessible informal alternatives in the community for people with such profound care needs means different SDS 'options' are not necessarily being accessed widely by family carers.

PAMIS support people to engage with SDS principles and work towards having more choice and control. This includes training on how to have 'empowering conversations', the creation of a 'Digital Passport' tool to record a range of relevant information about the person with PMLD, as well as supporting families who are experiencing problems with the formal support their relative is receiving.

Evaluations from their Empowering Conversations training has shown that following training family carers feel they are beginning to be understood and recognised as the experts in the care of their son or daughter supporting a shift from passive recipient to active negotiator and a more balanced delivery of care. Families are feeling more confident to approach meetings with professionals and if necessary have difficult conversations to ensure they gain the appropriate services they need.

## Impact from actions taken to implement SDS

*The Value of Independent Support* (framework) outcomes

- People achieve their personal outcomes and live the life they want – 6 projects reported that they are contributing to this outcome
- People have maximised opportunities for choice and control (8)

- Other outcomes reported on:
- People and Carers have an increased sense of well-being (Carr Gomm, Community Contacts)
- People have increased confidence in managing their budget (Dundee Carers Centre)
- Carers have increased ability to manage their caring role (Dundee Carers Centre)
- Engagement with the project has a positive effect on family life (Kindred Advocacy)
- Carers gain benefit from reduced reliance or dependence on them and better home life (Penumbra)
- Carers have increased confidence in their role and improved social well-being (VOCAL)

Continuing the SDS journey, projects who are working one-to-one providing independent support (whether through brokerage, advocacy or by helping people and families with specific activities to manage one of the selected SDS options), are starting to gather information on how this is impacting on people's lives.

Outcomes are being seen both in instances where people are eligible for some kind of care package and also when they are not. There are also outcomes emerging from capacity building

**People make progress towards personal outcomes & live the life they want**

**People and carers are feeling less stressed and have an increased sense of independence & wellbeing**

**People have an increased sense of choice and control**

ENABLE has a SiRD funded project in Fife (We Can All Do It) which involves delivery of training and participation in local forums and events as well as one-to-one support for people through each step of the SDS process. The project has developed a good knowledge of communities across Fife and mapped what is available to support people. In the last 6 months they have worked with 50 individuals and 75 family members including providing support for 22 people to participate in social care assessments.

ENABLE uses the Talking Points personal outcomes framework and by using a database and face-to-face conversations are able to track how achieving personal milestones indicate or contribute to quality of life outcomes.

In this reporting period, ENABLE has evidence of 11 people achieving personal milestones such as 'going on a first school trip', 'connecting with a friend to attend a youth music group' and 'setting up a work placement'.

These indicate that people are progressing towards 'having things to do' and 'seeing people' which they have identified as important to their quality of life.

work to help people access existing community networks and opportunities or set-up their own groups.

The wording of outcomes in the Value of Independent Support framework used for this set of outcomes is strong – it talks about people 'achieving personal outcomes' and 'maximising opportunities'.

This is difficult for projects to evidence, may be much longer term and doesn't reflect the significant outcomes that are being achieved and evidenced already.

The diagram in fig. 1, and reflected in the red text on page 17, uses some different, perhaps softer outcome wording which projects are starting to show evidence of.

Projects were able to provide a large number of individual case studies that highlighted how personal outcomes are starting to be achieved and how getting support from projects is increasing well-being and people's sense of having choice and control.

Continued support is required to help projects better analyse the outcome information they are collecting however - including how they collect it, and how they report on it, as overall it is difficult to draw robust conclusions of these more sophisticated outcomes from the impact information presented in the October – March 2016 reports.

There are still many external difficulties impacting on delivery (see Issues and Challenges) which means projects are having to be flexible and creative in how they support people. It also means some the work of the Fund is developing to reflect the reality of the SDS implementation environment and what can and can't be achieved at present.

## Additional outcomes from Support in the Right Direction

**Increased access to volunteering & social opportunities**

**People can define personal outcomes**

**Improved personal & social skills**

**Increased aspirations & awarness of options**

It was anticipated that the *Value of Independent Support* framework wouldn't cover the entirety of work being delivered by the Support in the Right Direction portfolio. It was recognised that there is significant ground-work being delivered which helps people through life coaching type activities.

Looking at personal outcomes and putting things in place to start working towards those outcomes is a focus for a number of projects.

Projects were asked to report on 'Other' outcomes where the options offered in the progress report didn't match their work. Some groups did so, however, more support will be provided to ensure projects are articulating the impact of their work. From our overview of the information provided in progress reports, we have concluded that the above outcomes are also being delivered. The portfolio will be asked to comment and see whether they are able to map their outcomes to these. They will then be added to the framework alongside any other outcomes projects have reported on if appropraite.

## Issues and Challenges

Projects were asked to report on specific challenges they have faced delivering their projects.

Interestingly, there was less information in the April/May reports on this than reported on in October 2015.

This is not to say that issues have been resolved but that potentially projects have had a number of outlets to pass on their experience around local difficulties, most recently through the Scottish Government's national engagement events in November and December 2015.

Using the categories summarised in the Scottish Government's report on their findings from engagement activities the following key issues were raised in the latest progress reports:

**Commissioning** – Option 2 is not operational or offered in a number of different local authorities meaning local choices are limited.

Independent Support organisations need to be aware of local differences and support people where they are not being offered the full range of options. Projects also reported that many local authorities are still assessing and contracting on hourly support rates rather than looking at people's outcomes.

**Risk** – Projects reflected that some Councils appear to be risk averse so flexibility of how people can use budgets is constrained.

A local Advocacy service also concluded that some professionals involved in supporting people with mental health issues continue to have concerns in relation to fluctuating capacity and are resistant to seeing all SDS options as viable.

**Austerity** – A number of projects referred to eligibility criteria (now critical or substantial) for social care and how Council budget challenges mean less people are able to get paid-for support.

In particular preventative outcomes are not being funded. Projects have also outlined how there is a lack of choice in services due to lack of funding and closure of services or lack of capacity within care agencies.

This sometimes means people and Carers have to look outwith their local authority for support options.

One project gave an example in Glasgow, in situations where substantial or costly SDS packages have been assessed, service users are being told that their only option is residential care, despite evidence shown that round-the-clock community care was at comparable cost.

Staff changes and reduction in staff numbers due to reduced budgets is also impacting on the work of the portfolio as time needs to be taken to build necessary relationships to make progress.

**Knowledge and awareness** – Projects continue to comment on the difficulties of supporting people to access and participate in SDS when there are different understandings of what SDS is.

This lack of common understanding of how SDS principles can be supported (even when eligibility means less people are getting paid for care) means people on a number of different levels are resistant to engage with SDS.

It also means that SDS 'myths' are common – SDS is being associated with budget cuts and people have been told that they will lose support if they move to a Direct Payment or have been asked to take Option 1 and have their budget cut. In Glasgow providers have been given the

responsibility for 'care charging' and collecting 'client contributions'.

Debt recovery letters have been sent by the Local Authority 'on behalf of the provider' without Providers knowledge or permission causing considerable anxiety and mistrust.

Projects also refer to lack of understanding of the outcomes and how poor communication of options is impacting on project practice.

**Bureaucracy** – Examples of challenges faced in developing clear protocols for SDS include concerns that Care Managers are micro-managing budgets and prescribing what providers can be purchased or how Personal Assistants can be used.

# Conclusion

The 34 Support in the Right Direction projects have reported on a significant amount of activity and development of their project activity over the last six months.

At the end of the first year of this funding programme they have evolved project work in the face of significant external challenges.

Overall this has meant continued work to raise awareness of SDS, working to engage a range of partners and campaign for, and share good practice.

It has also meant lots of delivery of the 'principles' of Self-Directed Support – taking time to listen, understand and work with people where they are, then looking for creative and flexible solutions enabling them to have choice, control and independence, primarily by helping them to understand and access existing community resources.

Projects are reflecting that it is the small things (sometimes with small budgets) that make a big difference to people and there are continued frustrations that they know this work is clearly preventative but is not recognised or it is difficult to get it considered as part of a social care plan.

Support in the Right Direction projects are undertaking support work with a range of people, carers and families – of whom a large group are being assessed as ineligible for formal care support, are waiting for assessments or who are in a period transition.

They are also providing lots of support to people who are in crisis – who may be unhappy with current care arrangements or need immediate support to respond to a change in circumstance.

Only a quarter of funded projects reported on providing help for people to employ and manage personal assistants, manage finances, set up and manage care packages. These types of support are typically needed for people who select SDS 'Option 1' and it is therefore interesting to reflect that currently the bulk of projects are working with people who are not on this Option – either because they are ineligible, or there are issues with getting packages agreed.

Projects continue to report on the challenges of SDS implementation – particularly eligibility criteria and lack of joint understanding or commitment to SDS. Challenges around health and social care integration and lack of leadership to articulate a vision for SDS locally are also frequently raised.

Projects have responded to the challenge set by Inspiring Scotland to use a different reporting format and framework with prescribed activities and outcomes.

This has been difficult for some projects and feedback has been collected and will inform modifications for the next (interim) reports due in October 2016.

*The Value of Independent Support* work undertaken within the 2012-2015 funding programme provided a useful base, but it is recognised that independent support work has developed since this was completed and that the work of the portfolio of Support in the Right Direction projects is broader than the framework sets out.

This round of reports has helped to get a better sense of where projects are now, how they are responding to the external environment and what outcomes they are starting to see as a result of their work.

The diagram in fig. 1 aims to provide this update and will be incorporated into future reporting to enable organisations to select activities and

outcomes to report against that better reflect their work.

Support from Inspiring Scotland will be on-going to help projects use the online report format, prepare for reporting and to continue to refine their own outcomes, outcome indicators and tools to gather indicator information, as projects develop.

Evaluation Support Scotland has also been engaged to deliver workshops to help organisations analyse and report on the impact they are having.

This is the main challenge in terms of learning from the programme as projects are gathering lots of relevant information but tend either not to include it in reports or present it raw, without their own analysis or telling us what they have learnt from it.

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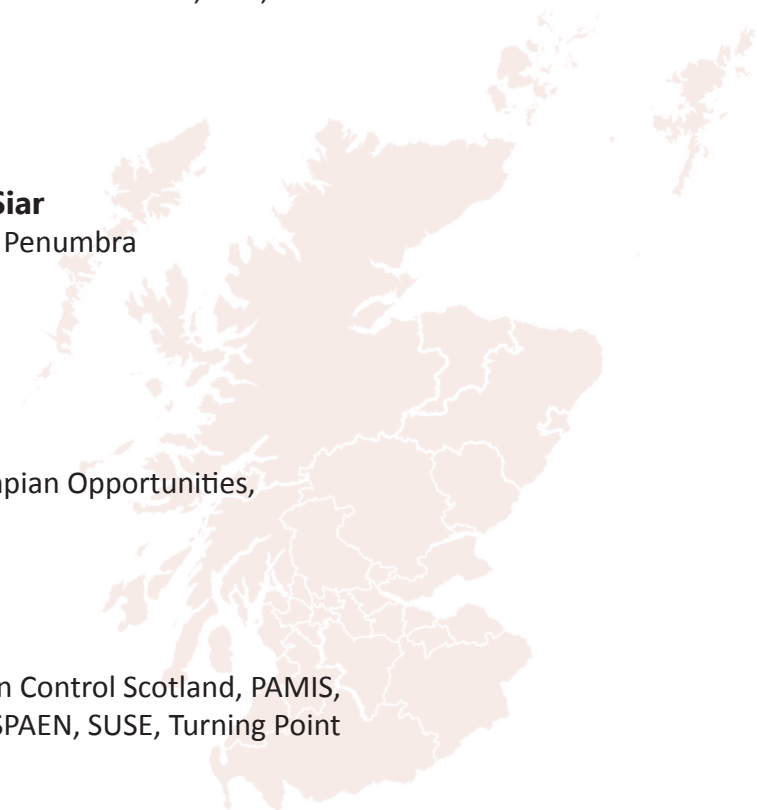
**Aberdeen**
Advocacy Service Aberdeen, Carers Trust Scotland, Ceartas (Shine Partnership), Grampian Opportunities, iConnect NE, In Control Scotland, SDS Scotland, PAMIS, Penumbra, SPAEN

**Shetland**
In Control Scotland

![Inspiring 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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