

Self-directed Support

SUPPORT IN THE RIGHT DIRECTION FUND

Year 2 Progress Report 2016/17



Scottish Government
Riaghaltas na h-Alba
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Introduction



Support in the Right Direction

Building the capacity of Support and Information Organisations

Self-directed Support is Scotland's mainstream approach to social care. The Social Care (Self-directed Support) (Scotland) Act 2013 necessitates that anyone who has social care needs is asked what matters to them (their personal outcomes).

Any social care support they then receive should be focussed on meeting these outcomes. Under the Act, recipients of social care are involved in deciding how their support is delivered and by whom. Independent Support to work out personal outcomes and to navigate and manage the different options for social care is crucial to the success of Self-directed Support.

The Support in the Right Direction Fund (2015-18) aims to build the capacity and availability of Independent Support services across Scotland. In this second year

£2.9 million was spent by 36 funded projects delivering Independent Support and this report outlines reported progress to March 2017. Projects are delivering a range of activity which can make it difficult to summarise concisely. This report provides a snapshot of activity and some of the impact that projects are reporting.

Project work is not being delivered in isolation however, and projects continue to reflect on the challenges they face providing independent support. A summary of some of these challenges is also included.

Support in the Right Direction: Our year in numbers

 **12,000+**

People informed about Self-directed Support.

 **£2.9m**

Fund investment between 1 April 2016 and 31 March 2017.

 **3,000+**

People access clearer information about Self-directed Support.

 **1,800+**

People feel listened to, supported and less stressed.

 **1,000**

People have increased sense of choice and control.

 **1,000+**

People progress towards personal outcomes and live the life they want to live.

Fund progress

Building the capacity and availability of independent information, advice and support services across Scotland to enable more people to exercise choice and control.

The 36 Support in the Right Direction projects completed year two of the three-year programme on 31 March 2017. They continue to share their activities, outcomes, and experiences with Inspiring Scotland, which we have captured in this report.

Projects provide independent support to help people understand and access Self-directed Support. The advice and support they provide can be a journey from initial groundwork to understand personal outcomes; to awareness raising about Self-directed Support principles, the process and options; to support and advocacy to fully participate; and brokerage and practical support to set up and manage care packages, recruit personal assistants and manage finances.

The end outcomes for this journey of independent support are that:

- People make progress towards personal outcomes and live the life they want;
- People and carers feel less stressed and have increased sense of independence and wellbeing;
- People have increased sense of choice and control.



For the purposes of this Fund summary we have grouped the activities of the 36 different projects into six models of service provision. Many projects are delivering more than one category, but the headings below broadly describe the different services being delivered:

- Awareness raising and provision of advice and information;
- Personal development;
- Independent advocacy;
- Brokerage;
- Increasing community connections;
- General support.

Project activity and outcomes

Working together for genuine choice and independent living.

Across Scotland the Support in the Right Direction Fund continues to have positive impact by enabling supported people to understand, access and manage their social care through Self-directed support.

Despite the challenging context projects are creatively finding ways to actively assist care users to understand the choices open to them and recognise the assets they already have in their lives – friends, family and community interests. There is strong evidence that people are feeling listened to and have an increased sense of choice and control making progress towards personal outcomes and the life they want.

Over the following pages we highlight the activity of the Support in the Right Direction Fund over the last year (April 2016 – March 2017) clustered in key themes of delivery.

Awareness raising and provision of advice and information

All 36 projects in the Support in the Right Direction Fund are continuing activity to raise awareness of, and provide advice and information on, Self-Directed Support. Over the last year the portfolio of projects has:

- Produced accessible information about Self-Directed Support;
- helped organisations embed Self-Directed Support in practice;
- shared Self-directed support information and good practice through forums and networks;
- provided training on developing personal outcome plans;
- informed hard-to-reach groups about SDS.

Through 2016-17 awareness raising activities have been delivered to 12,030 people across Scotland.

Impact: The impact of this work means projects are contributing to national Health and Well-being Outcomes, helping supported people to be engaged and informed to make choices about their support. Over the last year funded projects have reported that their awareness raising work and the direct provision of advice and information on Self-directed support has meant:

- 3,065 People and carers access clearer information about SDS;
- 967 People and carers are more aware of the support available to access and manage SDS;
- 488 People and carers have increased understanding of the principles of SDS;
- 519 People and carers make more informed choices about SDS.

Independent support to help people feel in control of the care they receive

Disabled Person's Housing Service (DPHS) were supporting 'Mrs C' - who has dementia and reduced mobility - to remain in her own home. There were concerns that living independently wasn't suitable for her needs, so DPHS spent time to find out more about her, her interests, what she wanted to be able to do, and what her wishes were.

Through this process she agreed to getting Carers in to help her at home. The care was put in place and various tasks were agreed on by Social Work. Mrs C didn't feel she could exercise choice and control over this support however, as she kept forgetting what they could help her with. To help overcome this DPHS made up laminated prompt cards so that she could go through them to remind herself of what the Carers could do, then show them the card corresponding to what she wanted help with. This helped remind her to ask them to wash her hair which hadn't been done recently. A simple tool allowed Mrs C to feel more in control of her support.

Mrs C's daughter: "Thank you so much for your thoughtful and kind preparation of laminated memory prompts for my mother...this will make a big difference to the quality of care she received. It really was a brilliant idea of yours...You remembered everything".

Some projects provide direct advice, information and signposting for anyone that might need social care. **Ayrshire Independent Living Network (AILN)** has provided Self-directed support information and advice to 485 people across Ayrshire. AILN's SDS Advisors work with people referred from Social Work to help them decide what support is best for them. On the back of their *Simple Guide to SDS* AILN has also working with the local college to deliver training sessions and ensure information is included in all relevant future courses. This will ensure that newly qualified staff are aware of Self-directed Support and the four options.

Cantraybridge SDS Highland Consortium provide Self-directed Support advice through Peer Advisors who deliver presentations, training and one-to-one peer support. They also use community journalism to gather people's experiences of Self-directed support to share what works well. The project maintains an online directory of paid for and free services in communities across Highland that can help people meet their outcomes or manage a personal budget.

Other organisations, like **Deaf Action**, **RNIB**, **Penumbra** and **Simon Community Scotland**, raise awareness of Self-directed Support with the people that use their services. Penumbra's Support in the Right Direction funding has enabled them to promote Self-directed Support across mental health services, both within and out with Penumbra and work directly with supported people thus increasing uptake by people with mental health problems.

Many projects have produced literature on Self-directed Support, ranging from leaflets giving a broad overview, to detail guides and handbooks which take you through the process step-by-step. Recent **Glasgow Council for Inclusive Living** publications include a Self-directed Support brochure, sample Personal Assistant job descriptions

Working in Partnership to develop an Outcome based support plan

Over the last six months Penumbra worked with a supported person in the Aberdeen Supported Accommodation Service, who wanted to retain the consistency of support from Penumbra when moving out into her own tenancy. They worked with Aberdeen services and Aberdeen City Council to develop an Outcomes based support plan, ensuring that the supported person was at the centre of the support planning. Working to Outcomes with an Individual budget, the Council and Penumbra were then able to produce a support plan based on an individual budget and not "hours" of support. The supported person expressed: "I went to a talk in the staff office on Self Directed Support and this made me realise the options that would be available to me so that I could still get support with some things that I need when I move to my own house."

and application forms, personal stories books *Direct Payments – Pure Dead Brilliant!* and *Self-directed Support – Way to go!* and digital stories sharing people's personal experiences of Self-directed Support.

With more awareness-raising activities taking place, there is more understanding of Self-directed Support among people eligible for care. However, confusion remains. Projects report that sometimes people don't see their assessments, don't know what their outcomes are and, therefore, don't know what they can spend their budget on. Even if they know their outcomes, they're not always sure how they can use their budget.

Personal Development, increasing people's ability to participate in Self-directed Support

Some independent support projects have found that Self-directed Support is more successful when they undertake preparatory work with individuals - in order that they can participate fully. The importance of this 'groundwork' with people (and carers) before they approach Self-directed Support is reflected in 26 of the 36 projects reporting that they focus on this as part of their independent support work. For example, to help people to understand and identify personal outcomes, you may first need to build their confidence and help them to think positively about the future. This supports people to get to the point where they are ready to have choice and control, having perhaps previously had others make decisions for them.

In year two, personal development activities have been delivered with **2535** people:

- life coaching and personal skills courses/ personal outcome planning;
- providing supported volunteering;
- providing other training or social opportunities.

Impact: In year two projects reported that:

- 1,006 people and carers can define personal outcomes;
- 314 people and carers have increased aspirations and awareness of options;
- 163 people and carers have improved personal and social skills;
- 88 people contribute to local and national policy development.

Glasgow Disability Alliance's *Future Visions* course offers group and one to one life coaching and training to support people to identify personal outcomes and specific goals, and develop action plans to achieve these. Each person is then given support to

explore, identify and where appropriate, commission, the community resources and support they need to fulfil their action plan.

Examples of the achievements of participants has included:

- Planning and travelling alone to Edinburgh;
- Organising a group meet-up to socialise with newly made friends;
- Researching and taking up informal community and formal college based learning;
- Planning days out with personal assistance and travel support;
- Learning new skills for daily living, such as cookery and money management;
- Developing and carrying out a fitness plan, including going swimming again for the first time in nearly 20 years;
- Beginning to write a book – a long held dream being realised for the first time;
- Participating in volunteering with GDA and with local organisations;
- Pushing boundaries and comfort zones – previously very limited due to extreme anxiety.

InControl Scotland's *Partners in Policymaking* course is a family and individual leadership and development programme for parents of children with additional support needs and disabled adults, which aims to build capacity in participants to be leaders in their own lives and communities, which has amazing results.

“The Partners in Policymaking programme is a unique learning experience where you have the opportunity, resources and space, to take a step back from the daily challenges and explore a future, where you can influence not just your own child’s opportunities, but the very basis of your own community”.

“This is a programme that provides hope, support, information and education and enables you to develop the skills and motivation that assists you to work towards a better life for yourself, your family and community”.

“This programme has been completely life-changing for both myself and my family. I now envisage a completely different future for my son”.

“I have learned a new way of thinking about disability and gained insight into a different more positive vision of social inclusion. I am hopeful I will be able to apply my new knowledge to be able to achieve more social inclusion for my son and other children affected by disability in my area”.

“The most important thing I have learned is not to let my child’s disability define him. This course has made me realise something I already knew, but kept buried, my son is not a list of labels, he is an individual like everyone else.”

- Partners in Policymaking Participant feedback

Developing personal goals as a first step

Glasgow Disability Alliance worked with Caitlin who was bullied at school and as a result developed severe anxiety and depression. She ended up being home-schooled and had not left the house for four years when she was referred via a family member. Caitlin completed three group coaching sessions and eight weeks of personal coaching with a professional life coach. During the coaching, Caitlin developed her own personal goals with related action and a support plan to work towards these. As a result, she was paired with a suitable personal assistant who could support her to attend leisure and cultural activities, such as a vintage fayre, museums, galleries and architectural exhibitions. Although still anxious, these outings have re-stimulated Caitlin’s interest and engagement in social history and through this she has built confidence, regained self-esteem and feels physically and mentally better. Caitlin says: *“No one else has listened to me or supported me in the way GDA has. They’ve helped me to build up my self-esteem through the coaching plus PA support and this has enabled me to safely set goals that push me beyond my comfort zone. For the first time in years I feel more in control of myself and my destiny. Future Visions has transformed my life so much, in fact it’s given me my life back!”*

Independent Advocacy

Advocacy helps people obtain information to make informed choices and decisions and have their voice heard during their Self-directed Support journey. An Advocate will get to know the supported person, their hopes and aspirations, and help them identify appropriate care and support to achieve what they want. Advocates work with people to understand the options open to them, express their views, prepare for and participate in meetings and assessments, understand what has been agreed, and challenge decisions they don't agree with. 16 projects provided advocacy activities to 685 people in Year 2 of the Fund.

Advocacy work includes:

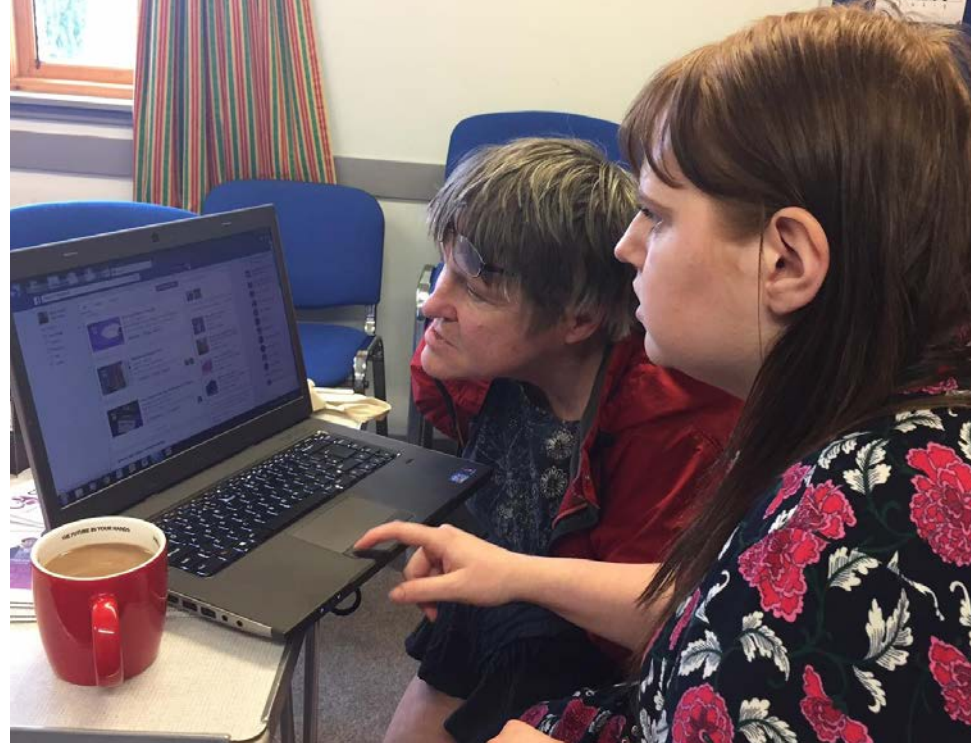
- making sure people's voices are heard throughout the SDS process;
- helping people prepare and participate in social care reviews and understand local boundaries and practice;
- advocacy and support for people to challenge assessment decisions;
- support to participate in assessments and reviews.

Impact: Overall the impact of this type of independent support means people are more empowered to make choices about their support. In Year 2 Projects reported the following outcomes from their independent advocacy work:

- 249 people and carers feel more empowered, have confidence to challenge decisions and seek out different support options;
- 290 people and carers are an equal partner.

Combined with other types of support projects also reported that:

- 723 people and carers have increased equality of access to SDS.



There are four Support in the Right Direction funded organisations whose core service is to provide independent advocacy to people on a one to one basis: **Advocacy Service Aberdeen, Borders Independent Advocacy Service, Circles Network Advocacy Inverclyde** and **Kindred Advocacy**. A further 12 organisations have reported on advocacy activities as part of their wider independent support project.

Advocacy is resource intensive, often involving several visits, but should ultimately reduce the time Social Work may need to spend preparing someone for a social care assessment. Advocacy usually follows a period of support to help people understand self-directed support, the process of assessment and what personal outcomes are, so that they are fully informed going into an assessment. This helps to make assessments a smoother process - for example - going through assessment questions in an informal environment in advance allows people to think about the questions and be more confident to give answers at the actual assessment.

Projects report that preparing for reviews can be distressing as people are fearful that their support will be reduced or withdrawn and that they require emotional support through the process. Some projects have found that many referrals are in relation to complaints around Self-directed Support after a problem has been identified by the person receiving support, which could potentially have been avoided if advocacy had been in place from the outset.

Helping people participate with dignity

When *Advocacy Service Aberdeen* first started working with Peter, he rarely spoke at any meeting, including his review meetings. After working with him for several months, Peter now prepares a written report for his reviews and reports that because he has everything he wants to say written down and knows that his Advocacy worker is with him, he has the confidence to present his views to the review and engage in discussion with others about his situation.

“Advocacy made everyone sit up and listen”

“I could not have managed without your support”

“this could never have been resolved with your support”

People supported by Advocacy Service Aberdeen.

Brokerage

21 projects defined their work as brokerage - offering impartial advice to help people plan and organise their own care. This includes sourcing information and equipment, helping people to explore what's available in their community and identifying services and activities that they'd like to use - finding creative ways to meet their outcomes and develop a costed support plan.

Projects are also helping people with the responsibilities of being an employer, recruiting and managing Personal Assistants and setting up systems to manage and report on payments. This support helps people to feel more in control of their care. Given the support they provide employers, some organisations have started activity to link employers and Personal Assistants.

In year two, brokerage activities were delivered to **2293** people:

- providing impartial information, advice and support for people to help them plan and organise their own support arrangements
- making maximum use of community resources and informal support, helping people find creative solutions to meet needs

Helping people to: set up and manage care packages

- employ and manage personal assistants
- manage finances

Impact: In Year 2 Projects reported that brokerage helped

- 960 people have increased sense of choice and control
- 1107 people make progress towards personal outcomes and live the life they want to live

Supporting people to have the confidence to feel in control

ENeRGI provide supported people - who have a funded care package - with information, advice, practical and emotional support. Through this work they have found that *“Many individuals are not used to having any choice and control so lack confidence in their abilities to make and sustain arrangements. They are used to being passive recipients.”*

ENeRGI use an approach that *“focuses on strengths and assets rather than problems. We focus on the maximum use of community resources and informal support, without this becoming too onerous on the person providing support.”* Many people **ENeRGI** support are not meeting the local eligibility criteria for social care. This means creative solutions are paramount. *“Our approach uses an analogy - it keeps people in the driving seat with support onside for when they need it. We also offer a dual control option so if the person needs a break from driving someone else can do the driving but doesn't change direction and assists the person to stay in control of the journey.”*

The provision of a brokerage service in rural areas is a vital, where there is often a lack of provision and therefore choice. **Argyll and Bute TSI** have found the lack of local services can be in direct conflict with the principles of Self-directed Support. Travel can be too time consuming and expensive to sustain larger hub and spoke models of care provision. Instead the TSIs knowledge of local community provision

can often provide a solution: *“Local solutions to local problems appears to be central to success.”*

ENeRGI also reported that recruitment of Personal Assistants remains very difficult in North East and other rural parts of Fife: *“We have been recruiting for one person for two years. This individual had under-spent money taken back when they couldn’t recruit.”*

To this end, cooperative models of care provision and micro enterprises are being developed by some projects including **Carr Gomm** and **Growbiz** (funded under the Self-directed Support Innovation Fund), creating a new workforce of Personal Assistants. This does however pose some difficulties – as these organisations are at the forefront of testing new solutions to practical issues, guidance from regulatory bodies is not always readily available to support this and has to be sought on a case by case basis. Option 1 is also not always the preferred option for everyone living in rural areas.

Being creative and maximising community resources

Carr Gomm – Community Contacts have supported ‘Rosie’ throughout her Self-directed support journey. Getting to know Rosie, together they identified the two main difficulties she had as being lonely and being unable to prepare a meal. Community Contacts supported ‘Rosie’ to find a solution putting her in touch with Imogen, who runs the local community café and lives in the same housing scheme as Rosie. Rosie now employs Imogen who helps her around the house. More importantly, Imogen has helped Rosie make connections with other people at the community café. At the end of each day on her return from the café, Imogen drops by at Rosie’s with a hot meal. In addition, Imogen has helped Rosie keep in touch with her new network of connections made via the Community Cafe on Facebook and Rosie now spends her previously lonely times talking with her new friends. Rosie hopes to now spend time with Imogen and other members at the café to learn how to prepare some meals herself.

Increasing community connections

Increasing community connections is strongly linked to brokerage, which is often about maximising the use of community resources and informal support to make budgets go further. Most projects in the portfolio support people to explore hobbies and interest and to take these forward using a range of community projects – giving them new experiences, connecting them to social networks of support, increasing their confidence and empowering people to participate in society. As well as supporting people to lead the lives they want, this has a preventative aspect. Supporting people to develop their social lives and make new friendships creates natural supports that can reduce the need for formal interventions.

In year two community connections activities have been explored with 3380 people.

- helping people to identify and access their community resources.

Impact:

- 482 people and carers have increased access to volunteering and social opportunities;
- 1,840 people and carers feel listened to, supported and less stressed;
- 576 people are feeling less stressed and have increased sense of independence and well-being.

Due to increased thresholds for eligibility, many of the people projects work with are not in receipt of a budget for care, but by applying the principles of Self-directed Support and linking people to forms of support in the community, this can enable people to live independently for longer using the assets and resources they have around them.

So, while there may not always be a social care budget involved, the benefit of this type of independent support is clear. Community mapping of assets is needed along with providing support to people to access them – many people need support to take the first step. Community resources also need to be inclusive and accessible for people to have the confidence to use them.

Facilitating old social connections – reuniting a family

Grampian Opportunities supported Charles reunite with his Uncle. Charles has been coming the service for several years. When looking at his support plan, Charles explained that he missed seeing members of his dad's family. He had been in touch with them until he lost his mobile phone a few years ago. Staff offered to help Charles locate his paternal Uncle. Charles gave the information he remembered and the staff member checked with his Care Manager who agreed with the search on the understanding that Charles was kept safe during the process. The search included letters, a wait, and finally telephone contact and screening to be sure it was Charles' Uncle. Grampian Opportunities then met with Charles and advised him they had located his Uncle. Charles is now in weekly contact and has someone whom he can talk to about his late father and reminisce over old times. The cost to Grampian Opportunities was very little but this has made a big impact on Charles' life and his happiness and wellbeing.

Facilitating new social connections

iConnect North East have two recent examples of how they have facilitated vital social connections for people they have provided independent support to.

Winnie is an elderly lady who lived at home and had personal care provided by an agency. Winnie's daughter approached iConnect to ask if there was anything they could do to help her develop some sort of hobby. Winnie was becoming very frail and was housebound. She had enjoyed reading and had been part of a book group but could no longer attend it as it was not in her local area. iConnect staff researched local active book groups and found there weren't any - but there was a library. iConnect spoke with the local librarian and she knew of a few people who may be interested in setting up a book club locally. After discussion with Winnie and her daughter it was agreed that it would be better if the group met at Winnie's house once a month, Winnie's daughter offered to sort out catering. The group of 5 met for over a year at Winnie's house. Winnie enjoyed the book discussion but she also enjoyed the company. Unfortunately, Winnie's health deteriorated and she had to go into residential care, however the book group still meets once a month in the home and has picked up a few new

members. *"I enjoyed the discussion about the books but I liked the gossip about what was going on as well. It kept me in touch,"* said Winnie.

Louise is a motivated young lady in her early twenties. She has had no support package since she left school but is supported by another organisation who have helped her get part time paid work. iConnect have also helped Louise to attend activities such as dance groups. Louise's next goal was to set up a social group for young people so they could go and try new activities. iConnect staff helped Louise develop an activity plan, make posters and leaflets to advertise the group, with Louise as the contact for this new social group. The first meeting was held at iConnect office and 6 people turned up. A member of iConnect staff took minutes and was there for support and advice as required, however Louise chaired and others fully contributed. Several of the group have support workers but they were not with them at the meeting. The group had their first social event last month bowling and a meal afterwards it was a great success - eight people attended and they have a few more events planned. *"iConnect were great they helped me but they didn't take over. It's my group and we will keep doing different activities,"* said Louise.

General support

Projects may focus on delivering core activities such as awareness raising or brokerage, but they also work to support individuals in any way they can and offer a complementary range of formal and informal peer support, mentoring and training activities, as well as facilitating contact between people who receive care and local authorities.

We have categorised a range of reported activities as **general support** including:

- help to understand and set personal outcome plans;
- peer support;
- mentoring;
- training and development;
- providing opportunities for people eligible for SDS, their carers and local authorities to discuss issues;
- taking part in policy and planning groups.

Projects reported that these activities have been delivered with **7862** people.

Impact: Projects reported that this work over the last year has led to:

- 70 People and carers contribute to local and national policy development;
- 1830 People and carers feel listened to, supported, less stressed;
- 577 People and carers are feeling less stressed and have increased sense of independence and well-being.

Co-production to influence local practice

IRISS's Pilotlight project brought together a group of practitioners and people with lived experience (including carers) to identify barriers and produce pathways and resources for people who use social care. Two different groups explored the opportunities Self-directed Support offers to plan creatively for transitions with older people and people with younger onset dementia, in moving between different stages in their lives.

"In bringing together people with lived experience of younger onset dementia, their carers, social workers, community psychiatric nurses, practitioners, private sector support providers and providers of independent advice over the course of eight day-long workshops, we gave participants the opportunity to get to know one another and to 'walk in other's shoes.'" Participants reported that working together to co-produce resources "made it more about people rather than a system."

Barriers when providing independent support

Austerity

Austerity continues to be the main challenge reported by projects. High criteria thresholds mean that many people are not eligible for social care support. This:

- reduces the pool of people projects can work with
- can limit the types of support people get to personal care in some areas
- means projects have to divert efforts to demonstrate how 'Self-directed Support' social care is not always the more expensive option.
- means projects have to adapt their work and do more preventative work to prevent crises (which in itself is not necessarily a barrier or negative, but may not be what a project was set up to do).

Local authorities face the unenviable task of reducing budgets. One project noted that "Although social work assessments are excellent, the subsequent budgets, necessary to carry out the care identified within the assessments, are not awarded." Accessing more community resources in place of paid support can work well for some people, but as demand for this kind of support inevitably increases the sustainability of community services becomes crucial.

Knowledge & awareness

Frontline staff knowledge and understanding of Self-directed Support and how it should work in practice is reported as patchy and the nature of implementation variable across local authorities in content and tone. There are examples of creative budgets being developed, but in some places implementation remains in line with traditional direct payment models and progress with developing Option 2 is slow. Projects also report restrictions of choice and control over individual's budgets. Once allocated, people often don't have true choice and control over how their budget is spent.

The nature of the project's work also means that often it is the negative experiences that are shared more widely, as it is predominantly people who are unhappy with their care that seek help. People happy with their care are less likely to contact them, so projects don't receive as many positive stories. This can create myths around Self-directed Support and there is an ongoing need to identify more positive stories to share good practice.

Lack of local services/ suitably skilled workforce

Accessing all 4 options is a challenge for people living in rural areas, as service providers do not cover all areas.

Where a service is not available option 1 is offered, however projects report difficulties in finding appropriate Personal Assistants for people and care agencies are struggling to employ staff. Care agencies rates can also be prohibitive.

All of this can lead to limited choice, but is also leading to creative enterprise models being established.

Restructuring

Changes in social work staff and Self-directed Support leads within local authorities is still reported as an issue. There will always be an element of turnover but this is perhaps increased while health and social care integration beds in.

While the success of Self-directed Support still relies quite heavily on individual champions, when they move on this can have a large impact on projects – work is delayed, projects lose momentum and knowledge, workers can revert to traditional practice and projects have to build new relationships and trust.

Conclusion

Progress has been made on independent support but challenges remain

Independent support plays a key role in supporting people to have choice and control over their care. Many examples have been shared by projects showing the change in care received once an individual has been supported to understand their rights under Self-directed Support and choose the option which is better suited to their personal circumstances.

The independent nature of the support organisations has been shown to help where the relationship between an individual and the local authority has broken down or reached an impasse, and they are able to break through this by working to identify a solution that both parties accept. Considerable support is also needed once someone receives a budget, helping them to set up and manage a care package, and under option 1 to recruit and employ personal assistants and manage finances.

It is becoming apparent, however, that there has been a change in the nature of some projects funded under Support in the Right Direction, with many expanding their work to go beyond what they initially planned to do - which was working with people eligible for a budget for social care. With less people eligible for social care budgets than was expected, and in some cases referrals to independent support organisations decreasing, they have had to move into new areas and increasingly identify ways to

support people without a budget. More community asset mapping and connecting is taking place on the fringes of Self-directed Support, along with personal development to give people the skills to determine their own lives.

Moving into the final year of funding, projects are demonstrating the support needed at a local level to drive the implementation of Self-directed Support and are starting to consider the impact the Carers (Scotland) Act 2016 will have. The Act will commence on 1 April 2018 and has a duty on local authorities to provide support to carers, based on the carer's identified needs which meet the local eligibility criteria. This may well increase the demand for independent support organisations services.



Portfolio of charities & areas of operation

The charities in the Support in Right Direction portfolio:

- Advocacy Aberdeen
- Ayrshire Independent Living Network
- ARC Scotland
- Argyll & Bute TSI
- Borders Independent Advocacy Service
- Cantraybridge College (SDS Highland Consortium)
- Carers Trust
- Carr Gomm (Community Contacts)
- Community Brokerage Network
- Ceartas (Shine Partnership)
- Children in Scotland
- Circles Network Inverclyde
- Deaf Action
- Direct Inclusive Collaborative Enterprise
- Diversity Matters
- Disabled Person's Housing Service
- Dundee Carers Centre
- ENABLE
- Encompass
- ENeRGI
- Glasgow Centre for Inclusive Living
- Glasgow Disability Alliance
- Grampian Opportunities
- i-Connect NE
- InControl Scotland
- Kindred Advocacy

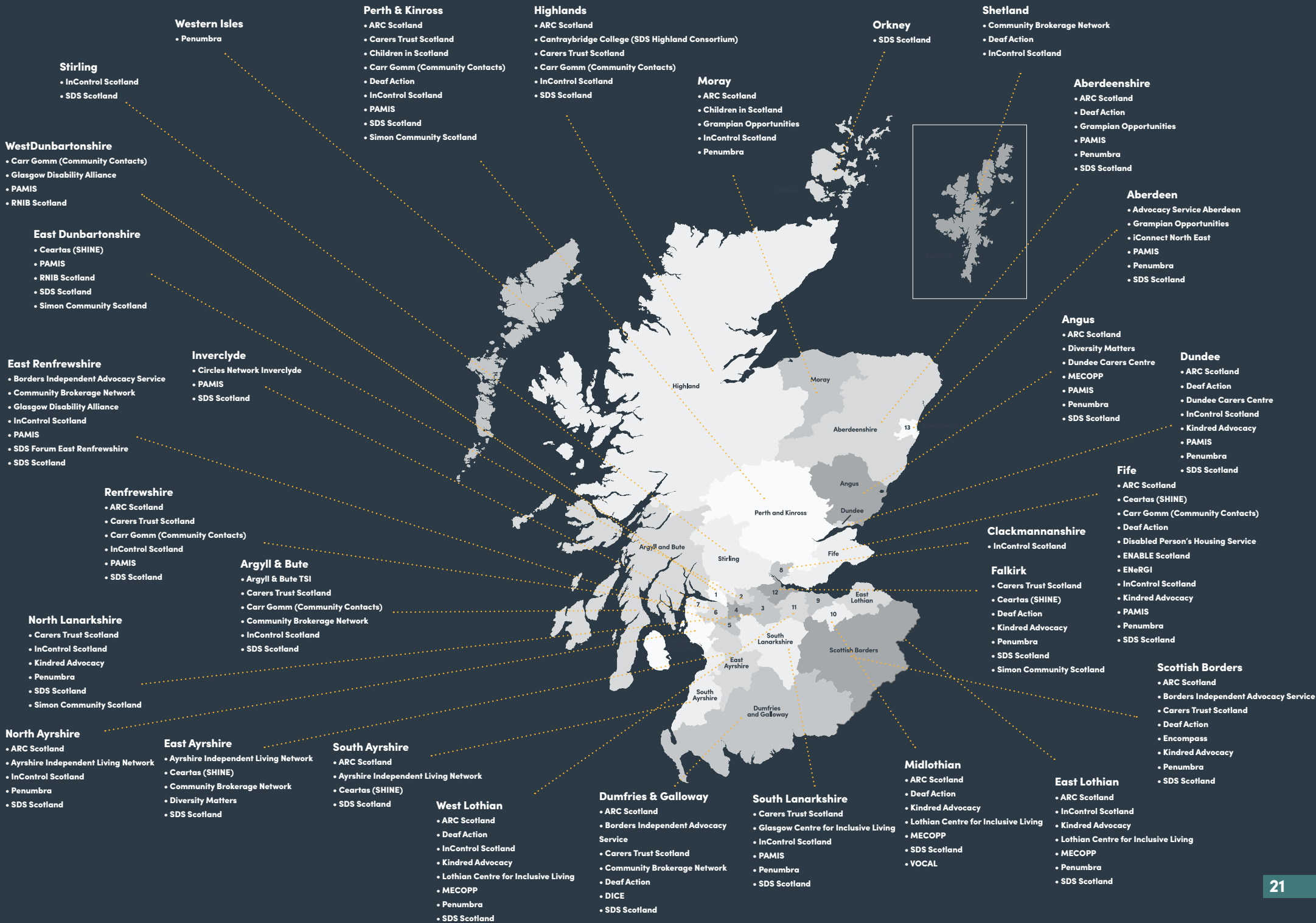
- Lothian Centre for Inclusive Living
- MECOPP
- PAMIS
- Penumbra
- RNIB
- Scottish Care /IRISS
- SDS Forum East Renfrewshire
- SDS Scotland
- Simon Community Scotland
- VOCAL

Glasgow

- ARC Scotland
- Carers Trust Scotland
- Carr Gomm (Community Contacts)
- Deaf Action
- Diversity Matters
- ENABLE Scotland
- Glasgow Centre for Inclusive Living
- Glasgow Disability Alliance
- InControl Scotland
- Kindred Advocacy
- PAMIS
- Penumbra
- RNIB Scotland
- SDS Scotland
- Simon Community Scotland

Edinburgh

- ARC Scotland
- Borders Independent Advocacy Service
- Carr Gomm (Community Contacts)
- Deaf Action
- Diversity Matters
- InControl Scotland
- Kindred Advocacy
- Lothian Centre for Inclusive Living
- MECOPP
- Penumbra
- SDS Scotland



INSPIRING SCOTLAND



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