# Support in the
# Right Direction

# Year 4 Progress Update
# July 2022

Scottish Government
Riaghaltas na h-Alba
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INSPIRING SCOTLAND

# Support in the Right Direction (SiRD)
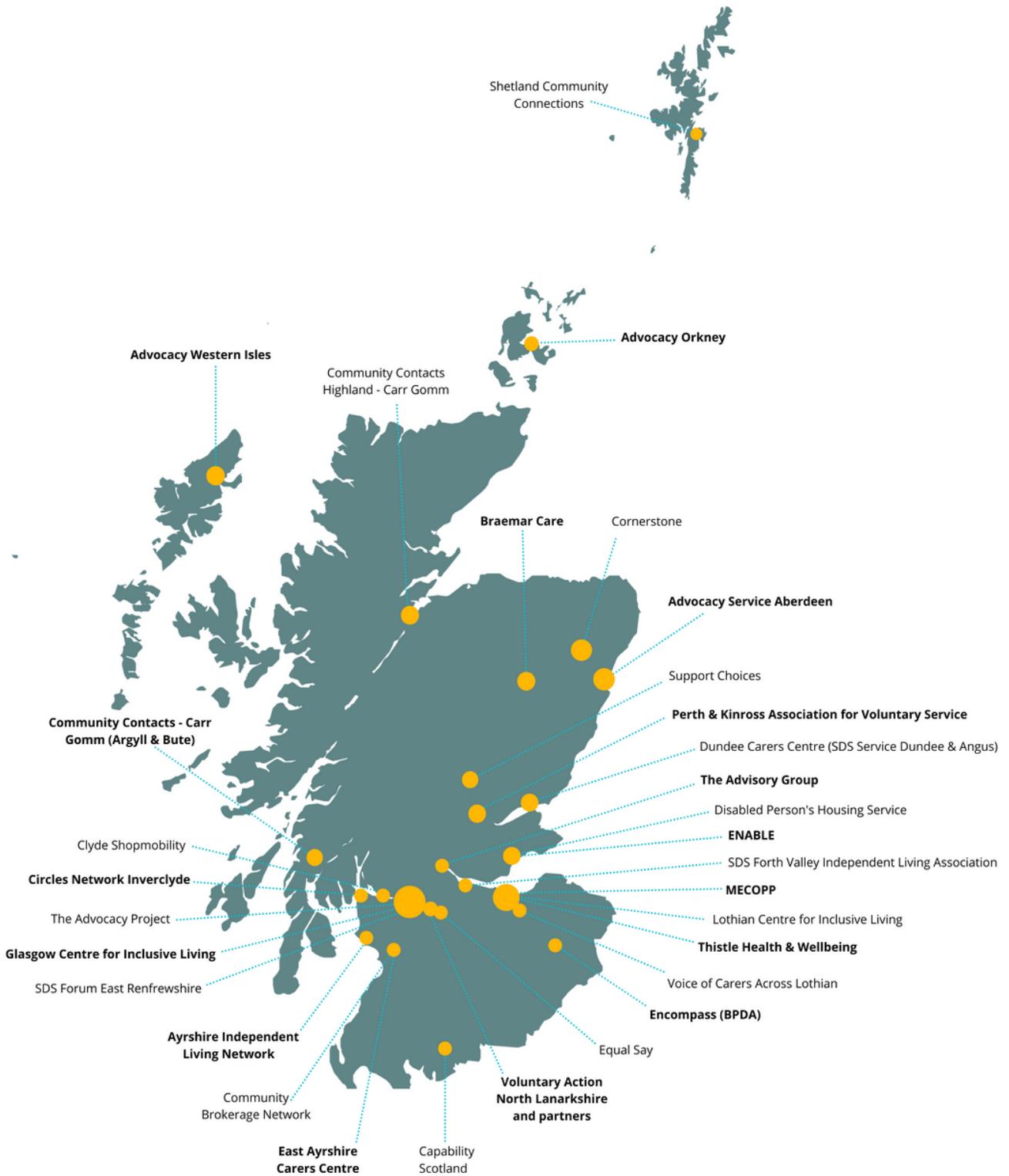
## 31 projects across 30 local authority areas

Thirty projects across 31 local authority areas in Scotland are funded by the Scottish Government, through the Support in the Right Direction (SiRD) programme. These projects provide a range of support to families and carers accessing the social care system. Inspiring Scotland is the strategic delivery partner for the SiRD programme and works with funded projects providing support ranging from strategic engagement with the local context, sharing learning and relationship building through peer networking.

Projects report on activity and delivery against outcomes on a six-monthly basis. This report looks back over the last six months of the SiRD programme, from  October 2021 to March 2022, highlighting the work done by the projects.

Background to the SiRD programme, as well as a logic model for the fund and  more detail on fund activities, can be found in the Appendices.

# SiRD at a glance

## 31 projects across 30 local authority areas



Shetland Community Connections

Advocacy Western Isles

Community Contacts Highland - Carr Gomm

Advocacy Orkney

Braemar Care

Cornerstone

Advocacy Service Aberdeen

Support Choices

Perth & Kinross Association for Voluntary Service

Dundee Carers Centre (SDS Service Dundee & Angus)

The Advisory Group

Disabled Person's Housing Service

ENABLE

SDS Forth Valley Independent Living Association

MECOPP

Lothian Centre for Inclusive Living

Thistle Health & Wellbeing

Voice of Carers Across Lothian

Community Contacts - Carr Gomm (Argyll & Bute)

Clyde Shopmobility

Circles Network Inverclyde

The Advocacy Project

Glasgow Centre for Inclusive Living

SDS Forum East Renfrewshire

Ayrshire Independent Living Network

Community Brokerage Network

East Ayrshire Carers Centre

Capability Scotland

Voluntary Action North Lanarkshire and partners

Encompass (BPDA)

Equal Say

# SiRD at a glance

## Since the programme began
### October 2018 - March 2022

**£9.6M**
**Invested**

**10,726**
**People and Families Supported**

**60,225**
**People Informed**

## In the last 6 months
### October 2021 - March 2022

**£1.44m** funding for work delivered between October 2021 and March 2022

**3,245** people & families provided with focussed support to manage their social care needs

**8,165** people provided with general information and advice on self-directed support

# SiRD at a glance

## Eligibility for funded social care

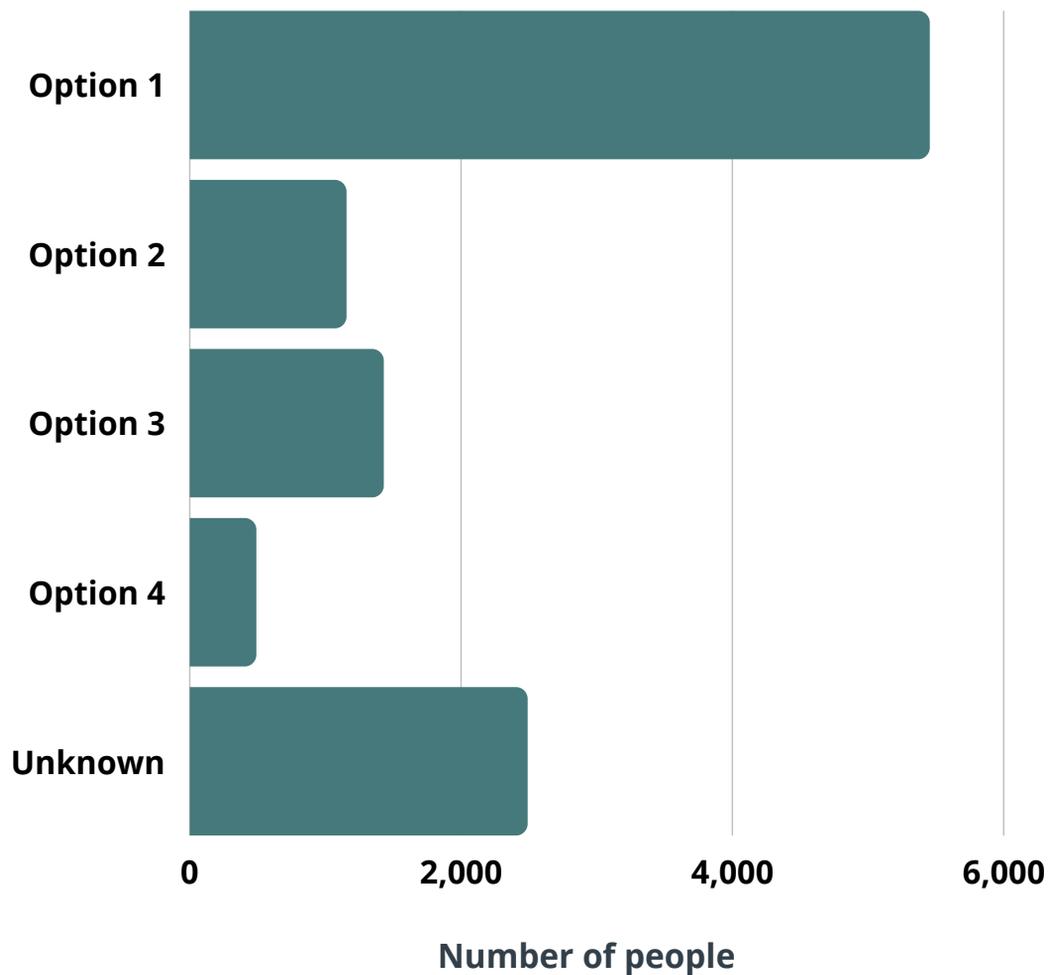of those people referred to SiRD projects for independent support

**31%**
**Eligibility status unknown**

**51%**
**Had been assessed and were eligible**

**11%**
**Had still to be assessed**

**7%** **Had been assessed and were not eligible**
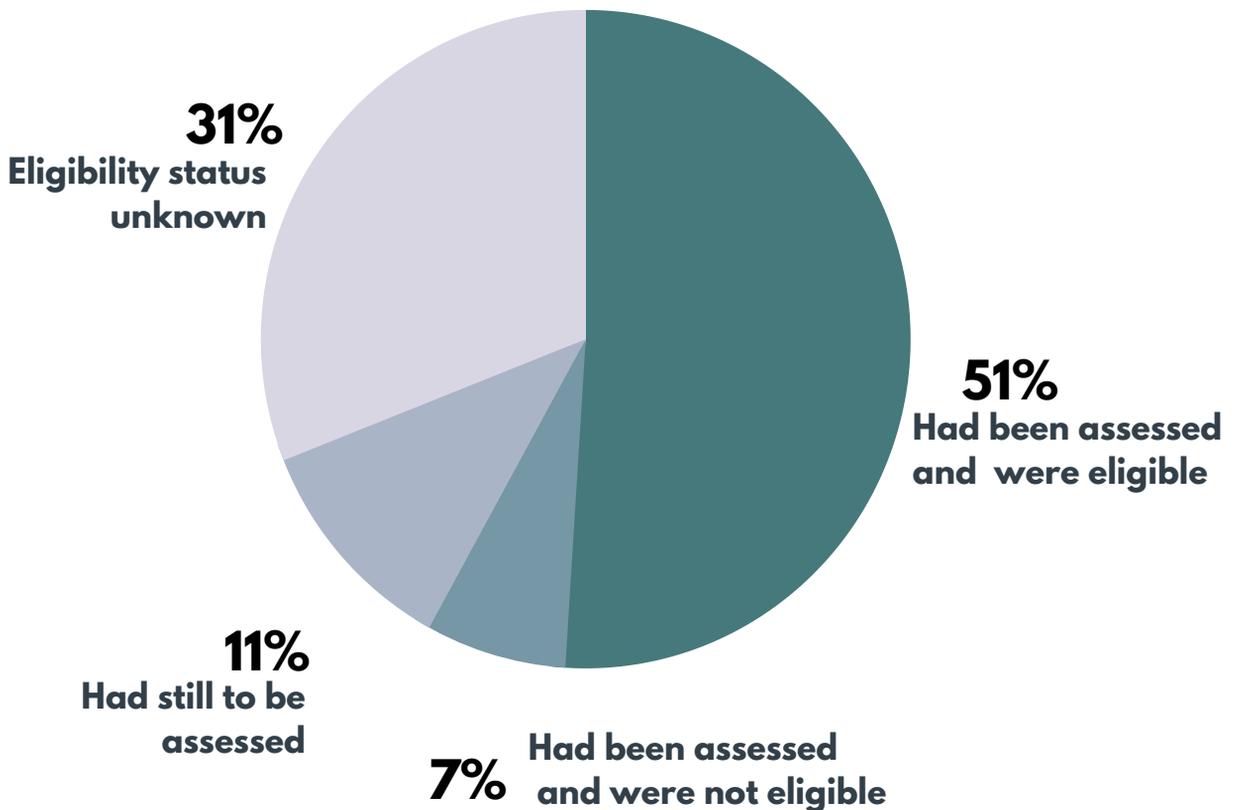
## Age of people SiRD projects supported with their social care

**3,046**
**up to 17 years**

**7,877**
**18-64 years**

**4,790**
**65+ years**

**2,351**
**Unknown**
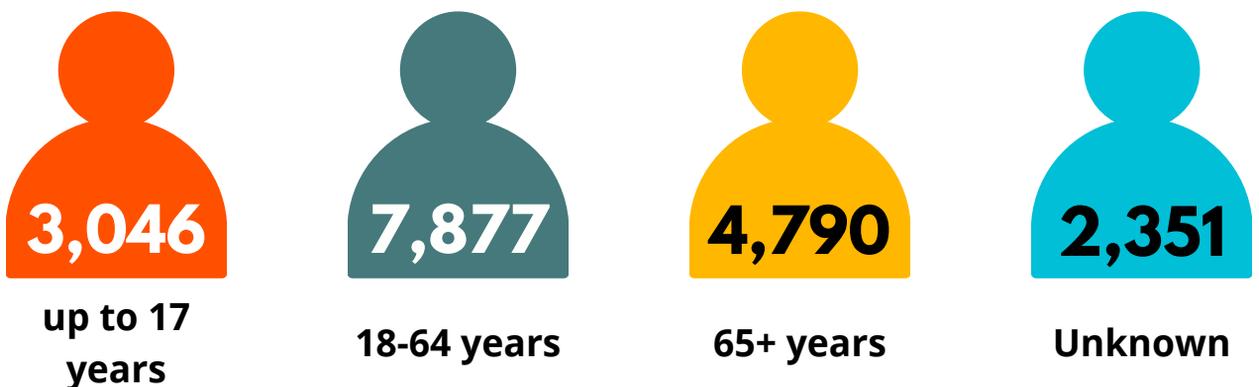
# SiRD at a glance

## Social Care option people received support with



**Number of people**

## Main referrers to SiRD projects



**Local Authorities**

**Self-Referrals**

**Third Sector and Carers**

# Activity highlights
## October 2021 - March 2022

### Personal outcome and social care planning

**701**
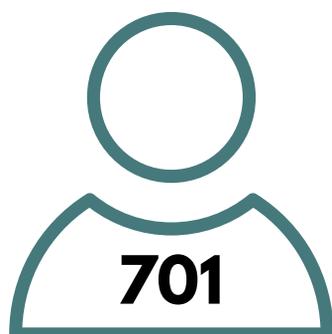
people supported with personal outcome planning

**535**

people supported to prepare for a social work assessment or review

**485**

people helped to develop a shadow care or personal outcome plan

### Social care information

**2972** families received information and support about social care and self-directed support.

**461** people participated in training about self-directed support and social care.

### Putting social care plans into action and support to manage a social care package

**539** people supported to manage their finance.

**506** people supported with Option 1 arrangements.

**400** people supported to recruit Personal Assistants.

**28** people undertook Personal Assistant Employer training.

**119** people felt more confident as an employer.

# Activity highlights
## October 2021 - March 2022

**854 families signposted to relevant community-based services, support or resources had this feedback:**

**594 people said**

"they now know the range of options they have to support them"

**181 people said**

"they feel more engaged in their community"

**338 people said**

"they have more (or have maintained) their independence"

**147 people said**

"that they are trying new things"

# SiRD in detail
## The impact of independent support

The previous pages provided a snapshot of the facts and figures of SiRD. But it is the stories of the people who have benefited from the support of SiRD projects that really highlight the impact of the programme.

The stories* over the following pages give examples of the types of independent support provided and demonstrate how projects are helping to achieve the five SiRD programme outcomes:

> **People and carers are better prepared, confident to engage and contribute meaningfully to social care assessments and reviews.**

> **People and carers feel more informed, listened to, less stressed.**

> **People and carers can creatively and flexibly plan to achieve personal outcomes including accessing community assets.**

> **People and carers have increased skills so are better able to manage social care packages.**

> **People and carers have increased knowledge and understanding of self-directed support principles and options for social care.**

*All stories have been anonymised and any potential identifying information, including the names of the projects providing support, has been removed

# People and carers are better prepared, confident to engage and contribute meaningfully to social care assessments and reviews

R was helped by a SiRD Project that provides support for unpaid carers in all caring situations. R cares for her elderly mother and prior to the pandemic R's mother lived independently in her own home, supported by a four times per day package of care. However, during the pandemic R was told by her local social work department that they could not guarantee her mother's care. As a result, R brought her mother to live with her and her husband temporarily. R cared for her mother for two years with no respite. R wanted to continue caring for her mother but she was feeling exhausted and isolated, unable to go back to 'normal' as everyone else was. A Community Care Assessor recognised the stress R was under and referred her to the SiRD project for more support.

It was clear that the current arrangement was having a detrimental effect on R's health, wellbeing and relationships with others. An adult carer support plan was developed and R talked about the outcomes she wanted to achieve to ensure she had a life alongside her caring role. The SiRD Project helped R to create a plan to achieve these outcomes. R was given information on self-directed support and the four options. There was discussion of how more flexible support could help to sustain the current arrangement, as well as the benefit of other assets such as family members and community supports.

With the plan and outcomes clear in her head, R felt confident to call the social work department herself and request an assessment of her mother's needs, which resulted in a budget using Option 1. R now feels a lot more positive and knows she is not alone.

# People and carers feel more informed, listened to, less stressed

P is a single parent looking after two children. One of the children has ADHD/high complex learning disability with an ongoing assessment for autism. P contacted a SiRD project that supports carers and their families, helping them to identify suitable care plans and put them in place. P came to the SiRD project upset and distressed at the lack of support she had. The project registered her as a parent carer for her son, assessed her needs as a carer and outlined the support available to her. With the support of the project's SDS lead, an urgent referral was made to children and families social work department for P's son's needs to be assessed. P is now receiving support and as a result is feeling that she has been listened to and is more informed and involved.

Y was supported by a SiRD project that provides independent advocacy on SDS in the north of Scotland. Y has cerebral palsy and was supported by the project to consider beginning a care package. Communication needs to be carefully tailored to Y's needs and she has a distrust for anyone involved in her care. Y realised that she needed support but wanted to remain independent for as long as possible was the most important thing to her. The SiRD project worker spent several months working at Y's pace to build a relationship with her and gain her trust. By doing this, the SiRD project worker ensured that Y felt listened to and felt confident to discuss some struggles with her care manager. This has resulted in support hours being approved and the project continues to work with Y to explore her SDS options and how best to achieve her goals and aspirations.

# People and carers can creatively and flexibly plan to achieve personal outcomes including accessing community assets

A has two children and, due to a mild learning disability, relies heavily on her mum for support. She had become very isolated during the pandemic and her mum was struggling to manage everything. A's mum referred her on to the local SiRD Project who supports people to be creative in how they want to live their lives. The focus is on working with individuals to help them, amongst other things, participate fully in activities and social life.

One of the project workers already knew A but spent more time with her listening to what she wanted to do. At first she was encouraged to be a volunteer and help out with some sporting activities. This volunteering helped A build up her confidence and, as a result, she was able to take on a relief post in the canteen at one of the local schools, something that is a great fit for her as she enjoys cooking.

A also went to a group walk with the project worker and is now training to be a walk leader so that she can volunteer to support one of the local walks. At the walk, she met another client of the SiRD Project. They have built up a friendship and have begun doing things together.

Building these local connections has helped improve A's confidence and helped her to have a life of her own. She still needs her mum's support but the pressure on her mum has reduced significantly and both A and her mum are much happier.

## People and carers have increased skills so are better able to manage social care packages

C received help from a SiRD project that supports people to manage their social care package and also provides peer mentors to help people understand their options.

The project supported C to set up her Option 1 package and hire PAs. After obtaining a tablet through Connecting Scotland she was given technical support to allow her to communicate with PAs, tap into additional support in the community and have access to independent support organisation staff and employer/payroll training. Peers from the SiRD Project met with C to discuss concerns she had about managing her package and one of the Peers explained how they use their budget. This helped empower C, reassuring her that she could take on Option 1 and would be surrounded by support from Peers.

She also received PA employer training which helped alleviate any concerns she was having. This resulted in additional support being provided to allow her package to work to its full advantage. Without this support, C's package would have been transferred to Option 2 or 3 because of concerns about her mental wellbeing. However, C has instead been supported to better manage her package, be a good employer and use her budget appropriately.

# People and carers have increased knowledge and understanding of self-directed support principles and options for social care

T was seeking advice and support and registered as an unpaid carer with a SiRD project that supports carers and their families. An Adult Carer Support Plan was completed and it emerged that T's brother, B, had an Option 3 budget in place for home care services only. B is very independent and wants to lead as normal a life as his health conditions allow. He hadn't received enough information about SDS to be able to make a fully informed decision for himself and thought that home care was the only support he could access. The project provided him with more information and helped him to challenge how his social care is being delivered. As a result of the support provided by the project, he is now seeking access to a PA through an Option 1 budget. This would be more beneficial for his needs and would help promote his independence further.

K received advocacy support from a SiRD project that provides people and their carers with independent advocacy on social care and self-directed support in the west of Scotland. Following a relationship breakdown, K's care manager was concerned that K was not managing at home and K himself was feeling vulnerable and not in control of his life. K's home is no longer suitable for his needs and the staff who care for him change frequently leaving him feeling like he has to 'start all over again' with each new carer. The SiRD project helped K to secure a new property better suited to his needs and, once settled, the SiRD project worker discussed the four SDS options. K decided to move from Option 3 to Option 2 as he felt this would give him the control and involvement he wanted. He also felt that the new agency would be better suited to his needs, would give him a better quality of life and, most importantly, would allow him to feel in control of his life again. He is now able to access the community regularly and has enjoyed trips to football matches, which he hadn't been able to do for a long time. His new care team provide the personalised support that he wanted and he was able to achieve this with the support of the SiRD Project.

# Appendix 1
## SiRD context and history

The Support in the Right Direction (SiRD) funding programme was launched by the Scottish Government in 2018 with the aim of increasing the delivery of independent support for people who need social care.
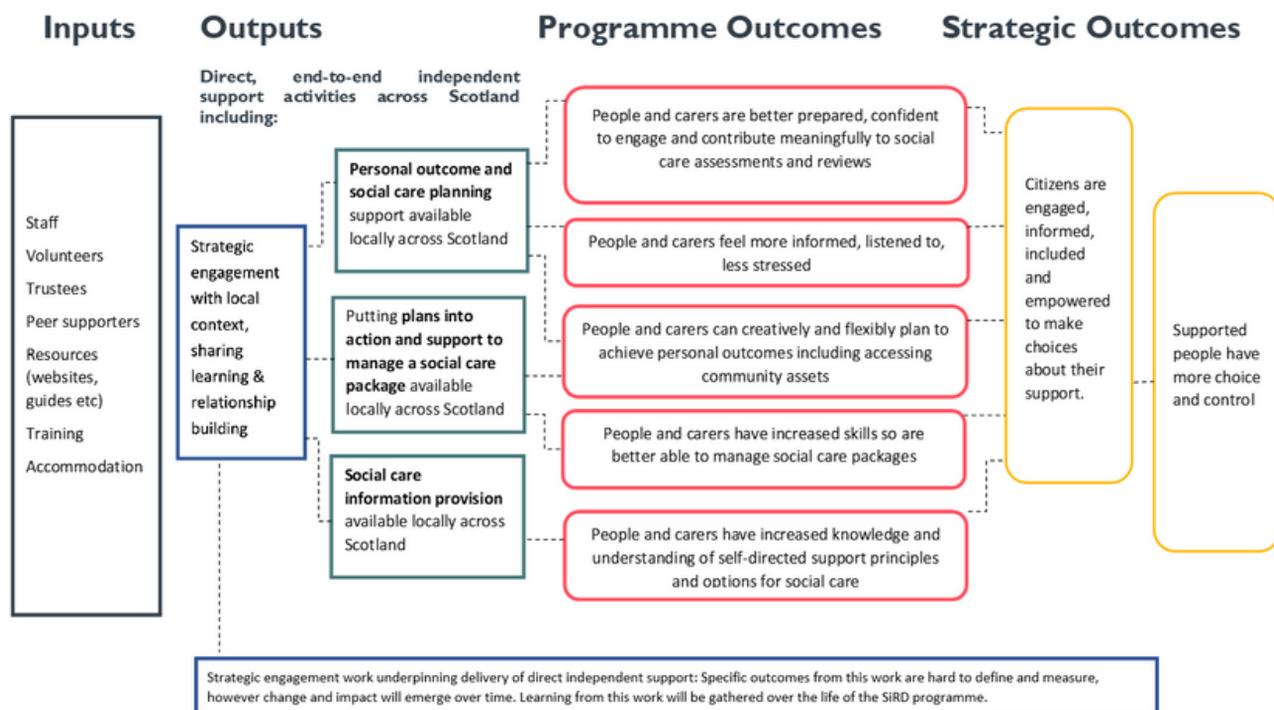
The purpose of independent support is to help people and carers make informed decisions and plans for their social care and maximise their choice and control over those arrangements using self-directed support (SDS) options. (Under SDS legislation, there are four options for how social care can be arranged and delivered. More information on these four options can be found in the statutory guidance.) Independent support plays a key role in the delivery of social care and without it many people would struggle to access the support they need and make use of it in the way they would like.

With expertise in self-directed support and a good knowledge of local resources, independent support organisations ensure a person-centred approach and respond flexibly to individual circumstances. They work with people at every stage of their social care journey and provide direct, end-to-end, independent support for all social care user groups. This support includes personal outcome and social care planning, putting plans into action and providing support to manage a social care package, as well as providing social care information provision.

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# Appendix 2
## Logic model and fund activities

**SiRD** Aim: Increased delivery of independent support for people who require social care

| Inputs | Outputs | Programme Outcomes | Strategic Outcomes |
|---|---|---|---|

Direct, end-to-end independent support activities across Scotland including:

Inputs:
- Staff
- Volunteers
- Trustees
- Peer supporters
- Resources (websites, guides etc)
- Training
- Accommodation

Outputs:
- Strategic engagement with local context, sharing learning & relationship building
- **Personal outcome and social care planning** support available locally across Scotland
- Putting **plans into action and support to manage a social care package** available locally across Scotland
- **Social care information provision** available locally across Scotland

Programme Outcomes:
- People and carers are better prepared, confident to engage and contribute meaningfully to social care assessments and reviews
- People and carers feel more informed, listened to, less stressed
- People and carers can creatively and flexibly plan to achieve personal outcomes including accessing community assets
- People and carers have increased skills so are better able to manage social care packages
- People and carers have increased knowledge and understanding of self-directed support principles and options for social care

Strategic Outcomes:
- Citizens are engaged, informed, included and empowered to make choices about their support.
- Supported people have more choice and control

Strategic engagement work underpinning delivery of direct independent support: Specific outcomes from this work are hard to define and measure, however change and impact will emerge over time. Learning from this work will be gathered over the life of the SiRD programme.

### SiRD – Fund activities (outputs) detail

Direct, end-to-end, independent support for all (potential) social care user groups.

| Personal outcome & social care planning | **Support to identify the outcomes someone would like to achieve** | |
|---|---|---|
| | • One-to-one support work or coaching<br>• Personal development training & group-work | • Initial discussions with clients on what matters to them |
| | **Support to understand their options and to prepare and participate in social work assessments** | |
| | • One-to-one preparation for social work assessments<br>• Support at assessment or review meetings<br>• Formal and informal advocacy | • Exploration of Self-directed Support options available locally<br>• Development of personal outcome plans or 'shadow care plan'<br>• Help for clients to put points across / coping strategies<br>• Practical support – taking minutes, keeping watching brief, follow-up correspondence<br>• Seek clarity or challenge Social Work decisions on social care package or budget |
| Putting plans into action and support to manage a social care package | **Accessing community-based services** | |
| | • One-to-one support work<br>• Community Brokerage<br>• Peer support or group work for people to support each other | • Support for people not eligible for a social care budget to put plans into action<br>• Support to understand and access community-based services<br>• Making links & referring to other services & community-based groups |
| | **Setting up and day-to-day management of funded package** | |
| | • One-to-one support work<br>• Brokerage<br>• Training<br>• Peer support or group work for people to support each other | • Discussing options available locally<br>• Direct support to employ a PA, in-house payroll, or referral to another agency to help<br>• Legal requirements of being an employer & support to manage arrangements e.g. holiday cover<br>• Support to manage packages e.g. track care, spend and progress<br>• Alternative uses of budget |
| Social care information provision | **Early contact work to provide basic information on Self-directed Support (principles & options) and local eligibility** | |
| | • Distributing publicity & basic info sessions<br>• Community focussed information sharing<br>• Outreach work<br>• Enquiry-line, drop-in or advice point | • Accessible guides & case-studies through leaflets, websites, social media<br>• Receiving and responding to initial (or one-off) queries about Self-directed Support<br>• Peer support & training on Self-directed Support<br>• Basic Self-directed Support training for social care users, providers, local authorities |

Ongoing strategic engagement activities might be undertaken to enable this direct support to function effectively