



Support in the
Right Direction



Year 6 mid year update February 2024



Scottish Government
Riaghaltas na h-Alba
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INSPIRING SCOTLAND

Support in the Right Direction (SiRD)

Support in the Right Direction (SiRD) funds a network of 30 local organisations which provide independent support, advice and advocacy for people accessing the social care system, their families and unpaid carers. This helps them to make informed decisions about their social care support and maximise their choice and control using self-directed support (SDS) options afforded under SDS legislation. More information on the SDS options can be found in the statutory guidance.

With expertise in SDS and a good knowledge of local resources, independent support organisations work with people at every stage of their social care journey, from personal outcome and social care planning, to putting social care plans into action and managing packages of support.

Inspiring Scotland is the strategic delivery partner for the SiRD programme, which is funded by Scottish Government. The current round of SiRD funding has been in place since 2018 and comes to an end in March 2024. This report is a brief summary of information provided by SiRD funded organisations on their activity for the six-month period April 2023 to September 2023, which follows a series of 6 monthly reports produced since the programme started. A fuller report on the programme as a whole will follow once data to March 2024 is available.

A further round of SiRD funding has been committed for 2024-2027 to continue funding independent support. The application process for this funding round has been completed and successful applicants will be announced once grant offers have been made.

SiRD programme outcomes

The SiRD programme is contributing to five outcomes, which are listed below. These outcomes were developed when the fund was launched in 2018. They focus on the difference having independent support makes to people and carers as they navigate planning and implementing the social care support they need to live a good life.

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.

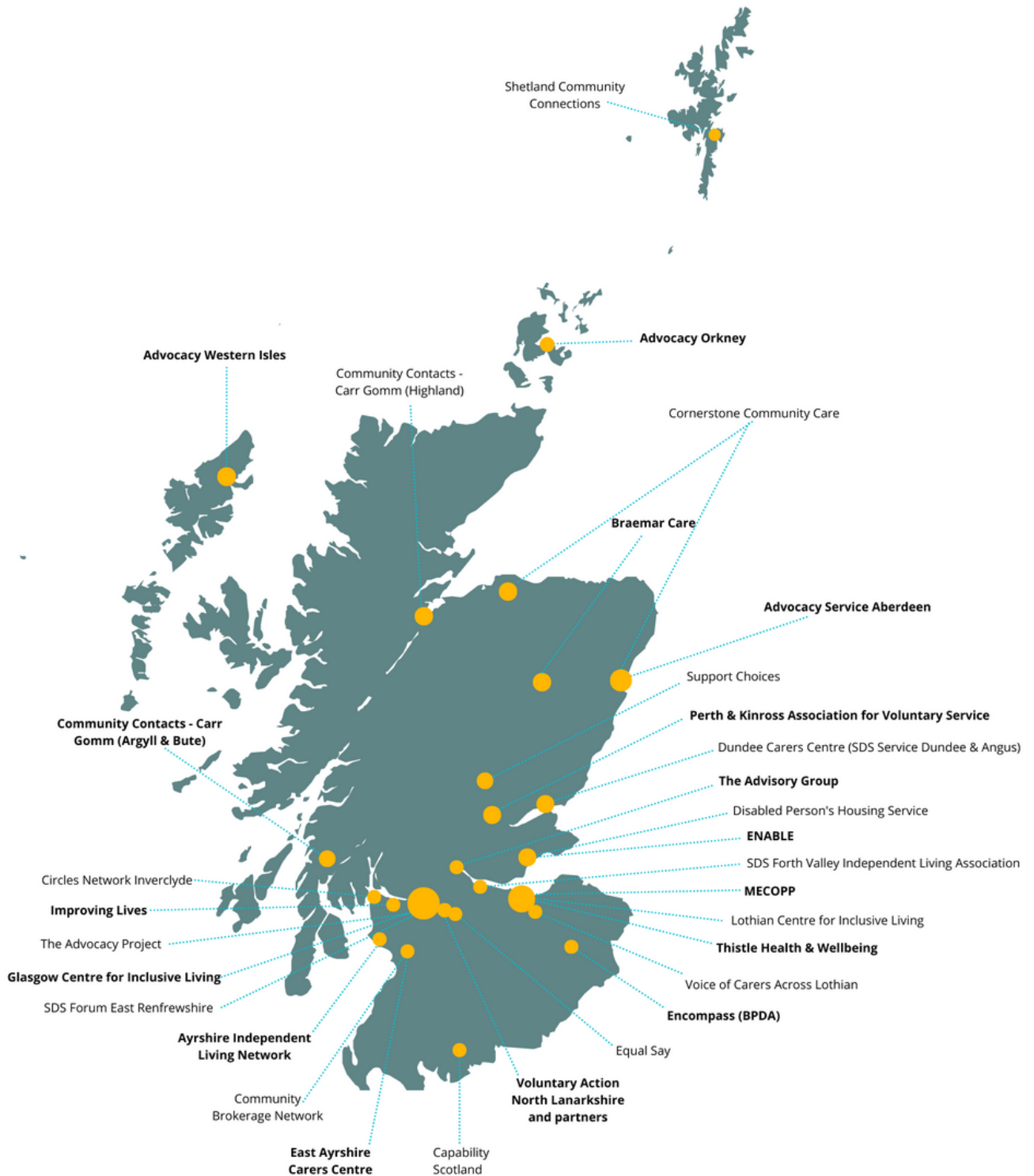
People and carers can creatively and flexibly plan to achieve personal outcomes including accessing community assets.

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.

SiRD funded organisations

30 organisations across 32 local authority areas



SiRD at a glance

April 2023 - September 2023

£1.38m

funding for work delivered between
April and September 2023

3,496

people & families provided with focussed
support to manage their social care needs

8,188

people provided with general information
and advice on self-directed support

Since the programme began October 2018 - September 2023

£13.8m
Invested



15,975*
People and Families
Supported

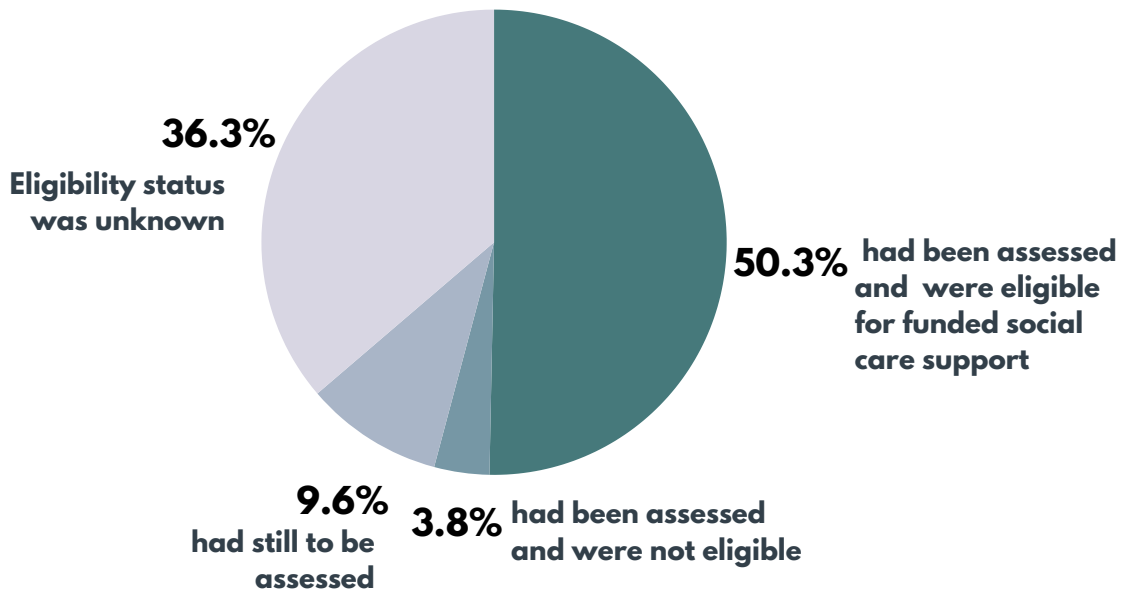


87,754
People
Informed

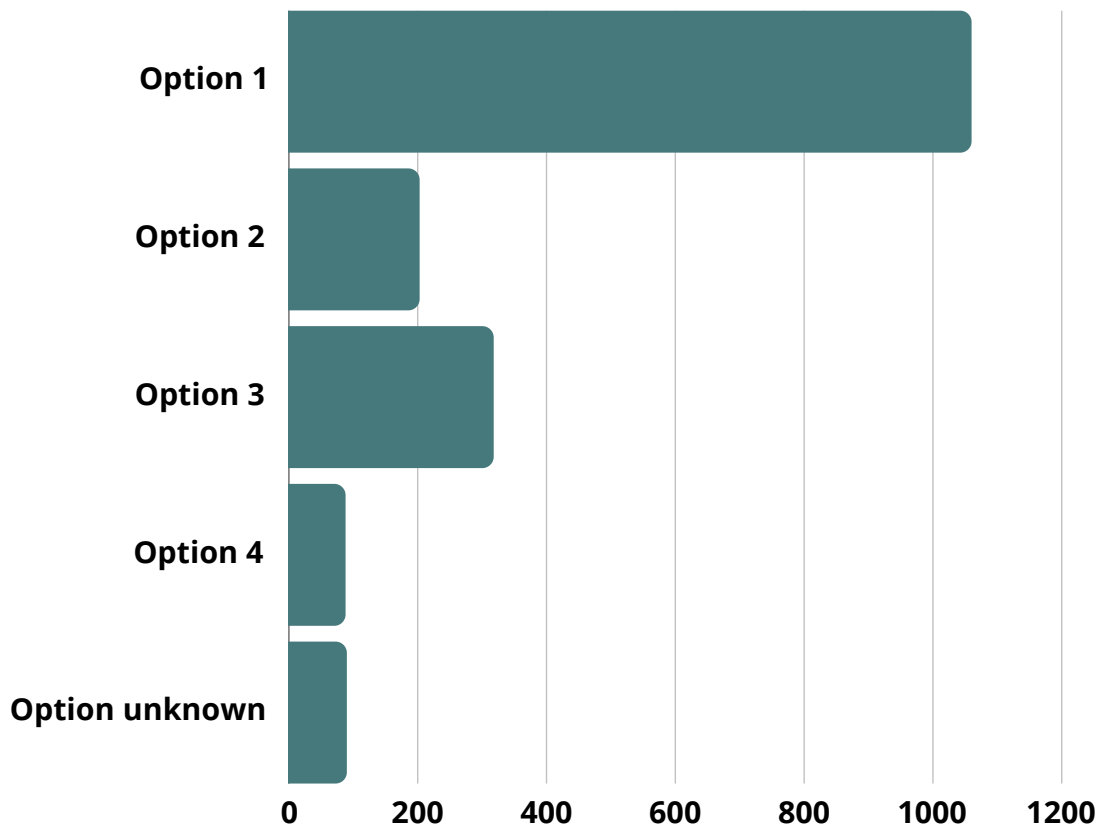


*Note this figure is the cumulative total,
whereas the figure used in the end of
year 5 update report was not.

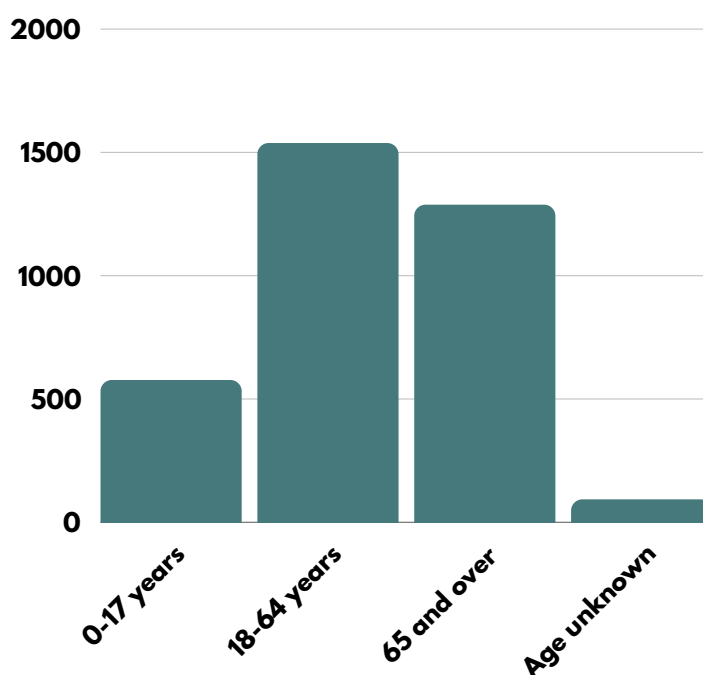
Of the 3496 people supported from April to September 2023:



For the 50.3% of people who were eligible for funded social care, they were using the following SDS options:



Age of people receiving support from SiRD funded organisations from April to September 2023:



SiRD impact

All of the SiRD organisations work towards one or more of the five programme outcomes listed on page 3. The stories over the next few pages are examples of the support they have provided which highlight the positive impact of the programme. All of the stories have been anonymised and any potential identifying information, including the names of the projects providing support, has been removed.

Outcome 1: People and carers are better prepared, confident to engage and contribute meaningfully to social care assessments and reviews

A contacted independent support to get help exploring SDS options for her 50 year old daughter, as some of her support services had not resumed after lockdown. It soon became apparent, however, that A's main concern was future planning for her daughter's support. A was helped to understand outcomes and identify these for her daughter, to prepare to speak to social work about the future. A was supported to cohesively put together her thoughts and develop an immediate support plan and a longer term plan to investigate local housing options and support available. A was also signposted to the carers centre for an adult carer support plan to consider respite.

B is 23 and approached advocacy as he was unhappy with his support package and felt trapped. B wanted to live a more age-appropriate life and make choices based on his wishes. He had heard that advocacy could help him to take control of his life. Advocacy helped B to articulate his goals and develop a pathway and vision for what his life could be like. He was supported to communicate his preferences to his social worker, participate in the process and have his voice heard to regain control over his life. With support from his social worker, a plan was developed that allowed B to change to option 1 and gain the independence he wanted with the necessary safeguards in place. B is now confident about what he wants to achieve and having been provided with the right information is now able to self-advocate.

Outcome 2: People and carers feel more informed, listened to, less stressed

C had previously had an upsetting experience with a support service and asked advocacy for help to engage with it. Advocacy accompanied her to a meeting with the service, which had been rescheduled several times as C was very distressed at the thought of it due to her past experience. Advocacy was able to help C to express her needs, challenges and worries at the meeting. As a result, her relationship with the service was repaired and her support was adjusted to better suit her needs. C had told advocacy that she was very anxious in advance of the meeting but left with the support she needed to live independently.

D's experience with social care services had been lengthy with changes in social workers, which she found frustrating and there was confusion over her outcomes. Independent support helped D to develop a person-centered plan to present her views of the support that would work for her. D was also supported to manage her anxiety through the introduction of an app. D expressed that she felt listened to and valued and that working together with independent support had taken some of the stress and worry out of the process of securing the right support.

Outcome 3: People and carers can creatively and flexibly plan to achieve personal outcomes including accessing community assets

Independent support worked with E and their mum to help them plan 10 hours of support as part of a bigger package alongside a day at an animal sanctuary. Listening to the family tell their story, it was clear that E was interested in art and animal therapy and they were supported to identify a number of outcomes for E. Having initially expected to recruit a PA only, independent support helped the family to explore other options for meeting E's outcomes and liaised with social work to agree these. As a result, as well as recruiting a PA, E now accesses individual art classes. Given the strength of relationship formed with the family through this process, the independent support worker was invited to E's social work review, where they were able to support E to develop a plan for attending the animal sanctuary, which they had been struggling with. E now benefits from a more creative support package which is improving their confidence and social inclusion.

F has periods of mental ill health but lives rurally where there are limited opportunities to meet his outcome to socialise. The independent support organisation he was referred to had identified a number of socially isolated people who were not getting the opportunity to form natural support networks and helped set up a group to bring them together. F was initially very reliant on the independent support organisation transporting him to the group, but in a short space of time was supported to identify his strengths and can now independently travel there on a 2 stage journey. Independent support also discovered F had a passion for art and music and after identifying a suitable arts project, got agreement from social work that this could be incorporated into F's support package to further meet his outcomes. F now has a range of creative supports in place and on recently being offered a lift by a worker replied "Don't worry, I can catch the bus!".

Outcome 4: People and carers have increased skills so are better able to manage social care packages

G is a PA employer for their partner and contacted independent support for help managing the support package. While the current PA has some valuable skills, they were not able to support G's partner to fully meet all of their outcomes. Independent support helped G to consider alternative solutions and an agency was sourced to work alongside the existing PA which resolved the situation. G got in touch with independent support again, however, during a trip away from home. Their partner had remained at home as planned, however due to concerns for their wellbeing, the PA was required to provide additional hours of support while G was away. G was worried about how the additional costs would be met, as they had not been agreed in advance. Independent support was able to liaise with social work on G's behalf to resolve the matter. This included accessing a copy of the support plan for G, who was unaware that it included contingency funds for crisis care. They are now more fully informed about what the support can be used for in future.

H was signposted to independent support by their child's social worker for help employing a PA. Independent support provided H with job description and contract templates, an employer's guide and helped to calculate PA pay rates and employer costs. Employer requirements and responsibilities were explained, including insurance and payroll options. As it was a small budget with one PA, H wanted to process payroll themselves to maximise the budget. Independent support signposted H to online support with this and explained the responsibilities involved. After considering this, H decided to ask independent support to process the payroll (an additional service that they provided) and was grateful for the support provided.

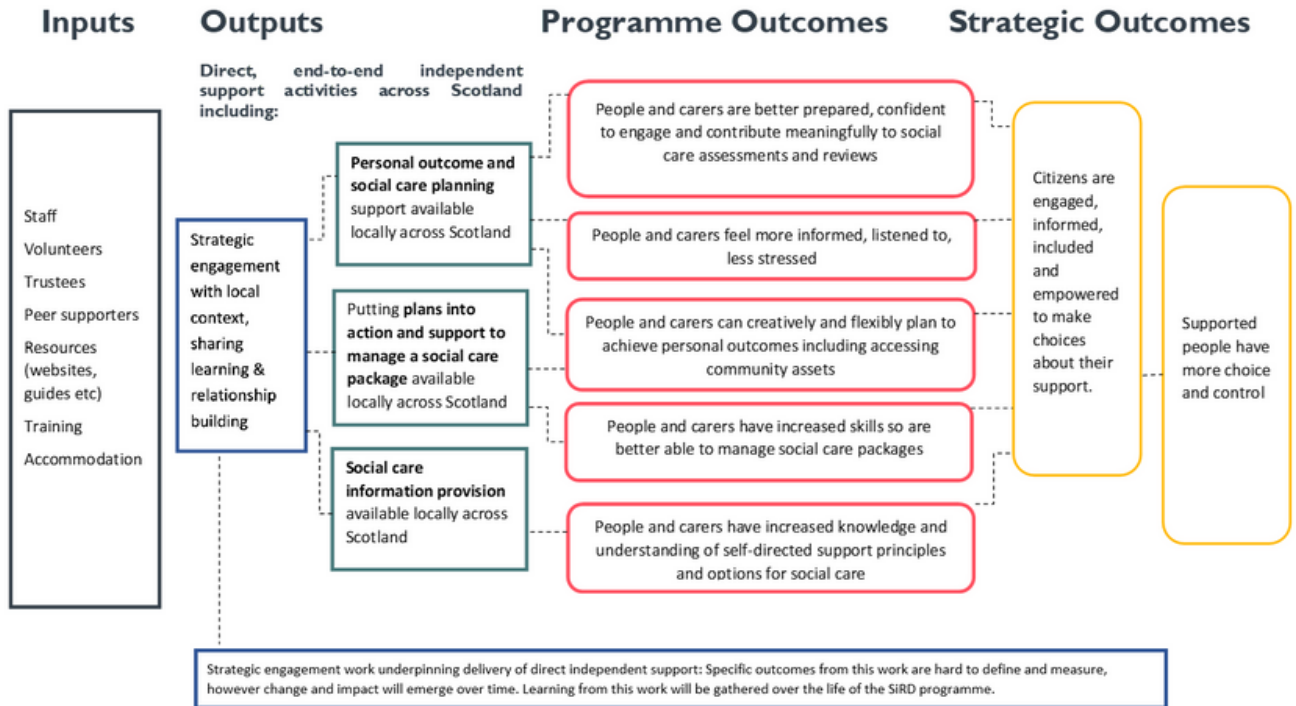
Outcome 5: People and carers have increased knowledge and understanding of self-directed support principles and options for social care

Mr & Mrs J attended a wellbeing cafe run by an organisation which also provides independent support with self-directed support. A cafe volunteer alerted staff that the couple were struggling but did not know where to turn for help. Independent support was able to discuss the SDS options with them and help them to contact social work for an assessment. They were also linked in with the local carers centre for an assessment for the unpaid carer and to money matters to check what benefits they may be entitled to. Support with personal care is now in place and the unpaid carer is being assessed for a carers budget to give them respite. The couple now attend the cafes regularly where they have built up peer support. Through the wellbeing cafe the couple have been introduced to a wider range of support and they are considering using one of the cafe volunteers to be their bank member of staff to support with respite care.

L contacted independent support seeking an urgent assessment for her father who was being discharged from hospital later that week although no support was in place at home. Independent support explained the process and that it was social work who carry out assessments. They gave L information on self-directed support and advised her to contact the social worker attached to hospital discharge. L said that the information was exactly what was needed and had allowed them to advocate on her father's behalf, which had abated the discharge issue: "I cannot thank you enough on behalf of my father and our family. Honestly, your reply contained just the information we needed to understand how to advocate for appropriate care for my dad - you have been THAT PERSON who made a huge difference in helping us understand how to advocate. We will forever be in your debt. As a result of your email, my mum has advocated for a social worker in my dad's case, and he will not be discharged just yet. Many thanks for your already invaluable advice."

SiRD logic model and fund activities

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



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	<ul style="list-style-type: none"> One-to-one support work or coaching Personal development training & group-work 	<ul style="list-style-type: none"> Initial discussions with clients on what matters to them
	Support to understand their options and to prepare and participate in social work assessments	<ul style="list-style-type: none"> One-to-one preparation for social work assessments Support at assessment or review meetings Formal and informal advocacy 	<ul style="list-style-type: none"> Exploration of Self-directed Support options available locally Development of personal outcome plans or 'shadow care plan' Help for clients to put points across / coping strategies Practical support – taking minutes, keeping watching brief, follow-up correspondence 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	<ul style="list-style-type: none"> One-to-one support work Community Brokerage Peer support or group work for people to support each other 	<ul style="list-style-type: none"> Support for people not eligible for a social care budget to put plans into action Support to understand and access community-based services Making links & referring to other services & community-based groups
	Setting up and day-to-day management of funded package	<ul style="list-style-type: none"> One-to-one support work Brokerage Training Peer support or group work for people to support each other 	<ul style="list-style-type: none"> Discussing options available locally Direct support to employ a PA, in-house payroll, or referral to another agency to help Legal requirements of being an employer & support to manage arrangements e.g. holiday cover Support to manage packages e.g. track care, spend and progress Alternative uses of budget
Social care information provision	Early contact work to provide basic information on Self-directed Support (principles & options) and local eligibility	<ul style="list-style-type: none"> Distributing publicity & basic info sessions Community focussed information sharing Outreach work Enquiry-line, drop-in or advice point 	<ul style="list-style-type: none"> Accessible guides & case-studies through leaflets, websites, social media Receiving and responding to initial (or one-off) queries about Self-directed Support Peer support & training on Self-directed Support 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