



Supporting Choice and Control

The value and impact of
independent support in SDS

Contents

- SDSS
- SDS support organisations - background
- What are SDS support organisations?
- What support do they offer?



Self Directed Support Scotland

A national membership organisation which actively promotes **Independent Living** by supporting, working with, and championing the aims of self-directed support Disabled People's Organisations.

The role of Self Directed Support Scotland

- Raising awareness of self-directed support
- Promoting good practice in SDS through training and resources
- Working with Local Authorities
- Supporting member organisations
- Supporting and developing new/emerging member organisations

SDS support organisations (background)

- The Independent Living Movement started in the 1970s
- People wanted to be in control of their own care and support
- Services weren't fulfilling what was important to people
- People wanted choice

SDS support organisations (background)

Independent Living:

Independent Living means all disabled people having the same freedom, choice, dignity, and control as other citizens at home, at work, and in the community. It does not mean living by yourself or fending for yourself. It means rights to practical assistance and support to participate in society and live an ordinary life.

(ILiS)

Disabled People's Organisations

DPOs are user-led organisations, i.e. the people who the organisation represents or provide services to, have a majority on the Management Committee and there is clear accountability to the people who use the service



What are (user-led) SDS support organisations?

- SDS support organisations bring together the unique representative expertise of disabled people.
- Run for and by a majority of disabled people
- Offer expertise, in coproduction to find solutions that fulfil the rights of disabled people and use resources effectively.

Standards of Disabled People's SDS Organisations

- Work within the Social Model of Disability and under the philosophy of the Independent Living Movement
- Peer support based
- Recognise that carers have their own needs and requirements as carers



What SDS Support Organisations typically do

- Provide independent, impartial information
- Peer support
- Support to prepare for assessment
- Independent information on SDS, including SDS options, implications, individual budget
- Help develop, agree, and review support plan



What SDS Support Organisations typically do

- Help with organising and managing support, e.g. choosing a service provider/agency, purchasing equipment, recruiting and employing Personal Assistants
- Payroll support
- Learning and training opportunities



Why User-Led?

- Develop appropriate and effective support
- Genuine understanding
- Real experience
- Peer support is an effective way to build confidence and provide practical advice
- Impartial and independent of providers and local authorities

Why User-Led?

Experience of direct payments indicates that support “is more likely to be successful if it is provided by organisations controlled by disabled people or people who use social care services” (Glasby and Littlechild, *Direct Payments and personal budgets, putting personalisation into practice* p187, The Policy Press 2009).

Review of Independent Information and Support Services

- An evaluation of projects funded by the Scottish Government to deliver independent support
- Interviews with 35 (out of 36) of the funded projects
- Surveyed people who had used funded projects with 92 responses
- Interviewed 88 people who had used funded projects
- 14 interviews with representatives from local authorities

Review of Independent Information and Support Services

- Almost without exception, users were very positive about the quality of support. A central theme was that the support had a profound and life-enhancing impact. This review found that support at any stage in the social care process can make a difference; for some having someone to walk alongside them for their entire journey has been critical.
- Although much of the work has been with people who are applying for, or already have, a social care budget, many projects have been working with people with social care needs who are not eligible for a budget but who would benefit from information, advice or support.
- Many projects place considerable importance on the work they do to support people through the assessment for, or review of, a social care budget. Projects delivering 'end-to-end' support had a clear preference for early engagement.

Review of Independent Information and Support Services

- Projects were clear about the centrality of the quality of their relationship with local authorities to their success in engaging with sufficient numbers of clients. The closeness and importance of that relationship often determined whether a project would approach, hit or exceed its targets.
- Independent information and advice services are at their best when firmly embedded within their local context and when supported and valued by key local partners, and by social work services in particular.

Review of Independent Information and Support Services

- Although people's needs vary, information and support may be required at any or all stages of the process of exercising choice and control in social care. Some people may want to dip in and out of these services, but others are likely to be looking for, and would greatly benefit from, end-to-end support. This does not necessarily need to be provided by a single organisation but, given service users' feedback on the value of continuity and strong working relationships built on understanding and empathy, this is likely to be their preference.



Self Directed Support Scotland (SDSS)

0131 475 2623

info@sdsscotland.org.uk

www.sdsscotland.org.uk

www.sdsinfo.org.uk