

Support in the Right Direction 2021



Year 1 Progress Report *October 2018 - March 2019*

Introduction

This report provides a summary of the activities and impact of funded projects in Year 1 of the Support in the Right Direction (SiRD2021) programme. Support in the Right Direction (SiRD2021) is a programme of **Scottish Government** funding delivered through the **Self-directed support policy team**. It supports local organisations to provide independent support for people, families and carers accessing the social care system.

The programme started in October 2018 and will run for two and a half years. Year one refers to the first six-months of the programme which ran between October and March of the 2018-2019 financial year. 30 projects deliver independent support across 31 local authority areas in Scotland.

The purpose of **independent support** is to help people and carers make informed decisions and plans for their social care and to maximise their choice and control over those arrangements. Projects assist people using social care services to have the information and help they need to understand self-directed support. Through this, funded projects contribute to Scottish Government's ten-year (2010-2021) national strategy for the implementation of self-directed support

Inspiring Scotland is the delivery partner for SiRD2021. We co-ordinate the funding of, and learning from, funded projects. Page 3 of this report contains a logic model for SiRD2021, setting out the aims, activities and impact of funded projects.



£1.46m

funding for work delivered between October 2018 and March 2019.



30

organisations providing support across 31 local authority areas.



99

staff providing direct independent support to people and carers across Scotland totalling 2,244 hours per week.



2,051

people provided with focussed support to manage their social care needs.



7,413

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

The aims, activities and impact of SiRD2021.

inputs

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

outputs

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

Strategic engagement with local context, sharing, learning, and 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, and 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

2019-2021 implementation plan

- People are fully involved in decisions about their support
- People have access to good quality advocacy if they feel that it is required
- People have access to good quality information, advice and practical assistance in understanding creative support options and how they might work
- People have more choice and control over their social care support**

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. Lessons from this work will be gathered over the life of SiRD2021.

Combined programme activities (October 2018 – March 2019)

Personal Outcome and Social care planning (pre-assessment support)



29

projects provide support for people to identify the outcomes they would like to achieve, to understand their options and prepare for a social work assessment. This support is primarily provided through one-to-one casework with people, families and carers. It may involve support to clarify or challenge social work decisions.

21

projects provide advocacy support. This can be from a formal advocacy project, or to help people self-advocate and express what matters to them.

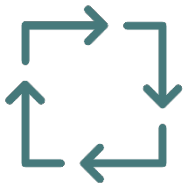
14

projects provide peer support for people to support each other with making plans and understanding the social care system.

12

projects provide personal development or group work training to help families plan and identify the outcomes they would like to achieve.

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



29

projects provide support for people to put personal plans into action. This could be through accessing community-based services or help to set up and manage local authority funded social care. Again, this support is primarily provided through one-to-one case work or advocacy with people, carers and families. In addition:

16

projects facilitate peer support for people to share experiences and support each other to put plans into action.

15

projects provide specific training for people to manage their social care support.

13

projects provide support to manage and report on budgets.

10

projects provide Option 1 specific support regarding employing staff. This could be referral to payroll and managed account services within their own organisation (not always funded through SiRD2021) or practical support with recruiting and managing staff. All other projects will refer to other partners for this support.

Social care information



28

projects provide basic information on social care, self-directed support, and local eligibility. This is done through the distribution of self-directed support information.*

22

projects operate enquiry lines and drop-in sessions.

15

provide training.

13

facilitate peer support for people to share their knowledge of self-directed support and the social care system.

*Two projects do not categorise themselves as information services, however, both projects provide information on social care to the people they support, and other projects are funded through SiRD2021 to provide information services in the areas the two projects operate in.

Strategic engagement, partnership and relationship building

Significant engagement activity has been undertaken in the first six months of the programme. This work is important to enable projects to deliver support to people. Building good relationships locally is key to the success of projects.

Projects have reported on a range of engagement and partnership work which has roughly been grouped together and includes:



27

projects reported work with 3rd sector partners. This includes presentations and self-directed support awareness raising, as well as joint events and training.

20

projects reported on work with local authority social work colleagues.

17

projects reported on work with Health and Social Care partnerships.

9

projects specifically mentioned local self-directed support or provider forums.

7

projects outlined training they have provided to colleges and social work students. Other projects have provided training to NHS staff.

In the last six months the SDS Collective was also launched. Many projects are contributing to this group which has come together to promote improved practice in the development and implementation of self-directed support.

Most projects are also connected to, and actively working with national partner Self-directed Support Scotland. Projects have also noted partnership working with the PA Network, SPAEN, ALISS and the Personal Outcomes Network.

Working in partnership: Self-directed Support Forum East Renfrewshire

SDS Forum East Renfrewshire are deeply involved in local partnership working. Highlights from year 1 include significant input to the local SDS Disability Process Review Group, the building of a working relationship with the finance team at East Renfrewshire HCSP and co-ordinating feedback around the introduction of a charging policy.

SDS Disability Process Review Group: This group, made up of multi-agency professionals, are developing the SDS process for Children and Families Social Work teams at the Council. The Forum have gathered feedback from parents and carers on how the social care reviews could be done better. They are also taking the lead on developing a new easy read document on SDS for children. Another input has been influencing senior management on the resource allocation team to look at how best to meet outcomes for young people.

Working relationship with the finance team: This has helped the Forum gain accurate knowledge on budgets, charging policy and auditing processes to help them support Forum members (service users). The work involves open clinics where SDS recipients can bring their record keeping and get advice on good practice and common issues. The direct relationship with the finance team means the Forum can seek to quickly resolve any issues, reducing stress, and allowing people to share their thoughts.

Charging policy: The Forum supported people at HSCP consultations on the introduction of a charging policy and also held their own information sessions alongside SDSS. They gathered feedback and presented this to the HSCP finance team. The introduction of the policy has been reviewed and is in a transition period now as a result. People have also fed back that they have a better understanding of the Charging Policy.

“We have learned to strike a good balance in our partnership relationship with the HSCP. It is crucial that people understand that as an independent organisation we are always impartial. This can be complex when establishing a good working relationship with the HSCP to ensure outcomes are being met. Our client representation is far more effective when there is a mutual respect. We always strive to diffuse the angst and stress within any part of the assessment. Having this working relationship sometimes means we can intervene and resolve issues in a much shorter time frame and with less impact on the carers and cared for. We are respected by the HSCP and they have a more positive outlook on our independent support services now.”

Combined project outputs (October 2018 – March 2019)



2,051

People provided with focused support to manage their social care needs.

In the first six months of the programme projects have provided focussed support in 2,051 cases across Scotland. This has helped people with social care needs and had a positive impact on many more people when carers and family members are included.

7,413

People provided with general information about self-directed support.

Over 7,000 people have gained information on social care and how it is delivered locally through self-directed support.

Social care eligibility

Of the 2,051 cases worked with:

- Projects knew whether the person they were supporting was eligible for social care, or not in **1,177** (57%) cases.
- In a further **273** (13%) cases people were supported whilst waiting for an assessment.
- Projects didn't know about the person's eligibility, or they didn't want an assessment, in **601** (30%) cases.

Where the person's eligibility status was known:

- **1,019** (87%) people or carers were **eligible** to receive funded social care support.
- Projects also worked with **158** people and families who were not eligible for funded social care support.

Combined project impact (October 2018 – March 2019)

Projects report on the impact of their work under the five SiRD2021 outcomes. Individual projects can contribute to all or a combination of these. They collect information against agreed outcome indicators, which help to demonstrate that the outcomes are being achieved for the people they support. There are up to 10 indicators for each outcome, and projects have selected three or four indicators to report on per outcome. Some of the people projects work with will feedback on several indicators. This means the numbers attached to the indicators should not be aggregated to a 'total' number of people achieving that outcome, but all the impact information looked at as an indication of how impact is being achieved.

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

19 projects work with people, carers and families to help them prepare and plan. Often this starts with asking people 'what makes a good day?' and thinking through what they want to achieve. This process highlights a person's existing strengths and support networks and identifies where formal support could fill any gaps.

Some projects provide a space for people to discuss and plan together, and really focus on what they want from the future. This will look at personal outcomes for them and their family, but also how they can feel included and part of the community.

This can have a profound impact, supporting people to engage confidently, and can change how people view their social care needs. A participant from **Thistle's 'Big Plan'** project fed back how the sessions had made a real difference to them.

"It was totally lifechanging – my whole outlook is different; I see things in a totally different light. Other groups are quick fixes, but this was empowering for the child and the parent. It was targeted at Murrin, but we all got subconsciously helped. Things came out I never knew she was interested in – wanting to work with kids, wanting to learn to drive. I'd thought she wanted to be a chef! I had no idea! And, it's a real strength of hers, being around younger kids with disabilities. I think it was because you were asking HER. She wasn't just saying what she thought me, or the teachers wanted to hear, trying to please us. It was an open forum, it was what SHE wanted, not just writing the same things she always does on a piece of paper in school. Before it felt like her life was maybe doomed. I couldn't see the future, I was scared of the future, and I'm not now. It makes you think that there is a life after school. It's been a phenomenal experience; I feel we can achieve anything."

Headline indicators from across Scotland of the progress projects are making helping people prepare and plan include:

- 453** people and families have been supported to prepare for a social work assessment or review, through advocacy or supporting self-advocacy.
- 242** people and families have been helped to prepare a shadow care plan or personal outcome plan.

Projects know this makes a difference, and over the last six months:

- 767** people have fed back that they have space to explore, or have a better sense of, what matters to them.
- 571** people have fed back that they know their rights.
- 381** people have fed back that they feel more informed or have a clearer sense of the assessment and review process.
- 320** people have fed back that they felt better able to participate in the assessment process.

Supporting people to prepare for an assessment – Circles Advocacy Network (Inverclyde)

Tracey telephoned us after attending the carers centre. She wanted support with her sister's SDS assessment. Tracey met with an Advocate who went through the social work assessment form. We spoke about the various ways she helps her sister and encouraged Tracey to note down all the little things that she didn't usually think of, such as giving her sister medication, helping her during the night, and going out and about.

We then contacted the Social Work department to make a referral and start the assessment process.

Over the coming weeks Tracey and her advocate worked together, and when it was time for Tracey and her sister to go through the assessment, they both felt confident and prepared. Tracey and her sister were very happy with the outcome of the process and thanked us for their support. Tracey stated that everything has gone well and SDS is now in place for her sister.

Programme Outcome 2: People including carers feel **more informed, listened to, less stressed**.

24 projects reported on how the support they provide has helped people have a greater understanding of what care options are available and how to cope better. Projects aim to work in a collaborative way, putting the person and their family at the centre. Having consistent support for a range of issues, that people can dip in and out of and sometimes use more intensively is key to delivery of this outcome.

Advocacy Service Aberdeen write:

“Feedback from those who have used the service has also indicated that independent advocacy has had therapeutic benefits for them. One gentleman fed back that if it wasn’t for our support, he would likely be detained under the mental health act. Another lady told me that she felt if advocacy support wasn’t in place for her and her daughter, she doesn’t think she would still be here.”

Headline indicators from across Scotland of how projects are helping people cope include:

- 1,287** people and families have been supported through intensive casework.
- 928** people fed back that they have received information about different (care) options.
- 222** people have been supported through peer group sessions.

Projects know this makes a difference, and over the last six months:

- 821** people fed back that they understand the process for accessing social care and feel more informed.
- 590** people have fed back that they have been able to express what matters to them.
- 436** people have fed back that they have had the opportunity to share their views, ask questions.
- 398** people have fed back that they are happy with how their support is being managed.

Helping throughout a social care journey – Dundee Carers Centre

Jane and Tom are a married couple over the age of 65, who both have their own physical support needs. They were referred to the service for advice and guidance on employing a PA for support with their personal care needs. During our initial discussion, it became apparent that Jane has a significant caring role for Tom which has an impact on several factors in her life, including her physical health. Her doctor had suggested she attend an exercise class to maintain her mobility. However, Jane had often missed the class due to anxiety around leaving Tom alone. We helped Jane complete an Adult Carer Support Plan. Jane now receives a Carers Budget which allows her to pay their PA to support Tom while Jane attends activities, including the exercise class. Jane reports feeling less stressed, physically healthier and more independent now that she has a Carers Budget.

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

19 projects have gathered evidence on how the support they provide helps people to access a range of services or activities to meet their own personal outcomes. This can also involve looking at creative ways to use their social care budget and focuses on seeking practical solutions to individual and family needs.

Brokerage or helping people to look at what supports are available and how to access them is delivered by 11 projects, and 503 people and families have been supported with brokerage in the first six months of SiRD2021.

Community Brokerage Network (CBN) give an example of the work a self-employed broker did with a young girl and her mum. They supported them to get a social work assessment and look at activities that might interest the daughter to support her self-esteem, mental health and general wellbeing; to entice her out of her room. Finances were tight and being unable to use public transport meant options were limited. Alongside work to look at benefits and developing their social care support plan, the CBN Broker found a local photographer that was willing to coach her on an individual basis.

“Having the support of a broker, who was able to take time to get to know the family, identify their specific needs and challenges and help them understand their entitlement and present their case to the local authority in a structured and compelling way, removed a huge burden from mum. Mum’s confidence and her knowledge of the process and her entitlement has grown significantly. By helping the young person identify a potential hobby (photography) which has now become a real passion and a potential career option for the future, has been transformative for both her and her mum. Seeing the young person enjoying getting outdoors, interacting with people and making friends and connections within the community has given both a real sense of satisfaction.”

Other headline indicators from across Scotland of how projects help people put plans into action include:

460 people have been supported with personal outcome planning.

1,045 people have been signposted to other relevant community-based services, support or resources.

190 people have been supported to recruit Personal Assistants.

Projects know this makes a difference, and over the last six months:

325 people have fed back that they feel more engaged or part of their community.

294 people have fed back that they are trying new things (have joined new groups).

120 people are doing different things with their budgets.

Supporting people to identify and meet personal outcomes – The Advisory Group (Renfrewshire)

L and M came along to the Outcomes for Living course. This was their first step in finding out what outcomes are and start putting together their own outcome-based support plan. By the end of the day they had come up with their own outcomes for the coming year.

One of M's outcomes was to have better communication with family and friends and be able to find out more things for herself. L wanted to be more confident and enjoy his love of music more. We spent the final bit of the course getting people to come up with ideas on how they could achieve these outcomes. One of the ideas for M and L was to make better use of IT. At one of the community pub quiz nights we were able to check out if there were other people in the area who were also interested in improving their IT skills. It was a really great way of meeting other people with shared interests, from IT to sport, from volunteering to dance.

TAG's Community Development workers have established a network of resources. However, there was little on offer for suitable IT courses in Renfrewshire. Renfrewshire libraries were really keen to help and had the computer suites we could use. Common Knowledge run really great courses for people with learning disabilities and also had some funding to provide training for some new groups. We brought these two resources together and ran a taster session, with 14 people attending. People enjoyed it so much that Common Knowledge and Renfrewshire libraries agreed to put on a 12-week course looking at smart technology and the internet.

Programme Outcome 4: People including carers have **increased skills** so are better able to **manage** social care budgets

13 projects deliver help for people to manage their social care budgets or support people to access other organisations that can help with this. This is often focussed support to manage finances as part of an Option 1 arrangement. Over the six months to March 2019, **462** people and families have accessed support specifically with Option 1.

Significant support is also provided to help people recruit, employ and manage staff.

One project gives an example:

John was referred to us by his mother’s social worker, Janet. John employs two personal assistants for his mother, but concerns had been raised about the practice of one of the workers. John was unaware that he was an employer and the full implications of taking on Option One. Technology within the home confirmed that the personal assistant was often not visiting at times expected or visiting for much shorter periods than was agreed. The worker had also claimed pay for hours she had not worked and requested payment directly from the payroll service rather than via her employer. John was supported by us to seek advice from his employment law advisor (provided as part of his employer liability insurance) and is currently taking steps to terminate the employment of the worker in question. We are now assisting John to develop a job description and contract of employment for his existing personal assistant. With the support of our Project Worker, John has been able to agree robust systems with his existing worker and the payroll company, whereby he will sign-off timesheets prior to the payroll company paying the worker.

Projects also provide training and **58** people accessed this in the first six months with a further **52** people participating in PA Employer specific training.

Across the 13 projects, the impact this is making is also indicated by:

- 361** people feeding back that they know where to get support with managing their package when required.
- 121** have fed back that they feel more confident as an Employer.
- 85** have fed back that they have less need for support to manage their package.

Helping people have the confidence to talk about and manage what they need – Lothian Centre for Inclusive Living

After a breakdown in support Brian was reassessed by Social Work and a direct payment was approved and he was told he could employ personal assistants. Brian was never sign posted to anyone for support in managing his direct payment. He knew he wanted to employ PAs, but he did not have access to his support plan and did not know how much budget he had in his direct payment. Brian did not have the tools or confidence to use his direct payment to get support in place. He was fearful about going back to social work to ask for help.

Brian self-referred to the LCiL self directed support development programme. He attended our “Know your Rights” workshop and “Assertive Communication” workshop. Brian said: *“I enjoyed meeting new people, listening to different perspectives on how to be assertive. Gaining knowledge and understanding of different types of assertiveness”*

The first assertive communication workshop occurred at a very good time for Brian as he had a meeting with his occupational therapist a couple of days after. Having just attended the assertive communication workshop Brian had the confidence to use the skills and our ‘making a case’ worksheet to raise his worry around lack of support and feeling unable to use his direct payment. From this initial meeting with his OT he was referred back to social work and was told the amount of his SDS budget that day. He was also sent a copy of his support plan.

Armed with the information about his support package Brian was then able to self-refer to our independent living team where he will be given support to employ personal assistants. Brian felt confident to talk to his OT about his current housing situation and that he felt his current tenancy was not sustainable given his support needs. Brian is now working with his OT to find appropriate and accessible housing.

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

28 projects provide information on self-directed support and local eligibility. This can range from distributing information, to enquiry lines, to peer support and training on the principles and options. Projects reported that **2,285** people and families received focussed self-directed support information in the first six-months of SiRD2021 and **465** had discussions through enquiry lines. **277** people have participated in self-directed support training.

Being informed and understanding self-directed support can have a powerful impact for people when thinking about their care. Often an initial conversation or information about self-directed support can lead to people proactively seeking more support, and independent support organisations either provide this or refer to others. Projects report that there have been **927** referrals for further independent support as a result of people accessing information.

Glasgow Centre for Inclusive Living give an example of a carer who attended their SDS awareness sessions and the follow up actions she took as a result. She described the sessions as “*very informative*” and to feeling “*more confidence. I have never had so much hope to improve my daughters and my own life. It should be offered to every person with a disability.*” She was signposted to East End Carers and then attended GCiL’s drop-in’s and sought support to get and prepare for a social care assessment.

Other indicators recorded by projects that show how providing information about self-directed support is having an impact include:

- 1,009** people have fed back that they know or have a better understanding of what self-directed support is.
- 140** people have fed back that they can share what they have learnt about self-directed support with others.
- 560** people have fed back that they know how to access a social care assessment.

Information and ongoing support are powerful – PKAVS SDS Project (Perth)

Back in January, Clive was referred to our project. Clive has been caring for his wife who has dementia for several years without any support except quarterly visits from a mental health nurse and outpatient appointments with a mental health consultant. Clive had requested an 'Adult Carer Support Plan' and whilst completing it had been made aware of our project.

When we first met Clive, he had no awareness of the support available and wasn't even sure what support he needed or would benefit his wife. Clive was very anxious as his wife still does not believe she is unwell and has always refused any suggestion of support.

Through meetings and conversations with Clive, we explained self-directed support and the options available. We also talked through the rights he had as a Carer and supported him to identify what his wishes for his wife were and what support would provide him with respite opportunities.

Once Clive had a clear plan to what he wanted to achieve, a referral was put into our Social Work Access Team. This was promptly followed up as the Mental Health team had also put in a request for support, following conversations with us and Clive.

Clive asked for us to be present during his Social Work assessment, as he felt we would understand more and be able to feed it back to him in a more understandable language. During the assessment Clive put forward what support he would find helpful and that he felt that Option 1 was the best way of achieving this. Clive was mainly requesting social support for his wife which would allow him time to himself, as his wife needed constant reassurance and Clive provided this 24/7 which he found exhausting.

Clive and his wife both met the local eligibility criteria (Carer and Cared for) and the support was agreed. Initially Clive was told this would be chargeable but through our advice and support, this charge was waived as we were able to show that this was an outcome for Clive. Through the Carers Act, Carers should not be charged for support that helps them in their caring role.

Clive's wife now attends a Day club once a week and he is currently in the process of recruiting a Personal Assistant to provide further support within their home. Clive has verbalised that without our advice and support, he would not have had the confidence to go down this route of support and thinks that he may have continued to struggle on.

Learning about supporting outcomes for people

Approaches to self-directed support: Most of the projects report that within their area, there are still major differences in approaches to self-directed support between teams and individual social workers. This means they have real difficulties in setting out legitimate expectations of what the local process is and what people's rights are. Projects in some areas have reported being left to determine how to establish this by making complaints and hearing back about local processes and whether they have been followed. There are also examples of differences in terms of implementation – with people not being given detail of their budget, or of support being framed in terms of hours instead of outcomes. This can add to the complexity of cases and repetitive leg work projects need to do.

Challenges with social care: Alongside this, social care is experiencing demographic pressures, reducing public budgets and difficulties in recruitment at a national level. Projects also report challenges around social care delivery at a local level, impacting on the support they can provide. Issues around choice in rural areas, difficulty with provider flexibility, lack of Personal Assistants and recruiting to a small numbers of hours all add to the difficulty projects have in supporting people with practical solutions.

Eligibility criteria and differences reported by projects in how they are applied within local authority areas, also impacts on the support projects provide. There are many examples of projects helping people to access assessments where they have previously been refused one. Projects are also spending time helping people come up with practical solutions to enable them to deal with the impact of delays in getting assessments and then getting budgets approved.

Learning about project delivery

The SiRD2021 programme started in October 2018 with funding for 30 projects across 31 local authority areas in Scotland. This includes:

- 16 projects previously funded by Scottish Government through the self-directed support policy team, to deliver independent support. With SiRD2021 funding, they are continuing, and in some cases developing or expanding, their projects into new areas.
- 14 projects are new to Support in the Right Direction funding and are developing new support services in their local area.

In general, new projects have reflected that the first six-months have been a steep learning curve, with more management time required and time taken to recruit staff than anticipated.

Staff: There have been some difficulties with recruitment and retainment of staff across funded projects. 10 projects have had to re-advertise positions, have had resignations or had to re-recruit existing staff members in the last six months.

Feedback is that lack of applicants with relevant expertise and knowledge of self-directed support has contributed to the difficulty in finding staff. In addition, the remit of the role and salary paid, with sometimes minimal local peer support or a blueprint for the job have been factors in staff leaving.

Awareness: Understanding of how projects can help isn't universal, and many need to spend significant time reaching out to let people know about their service. Projects have reported however, that this is improving with more people starting to know about the role of independent support in social care and self-directed support. There appears to be reasonable knowledge of changes that the Carers Act introduced, and this may have led to increased awareness of self-directed support more generally.

Impact and partnership working: The projects provided good evidence of the positive impact of independent support. People who get support are better prepared and informed prior to a social care assessment, which can result in better outcomes for everyone in the system. They can also support people to have the confidence to take up different options and provide on-going reassurance which helps them manage.

When projects can work in co-operation with others, whether that be other third sector partners or individuals and teams at the local authority or the health and social care partnership, they are able to be more effective. Partnership and relationship building take time and perseverance which is always a challenge particularly when funding is focussed on 'client delivery'.

Social care delivered through self-directed support, working in partnership with independent support, can help people 'move forward', rather than 'just manage' – Ayrshire Independent Living Network

When we met 'Mr S' he had a history of severe mental health that had led to him being hospitalised for six months of every year for the last three years. His social worker had discussed using option 1 through self-directed support, however due to the responsibilities that come with being an employer and holding a budget, it was agreed that Mr S could only receive option 1 and hire PA's if he used an independent organisation to support him with the process and take a fully managed bank account. Ayrshire Independent Living Network have supported him to do this by helping him to recruit and manage staff, ensure they are paid accurately and on time, managing his option 1 budget and bank account, making all payments relating to his option 1 support and submitting financial monitoring returns to the local authority on his behalf.

Mr S was happy for this to happen and knows that it can be reviewed when he feels ready if he wants to take on more responsibility for his budget. Mr S has now used option 1 for approximately three years and has a PA, a bus pass to enable him to travel on his own and more importantly has never been admitted to hospital in the time he has had his PA's. Mr S has a busy social life and enjoys his life again. Mr S says that it is down to self-directed support that he has been given his life back. His social work team were fantastic and played an integral role in supporting him. They also contacted us about Mr S looking to gain transferable skills that could eventually lead to him going back into employment. Mr S is now a member of our Board and his contribution and input is invaluable. He is also one of our Peer Mentors and is going to be part of the SDS collective as a representative of himself and his journey. Mr S will also be taking part in a short film for us to show people in a similar situation that it is possible with the right support to take control and live a life that you want whilst working towards a new future.

Mr S's story shows how people's life can progress with the right support and that when we support someone in the right way at a pace they set, great outcomes can happen.

Local Authority	Project base
Aberdeen	Advocacy Service Aberdeen Cornerstone SDS
Aberdeenshire	Braemar Care Cornerstone SDS
Angus	SDS Service Dundee and Angus (Dundee Carers Centre)
Argyll and Bute	Community Contacts Argyll and Bute (Carr Gomm)
Clackmannanshire	SDS Forth Valley (Independent Living Association) The Advisory Group
Comhairle nan Eilean Siar	Advocacy Western Isles
Dumfries and Galloway	Compass SDS Brokerage
Dundee	SDS Service Dundee and Angus (Dundee Carers Centre)
East Ayrshire	Ayrshire Independent Living Network Community Brokerage Network East Ayrshire Carers Centre
East Dunbartonshire	Glasgow Centre for Inclusive Living
East Lothian	Lothian Centre for Inclusive Living MECOPP Thistle Health and Wellbeing
East Renfrewshire	SDS Forum East Renfrewshire The Advocacy Project
Edinburgh	Lothian Centre for Inclusive Living MECOPP Thistle Health and Wellbeing VOCAL
Falkirk	SDS Forth Valley (Independent Living Association)
Fife	SDS Options Fife (Disabled Person's Housing Service) ENABLE
Glasgow	Glasgow Centre for Inclusive Living The Advocacy Project
Highland	Community Contacts Highland (Carr Gomm)
Inverclyde	Circles Network Inverclyde
Midlothian	Lothian Centre for Inclusive Living MECOPP Thistle Health and Wellbeing VOCAL
North Ayrshire	Ayrshire Independent Living Network Community Brokerage Network
North Lanarkshire	Equal Say Voluntary Action North Lanarkshire and partners
Orkney	Advocacy Orkney
Perth and Kinross	Support Choices (Outside the Box, Care and Wellbeing Co-operative) Carers Hub - PKAVS
Renfrewshire	The Advisory Group
Scottish Borders	Encompass
Shetland	Shetland Community Connections
Stirling	SDS Forth Valley (Independent Living Association) The Advisory Group
South Ayrshire	Ayrshire Independent Living Network Community Brokerage Network
South Lanarkshire	Glasgow Centre for Inclusive Living The Advocacy Project
West Dunbartonshire	Clyde Shopmobility
West Lothian	Lothian Centre for Inclusive Living