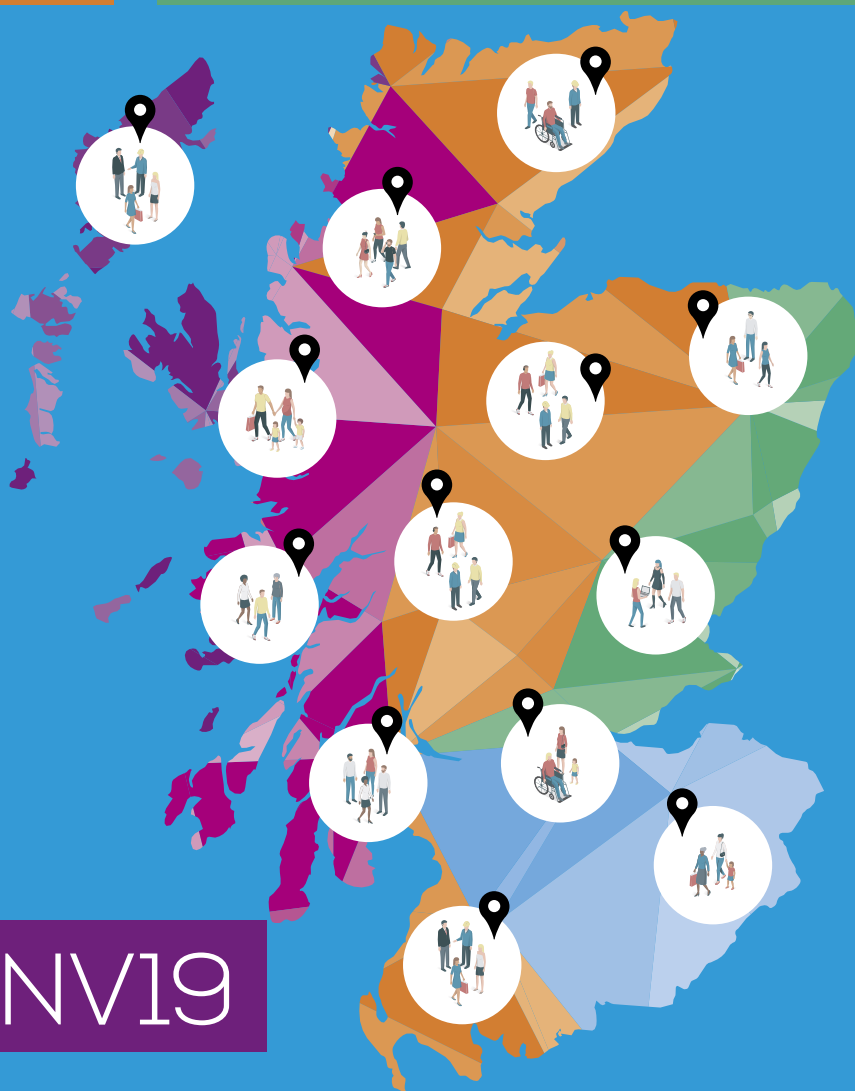


SDSS

National Voice

2019

An overview



#SDSNV19



**Self Directed
Support Scotland**
the organisation of choice

an overview

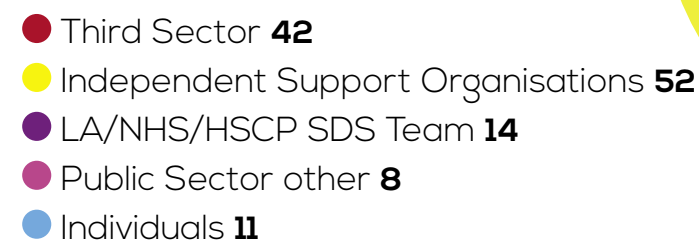
On the 13th March 2019 Self Directed Support Scotland brought you 'SDS National Voice: Local Stories', at Stirling Court Hotel. An event for SDSS members, social care users, carers and those working in health and social care to discuss good practice in social care delivery, and what we can do to ensure that SDS implementation is successful.

This year's event was modelled based on feedback from our inaugural SDS National Voice, which took place in March 2018. Last year you told us you would like to hear from the Cabinet Secretary, and we were able to deliver on this with Jeane Freeman MSP, the Cabinet Secretary for Health and Sport, as our opening speaker. You also told us you would like to hear more about local implementation which informed the 'Local Stories' theme. We launched our new research 'My Support, My Choice' which will provide vital insight into service user experiences of SDS in a range of local areas, and through workshops from our members and national organisations delegates were able to discuss SDS implementation across Scotland.

This report will summarise key information and learning from the event, as well as suggestions for improvement. The content of the report will be used to inform future event development.

who was there?

SDS National Voice 2019 was designed for those involved in SDS at all levels, who wish to influence the delivery of health and social care. The 128 delegates in attendance were individuals from across Scotland and from a broad range of sectors and backgrounds:

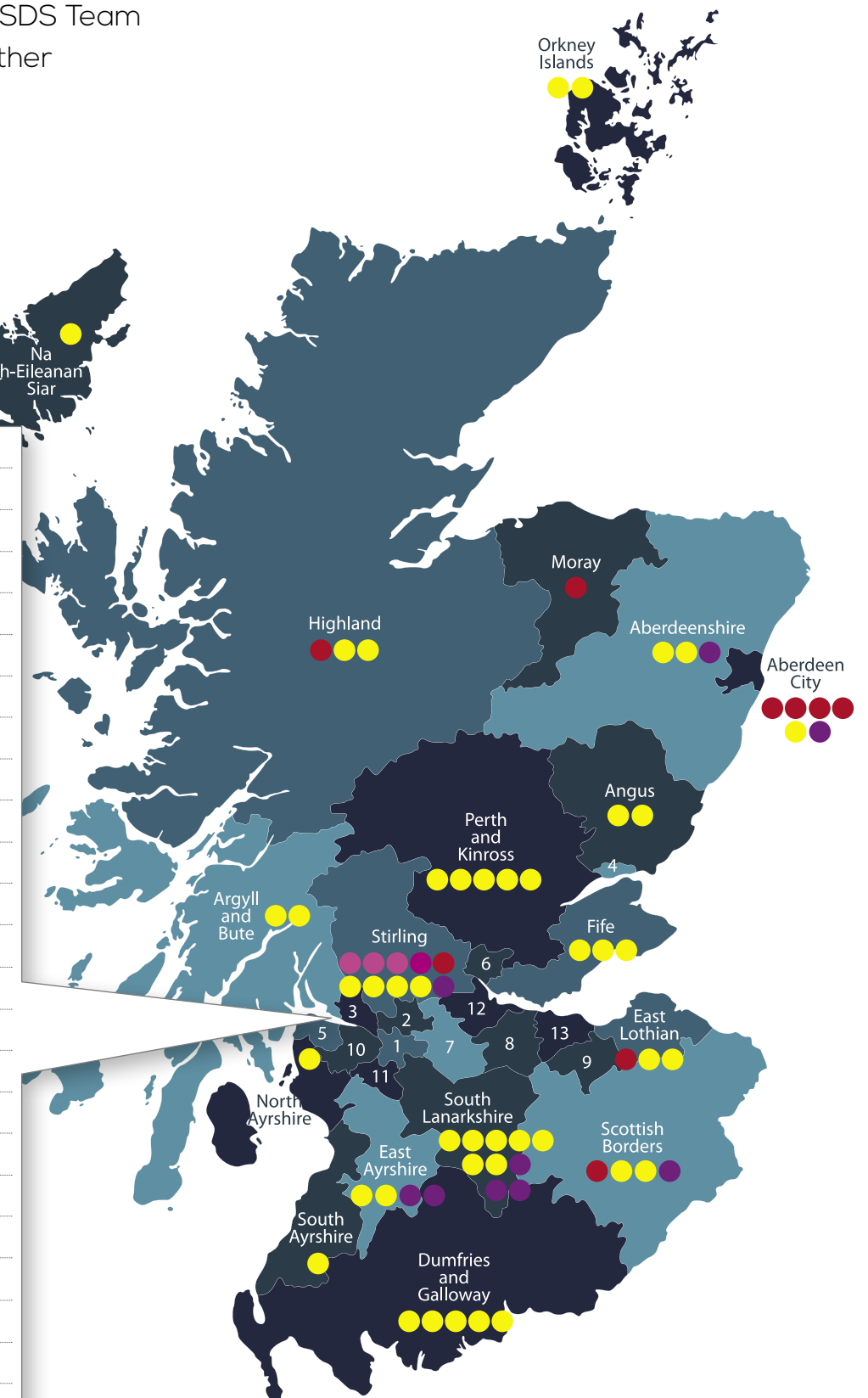


geographical coverage

Map to demonstrate the geographical spread of organisations represented at SDS National Voice 2019. This does not include 11 unaffiliated delegates, and 34 delegates from organisations which operate nationwide.

- Third Sector
- Independent Support Organisations
- LA/NHS/HSCP SDS Team
- Public Sector other

1. Glasgow City	●●●
2. East Dunbartonshire	●●●
3. West Dunbartonshire	●●●●
4. Dundee City	●●●
5. Inverclyde	●
6. Clackmannanshire	●●●●●●
7. North Lanarkshire	●●●●
8. West Lothian	●●●
9. Midlothian	●●●
10. East Renfrewshire	●●●
12. Falkirk	●●●●●●
13. Edinburgh	●●●●●●



what did attendees learn?

In order to track learning and impact more closely we asked participants to rate their knowledge, and ability to influence practice before and after the event. Looking at data from delegates who completed these questions before and after the event we found that:

- On **national implementation** 68% of delegates rated their knowledge as 'extensive' or 'good' an increase of **17%**.
- On **local implementation** 59% of delegates rated their knowledge as 'extensive' or 'good' an increase of **12%**.
- On **the role of Independent Support for people accessing SDS**, 76% of delegates rated their knowledge as 'extensive' or 'good' an increase of **25%**.
- After the event **64%** of respondents reported that they feel '**very able**' or '**able**' to positively influence the development of SDS in their area, an increase of **20%**.
- After the event **73%** of respondents reported that they were '**very likely**' or '**likely**' to challenge barriers to good SDS, and suggest good practice solutions, within their own organisation and/or area. An increase of **4%**.

83% of those who completed the post event survey told us that SDS National Voice met their needs a lot, or a great deal.



THE CABINET SECRETARY FOR HEALTH AND SPORT JEANE FREEMAN, OBE ON HER COMMITMENT TO DELIVERING 'OPPORTUNITY, CHOICE AND PERSON-CENTERED CARE TO EVERYONE IN SCOTLAND'



'ANNE BROWN'S ACCOUNT OF PEER SUPPORT WAS INSPIRING AND A USEFUL EXPLANATION ON THE PURPOSE OF THE RESEARCH.' ANNE BROWN SHARES HERE EXPERIENCES AS A 'MY SUPPORT, MY CHOICE' PEER RESEARCHER.



how will this impact practice?

As part of the survey delegates were asked what they would be doing differently following the event. We identified 5 clear themes in the commitments made by participants:

(1) Challenge poor practice:

'Stand my ground.', 'Challenge at a national level.', 'Continue to challenge and relate to wider examples where there is reluctance to act.' And 'Retain an even closer eye on developments [in my area] and remain alert to poor practice in respect to implementation.'

Delegates also recognised our role in this: 'I challenge within my own role and will continue to do so. SDSS supports in the practice improvement and delivery of SDS and sharing of resources and practice supports workers/ individuals in progressing change.'

(2) Promote Independent Support, peer support and advocacy:

'Promote louder the importance of good Independent Support and specifically training for staff to ensure they are well qualified to provide support and information.', 'Set up peer support and information sessions.' And 'Try to strengthen the approach between independent advocacy and the Local Authority to ensure people have all the information they need for SDS and their wishes fully incorporated into their care plans.'



(3) Increase support for carers:

'Help establish support for carers in line with legislation and their entitlement.' And 'Support more carers to have their needs assessment.'

(4) Pursue Collective approaches:

'I will be in closer contact with partner organisations in other localities to share good practice and find out how they are managing similar issues.' And 'I think it needs to be a collective approach rather than empowering individual areas.'

Participants specifically identified a need for a collective approach when it comes to building relationships with Local Authorities and improving their practice:

'Try to increase our working relationships with local authorities.' And 'I think there needs to be a charter so all [Local Authorities] in Scotland are delivering SDS in the same way.'

(5) Sharing information:

'Distribute information', 'Take information back to my organisation.' And 'Use info gathered to assist and continue to support families, colleges and all relevant others to move SDS forward in a positive direction.'



What did SDSS learn?

Overall we saw increased learning in all areas compared to our event last year. This year 83% of attendees reported that the event met their needs 'a great deal' or 'a lot' compared to 72% in 2018. We hope that learning will continue to increase at future SDSS events.

This year we also saw increased participation from Local Authorities/ HSCP with more staff from Local Authority/ HSCP SDS/social work teams in attendance, and workshops with Local Authority/ HSCP input and involvement.

We asked delegates what could be done to improve SDS National Voice further, we identified key areas for future development:

Delegates told us that they would have preferred more time for questions/ discussion in the morning session and during workshops. Furthermore, some feedback suggested that the programme should contain less on research and more from user-led organisations and those with lived experience.

Some delegates gave us feedback and suggestions on the location of venue, catering and parking.



What will SDSS do?

We know from feedback that delegates want to continue to build strong relationships with staff from Local Authorities/ HSCP and we will continue to encourage their involvement in future events.

SDSS will reconsider the programme structure particularly in regard to the timings of workshops to allow more space for discussion and questions. We will also shorten the research plenary session and will continue to ensure that the majority of the content comes from user-led organisations and those with lived experience.

We aim to vary the location of our events so that as many people as possible can attend our events. Next year we will host the event in a new location but from feedback this year we need to ensure that it is more accessible to airports for people flying in from Orkney, Shetland and the Western Isles.

Although there was a sufficient number of accessible spaces, a number of delegates struggled with parking at the venue. We will consider this when it comes to selecting the next venue.

A number of delegates fed back that they preferred a more informal lunch like we had in 2018 for increased networking opportunities. We will revert back to this at our next event.



CLAIRE CAIRNS, COALITION OF CARERS IN SCOTLAND ON THE Q&A PANEL SESSION.



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Thank you to our SDSS membership, partners and all the survey respondents who helped shape this event.