

SDS

National Voice 2020

Common Ground



Making  
space  
for better  
conversations



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

#SDSNV20



# Welcome to SDS National Voice 2020: Common Ground

Welcome to SDS National Voice 2020: Common Ground, our third SDS National Voice event! Today is all about bringing people together with a common interest in improving the implementation of Self-directed Support (SDS) in Scotland, and in turn ensuring that Disabled People have genuine choice and control when it comes to social care.

We are now 9 months into the Scottish Government Reform of Adult Social Care Support Programme, and we are eager to see progress when it comes to the implementation of SDS as part of that work. Today you will have an opportunity to hear about early findings from the My Support, My Choice research which we carried out with our partners at The Health and Social Care Alliance Scotland (the ALLIANCE), with funding from the Scottish Government. We also look forward to hearing from Social Work Scotland today who are hosting a project focussed on SDS, which will involve developing a framework for social work professionals with an overarching aim of producing greater consistency in experience for people.

As expected, a strong theme from The My Support, My Choice research is that access to independent support is central to a positive social care journey. SDSS are proud of our members who continue to work hard to provide this for thousands across Scotland.

We are now over a year into SiRD 2021 and it has been brilliant to see these organisations flourish; we are delighted that many of the new organisations and projects formed as a result of this have become SDSS members. Late last year we reached the 50-member milestone and continue to grow with 53 members to date. A range of SDSS members will be showcasing their ground-breaking work today, highlighting how they have worked with others to effect change in their areas.

SDSS recognise that there is still change needed to ensure that choice and control are central to social care delivery. We hope that today is an opportunity for further learning and development in order to make room for better conversations around social care.

**The SDS Scotland team.**





## Programme

What steps  
will you take to  
build common  
ground, and  
create the  
change you  
want to see?

**#SDSNV20**

9:30	<b>Registration &amp; refreshments</b>
10:00	<b>Welcome and introduction</b> - Jess Wade, SDSS Manager and Florence Garabedian, SDSS Chair
10:15	<b>Exclusive Performance from The Purple Poncho Players</b> - Glasgow Disability Alliance
10:30	<b>Individual Awards. Not too good to be true!</b> - Andrena Coburn, the Life Changes Trust
10:45	<b>Morning break</b>
11:00	<b>Common Ground: a case study launch</b> - Ron Fraser's story
11:15	<b>The Health and Sport Committee's Inquiry into Social Care</b> - Susan Brown and David Cullum, Scottish Parliament
11:30	<b>My Support, My Choice: early themes</b> - Dr Dianne Theakstone, Dr Hannah Tweed with Chris Baird, <b>#MySupportMyChoice19</b>
12:00	<b>A National Framework for SDS</b> - Ailsa McAllister, Social Work Scotland
12:30	<b>Lunch break with National Voice Marketplace</b>
13:30	<b>Workshop session 1</b>
14:30	<b>Afternoon break</b>
14:45	<b>Workshop session 2</b>
15:45	<b>Q&amp;A Panel session</b> Submit your questions on Twitter using <b>#SDSNVQT</b>
16:30	<b>Event Close</b>



## Speakers



**Florence Garabedian,**  
**SDSS Chair and CEO**  
**at Lothian Centre for**  
**Inclusive Living**

Florence has been the Chief Executive of the Lothian Centre for Inclusive

Living (LCiL) since 2008. Florence's experience is rooted in community development and user-led organisations working with minority groups at local, national and international levels. Through LCiL and SDSS she is actively involved in the Independent Living Movement and she currently chairs the SDSS board of trustees.



**Purple Poncho Players,**  
**Glasgow Disability**  
**Alliance (GDA)**

GDA's Purple Poncho Players use music, comedy and drama to depict their own real life

experiences on stage, for audiences of policy makers, service managers, and government officials. The Purple Poncho Players will today be highlighting real life experiences of SDS, and the importance of a human rights-based approach.

<http://gda.scot/>  
@GDA\_\_online



**Jess Wade,**  
**SDSS, Manager**

Jess has worked in the Scottish voluntary sector since 2004, when she graduated from the University of Edinburgh.

She is currently manager at Self Directed Support Scotland (SDSS), working with local disabled people's Self-directed Support organisations throughout the country. She has previously worked in a range of roles in the sector, including fundraising, volunteering and campaigning and is a Trustee of a local family support charity and a housing association. She was appointed to the board of the Scottish Charity Regulator (OSCR) in 2016. She has a Masters in Public Administration from the University of York and is a long time human rights activist.



**Andrena Coburn,**  
**Evidence and Influencing**  
**Co-ordinator, Dementia**  
**Programme. The Life**  
**Changes Trust.**

As Evidence and Influencing Co-

ordinator for the Life Changes Trust's dementia programme, Andrena supports projects with self and external evaluation and is responsible for commissioning external evaluations of the Trust's projects and programmes.

The Individual Awards programme was funded in Argyll & Bute and Edinburgh in 2014-15 and Aberdeen, Angus and Lochaber from April to September 2018. It aimed to provide a small amount of financial empowerment to people living with dementia and unpaid carers, to help improve their well-being and quality of life. A report was published in 2015 and a further



evaluation report of Phase 2 will be published in June 2020. It is hoped that the evidence will help inform thinking about the use of small direct payments to better support people with dementia and unpaid carers.

<https://www.lifechangestrust.org.uk/>  
@LifeChangesTrst



**David Cullum,  
Clerk, Health and Sport  
Committee Scottish  
Parliament**

David was recruited by Scottish Parliament to establish and lead the Non-Executive Bills Unit in 2000. He oversaw the introduction of 19 members' bills and 7 committee bills. He established the Private Bill and Hybrid Bill Units within Parliament and was responsible for parliamentary scrutiny and amendment of all Committee and Private Bills until 2010. He is a former Editor of the Official Report and now clerk to Health and Sport Committee. Previously David was with the Scottish Court Service for 20 years including clerk in the High Court of Judiciary and Court of Session.

<https://www.parliament.scot/parliamentarybusiness/CurrentCommittees/health-committee.aspx>  
@SP\_HealthSport



**Susan Brown,  
Assistant Clerk, Health  
and Sport Committee  
Scottish Parliament**

Susan joined the Committee in 2019, from her previous role as Policy & Public Affairs Manager at Marie Curie. She brings health and social care policy experience from several public and third sector roles in Scotland. She is a former member of the Scottish Parliament's Lobbying Act Working Group, the Scottish Council for Voluntary Organisations (SCVO) Policy Committee and the Board of Evaluation Support Scotland.

Susan has a PgD in Public Health (2014), MSc in Rural Development (2004), and a BA in Social Anthropology (2002)

<https://www.parliament.scot/parliamentarybusiness/CurrentCommittees/health-committee.aspx>  
@SP\_HealthSport



**The Scottish Parliament  
Pàrlamaid na h-Alba**



## Speakers



**Dr Hannah Tweed,**  
**Senior Policy Officer,**  
**Health and Social Care**  
**Alliance Scotland**

Hannah is Senior Policy Officer for the Health and Social Care Alliance Scotland. She works across the health and social care landscape, focusing particularly on social care and Self-directed Support. She obtained her PhD from the University of Glasgow in 2015, where she co-founded the Disability Studies Network and the Medical Humanities Network Glasgow.

<https://www.alliance-scotland.org.uk/>  
@ALLIANCEscot

Support Scotland as Service User Experience Research Officer along with guide dog Merlin in June 2018.



**Chris Baird,**  
**Peer Researcher, My**  
**Support, My Choice**  
**Project Team.**

Chris is a Disability activist and campaigner from East Renfrewshire, he has been a peer researcher for 3 years and is involved in the My Support, My Choice project. Chris is also an enthusiastic amateur dramatist.



**ALLIANCE**  
HEALTH AND SOCIAL CARE  
ALLIANCE SCOTLAND  
people at the centre



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



**Dr Dianne Theakstone,**  
**SDSS Service User**  
**Experience Research**  
**Officer**

Dianne recently completed a Doctorate in Applied Social Science at the University of Stirling where her comparative research examined disabled peoples' access to Independent Living in Scotland and Norway. This also highlighted the important role that user led Centres for Independent Living play in developing the ethos of independent living. In 2017 Dianne was the researcher responsible for the Scotland and Wales field work in connection with the Equality and Human Rights Commission inquiry in to the housing experiences of disabled people across Great Britain. Dianne joined Self Directed





**Ailsa McAllister,**  
**SDS Project Manager,**  
**Social Work Scotland.**

Ailsa has worked in the public sector since 1989. Her roles have been mainly analytical

and strategic, working for Tayside Police, Dundee Community Health Partnership (NHS), Social Work and latterly, Dundee Health and Social Care Partnership, since integration in 2016. Now working on secondment to Social Work Scotland, Ailsa manages the SDS Team, who, for the next 14 months will be focussed on developing a National Framework for SDS.

Ailsa and the SDS team are currently identifying the key ingredients that systems, culture and practice need to have for SDS to become the norm. Using an Active Implementation approach, a more personalised approach to Health and Social Care Services should emerge for all people across Scotland.

<https://socialworkscotland.org/>  
@socworkscot



**Your postcard**

In your delegate bag you will find an exclusive artwork on a postcard. This was produced by artist Struan Haswell with the support of one of our members, Gaada. We commissioned the design of this postcard as we wanted to give delegates something creative to keep and remind them of the day.

The postcard asks:

**'What steps will you take to build common ground, and create the change you want to see?'**

We invite you to fill this in and pass it to us at the end of the day. We will send it back to you in 6 weeks to remind you of your learning from SDS National Voice 2020.

**About Gaada and the artist**

Gaada is a visual arts workshop based in Burra Isle, Shetland. They develop meaningful and critical art activities, workshops, exhibitions, events, publishing and research. Being a member of SDSS means that they are now in a better position to reach the disabled community of Shetland, and better customise workshops to meet additional support requirements. Struan worked with Gaada to produce this artwork, which he feels captures the concept of common ground and working together for change.

Who knew a platypus would become the SDSS mascot?





## Workshop Session 1 (13.30-14.30)

1

### **Using a Participation Request to improve local SDS practice.** **Scottish Borders SDS Forum**

This workshop will share the experience and process of submitting a Participation Request in relation to the proposed introduction of pre-payment cards in the Scottish Borders for SDS Option 1 and how making a Participation Request may lead to improved outcomes..

2

### **What is Addiction Anyway?** **Scottish Recovery Consortium**

People with problematic substance use remain one of the most stigmatised and marginalised groups in society. As a result, we are often unable to access the support available to other groups. Is this because we, as a society, misunderstand addiction? This workshop will look at this question and consider how finding common ground in our knowledge and awareness could improve access to the support people need.

[https://  
scottishrecoveryconsortium.org](https://scottishrecoveryconsortium.org)

[https://www.facebook.com/  
ScottishRecoveryConsortium/](https://www.facebook.com/ScottishRecoveryConsortium/)



3

### **The ILF Scotland Transition Fund; Learning from our first 2 years** **Independent Living Fund Scotland**

An overview of the first 2 years of operation of the ILF Scotland Transition Fund, a look back at how the fund has evolved over those 2 years and a guide to how we can help you to help the young people you work with to

#trysomethingnew.  
<https://ilf.scot/>  
@ILFScotland





# 4

## Linking the links in communities

**Roseann Logan, The Health and Social Care Alliance Scotland (the ALLIANCE)**

The Links Worker Programme supports and enables people to make the best of their lives by linking in with community assets. What matters to you matters to me and that's where a conversation starts. Join us as we delve more into the world of primary care and explore how we can all make a difference.

<https://www.alliance-scotland.org.uk/in-the-community/national-link-programme/>

@LWPmakeslinks



# 5 Quiet...

**Conference Room 5 is a designated quiet room available during workshop sessions**

# 6

## The future delivery of social care

**Scottish Parliament**

The Scottish Parliament's Health and Sport

Committee is holding an inquiry into social care. This workshop will seek to explore perspectives of people & professionals on their experiences of social care and the implementation of Self-directed Support in Scotland. The Committee is keen to hear the real-life insights and issues encountered through Self-directed Support, to help understand barriers and underlying issues that need to be addressed to make sure social care works for people in the future. The workshop will be focusing on what future components are essential to make Self-directed Support work and improve people's experiences and outcomes.

<https://www.parliament.scot/parliamentarybusiness/CurrentCommittees/health-committee.aspx>

@SP\_HealthSport



The Scottish Parliament  
Pàrlamaid na h-Alba



## Workshop Session 1 (13.30-14.30), continued...

7

### **Empowering Conversations.** **Lothian Centre for Inclusive Living**

Come along for a taster of one of LCiL's most popular workshops that they host for disabled people, people with long term conditions and parent carers. Empowering Conversations is a workshop designed give people using health and social care, education and other supports the best chance of getting what they need, through understanding and building their confidence around effective communication, preparing for assessments and learning how to challenge decisions that affect them. In this taster session you will hear from an LCiL Champion and have a chance to participate in workshop activities.

<http://www.lothiancil.org.uk/>  
@LothianCIL



What methods re. the provision of information, good communication, positive conversations and actions, and challenge where appropriate, encourage a more collaborative approach?

<http://www.gcil.org.uk/>  
@GCIL\_Support



8

### **Good Conversations with Local Authority staff.** **Glasgow Centre for Inclusive Living**

Local Authority care managers and Independent Support Organisations have very different roles and responsibilities but in the end of the day we are all trying to achieve the same outcome - individuals and families who are in control of their support arrangements.



## Workshop Session 2 (14.45-15.45)

1

### **Learning from complaints** **Scottish Public Services** **Ombudsman (SPSO)**

Two years on from significant changes to the social work complaints system, this session will provide an overview of SPSO's experience of social work complaints and some tips on how to navigate the system.

<https://www.spsso.org.uk/>  
@SPSO\_Ombudsman



2

### **The North Coast 500** **route map to successful** **implementation of SDS.** **Rural experiences of choice** **and control.**

#### **Support Choices and Community** **Contacts (Carr Gomm)**

The rural road travelled: but what happens when we get to a smaller road or a farm/estate track? This workshop will focus on how Community Contacts (Carr Gomm, Highland & Argyll & Bute) and Support Choices (Highland Perthshire) have been delivering independent information, support and advice in rural and remote areas. Offering real case histories, we will discuss the realities of how SDS operates and the implications it has for those we support accessing and receiving SDS packages.

<https://www.supportchoices.co.uk/>  
@SupportChoices



[https://www.carrgomm.org/](https://www.carrgomm.org/community-contacts)  
community-contacts  
@CG\_CarrGomm



3

### **Building bridges not walls** **- 'Working Together for** **Change'** **In Control Scotland**

In this workshop, we will share our experience of delivering a new training and development programme about people being in control and directing their own support called 'Working Together for Change'. It is an eight day programme where family carers, disabled people, and people who work in and manage services, learn, share and plan together. The aim is to explore practical ways that people can work together as equal participants to make positive change happen.

We will share some of the learning and experiences so far and give you a chance to try some of the exercises we use.

<https://in-controlscotland.org>  
@InControlScot





## Workshop Session 2 (14.45-15.45), continued...

# 4

### **Outcomes for All Scottish Personal Assistants Employers Network (SPAEN)**

Demonstration of a web based tool that enables people to prepare for social work assessment, agree personal outcomes with their social worker and manage their social care package without the rocket science.

<https://www.spaen.co.uk>  
@SpaenTweets



working and within that roles and responsibilities. We will look at the issues of conflict resolution and transparency. We will focus on three areas; Under 5s, 5-14 and transitions to adult services. This is an opportunity for learning and sharing practice across authorities and working towards the transformation of Health and Social Care within Scotland.

<https://sdsforumer.org>  
@sdsforumer



# 5 Quiet...

**Conference Room 5 is a designated quiet room available during workshop sessions**

# 6

### **Partnership Working-East Renfrewshire SDS Forum East Renfrewshire and East Renfrewshire Council**

East Renfrewshire Children and Families community team in conjunction with the Self-directed Support Forum will share our approach in best model of practice, to achieve better outcomes for families who are accessing SDS. We will be discussing real cases on accessing Self-directed Support to demonstrate partnership

# 7

### **Experiences of Social Care: working with seldom heard groups**

**Dianne Theakstone (SDSS),  
Hannah Tweed (The Health  
and Social Care Alliance Scotland),  
and Mary Njoki (Stirling University)**

This workshop will centre on prioritising the experiences of seldom heard groups in policy and research. We'll draw on learning from 'My Support My Choice: User Experiences of Self-directed Support in Scotland' and Mary Njoki's PhD research into the experiences of black and minority ethnic people with dementia. Participants will discuss key case studies, the stakeholders involved in



people's experiences of social care, the implications and opportunities, and possible solutions. We'll conclude with project reflections on what research and policy can do to practice accessibility and intersectionality.

<https://www.sdsscotland.org.uk>  
@SDSScot

<https://www.alliance-scotland.org.uk>  
@ALLIANCEscot



**Impact of The Care  
Inspectorate Scotland 2019  
Thematic Review on SDS  
West Dunbartonshire  
SDS Ideas**

'SDS Ideas' is an Independent Support Organisation formed in January 2019 to 'Increase Discussion and Encourage Access to Self-directed Support in West Dunbartonshire.' Following on from the Care Inspectorate Thematic Review of SDS we have been surveying local people, partners and HSCP staff to try and establish the impact. West Dunbartonshire had had an early surge in rolling out SDS in the early 2014 -2015 years, however it did not fair well in the

2019 Review and in this workshop we will compare the six Local Authority results and hear feedback on opinion as to whether SDS might improve in the West Dunbartonshire area following the involvement of the Care Inspectorate.

<https://sdsideas.co.uk/>  
@SDSideasproject





## Panel



**Mary Njoki,**  
**Stirling University.**

Mary Njoki is a third year PhD student at Stirling University. Previously Mary was a social worker working in a

Funding Independence Team that specialised in offering advice in Direct Payments (DP). Mary's PhD project explores the experiences of black and minority ethnic people with dementia in receipt of direct payments. The project aims to explore if Direct Payments are an effective and culturally sensitive response to meeting the specific challenges currently faced by BME people with dementia. It is intended that the research findings will contribute to informing policy makers and practice in planning, delivery and evaluation of DP to BME people. It is also aimed that by giving the participants a space to express their voice it will provide valuable insights into how they experience, receive and perceive personalised support and also contribute to new knowledge in this underexplored area. This research uses qualitative research methods with a narrative approach to collect and analyse data.



**Tressa Burke,**  
**Chief Executive, Glasgow Disability Alliance.**

Disability Activist and Equalities Campaigner Tressa Burke, one of GDA's founder members, has been CEO since 2006, steering

GDA from its fledgling vision of strengthening voices and tackling social isolation, to the multi-award-winning community of 5000+ disabled people and groups it is today.

With personal lived experience around disability as well as the cumulative impact of multiple discrimination, Tressa acts as strategic collaborator with Glasgow City and Scottish Governments across a range of areas including social care, social security and participative democracy. She is currently a member of the First Minister's National Advisory Council for Women and Girls and sits on the Expert Ministerial Advisory Group for Scotland's new Social Security System.



**Claire Cairns,**  
**Coalition of Carers**

Claire Cairns has been the Network Coordinator of the Coalition of Carers in Scotland (COCIS) since 2005. COCIS is

a coalition of carers and local carer organisations which was established in 1995 to facilitate carer engagement in local and national policy formation and service development. COCIS's strapline is 'From Recognition to Rights' and the organisation has a proven track record of bringing the 'carers voice' to national planning and policy initiatives.

Before joining COCIS Claire managed Greater Pollok Carers



Centre, providing practical and emotional support to unpaid carers. She also established a young carers service offering peer support groups, educational support and mentoring to young people looking after family members with support needs.

[www.carersnet.org](http://www.carersnet.org)



**Etienne d'Aboville**  
**Chief Executive, Glasgow**  
**Centre for Inclusive Living**

An active member of the Disabled People's Independent Living Movement since 1985,

Etienne was closely involved in campaigning for disabled people's right to manage their own support through direct payments. After spells developing innovative services and promoting co-production in various Disabled People's Organisations, Etienne is currently Chief Executive of Glasgow Centre for Inclusive Living, a DPO that has been providing a range of support, training, housing and employment services since 1996. Etienne has sat on numerous advisory and consultation bodies on independent living and SDS including the Programme Board which helped establish ILF Scotland. He is currently a member of the ILF Scotland Board, the Scottish Government's Disability and Carers' Benefits Expert Advisory Group and is also a director of Community Renewal, which works to transform communities by engaging with

and empowering individuals to improve their health, learning and employability



**Toria Fraser**  
**Scottish Government,**  
**Adult Social Care Team**

Toria works for the Adult Social Care Reform Team. Her role is to work in the workstreams of

Consistency and Commissioning and Procurement. In particular she lead on the Support in the Right Direction programme and the Self-directed Support Implementation Plan 2019-21.



## Supporting organisations:

Glasgow Centre for Inclusive Living

Glasgow Disability Alliance

Health and Social Care Alliance  
Scotland (the ALLIANCE)

Inclusion Scotland

Personal Assistants Network  
Scotland (WEA)

Scottish Personal Assistant  
Employers Network (SPAEN)

Self-Directed Support Network  
South Lanarkshire

The LOVE Group

Trust Housing Association

Your Options Understood (Y.O.U)

[www.gcil.org.uk](http://www.gcil.org.uk)

[gda.scot](http://gda.scot)

[www.alliance-scotland.org.uk](http://www.alliance-scotland.org.uk)

[inclusionscotland.org](http://inclusionscotland.org)

[www.panetworkscotland.org.uk](http://www.panetworkscotland.org.uk)

[www.spaen.co.uk](http://www.spaen.co.uk)

[sdsnet.org.uk](http://sdsnet.org.uk)

[l-o-v-e.org.uk](http://l-o-v-e.org.uk)

[www.trustha.org.uk](http://www.trustha.org.uk)

[www.youroptionsunderstood.co.uk](http://www.youroptionsunderstood.co.uk)

## Your Self Directed Support Scotland hosts:

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