

SDS

National Voice

2020

An overview



Making  
space  
for better  
conversations



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

#SDSNV20

# an overview

On the 11th March 2020 Self Directed Support Scotland brought you 'SDS National Voice: Common Ground', at The Centre for Technology and Innovation at Strathclyde University. For this our third 'National Voice' event, the day was about bringing people together who share a common interest in improving Self-directed Support implementation, and in turn ensuring that Disabled People have genuine choice and control when it comes to social care in Scotland.

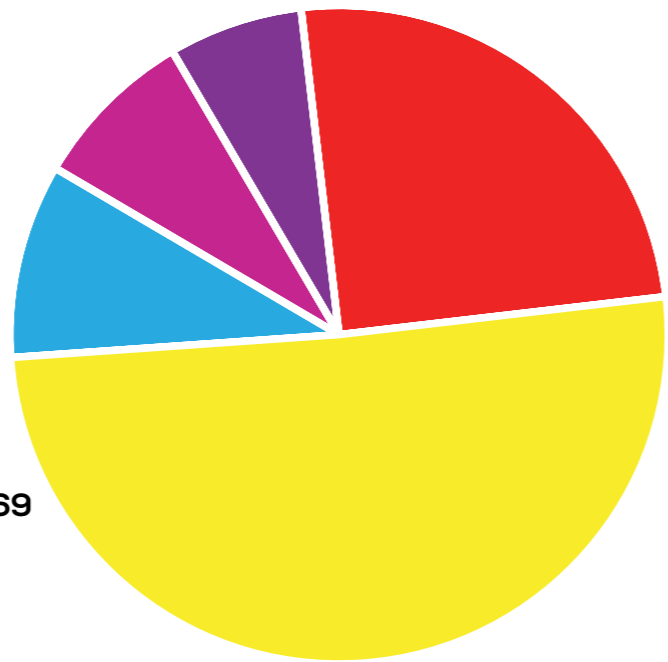
SDSS endeavour to deliver events that meet the needs of our members and wider stakeholders. Last year delegates highlighted that they really value hearing from user-led organisations, and people with lived experience. This year we were very much focussed on delivering this; we were delighted that GDA's fantastic Purple Poncho Players opened the day, which you told us really set the tone. We also launched a powerful case study, and thank Ron Fraser for allowing us to share his story, which we feel many can learn from in order to ensure that SDS practice meets the values and principles of choice and control. This year we also offered delegates 14 different workshop choices, many of which were delivered by user-led organisations, with a focus on collective working and developing positive conversations around social care.

Additionally, delegates heard about key developments in SDS policy including the new National Framework from Social Work Scotland and the Social Care Inquiry that is currently being conducted by The Health and Sport Committee at Scottish Parliament.

# who was there?

SDS National Voice 2020 was designed for those involved in SDS at all levels, who wish to influence the delivery of health and social care. The 136 delegates in attendance were individuals from across Scotland and from a broad range of sectors and backgrounds:

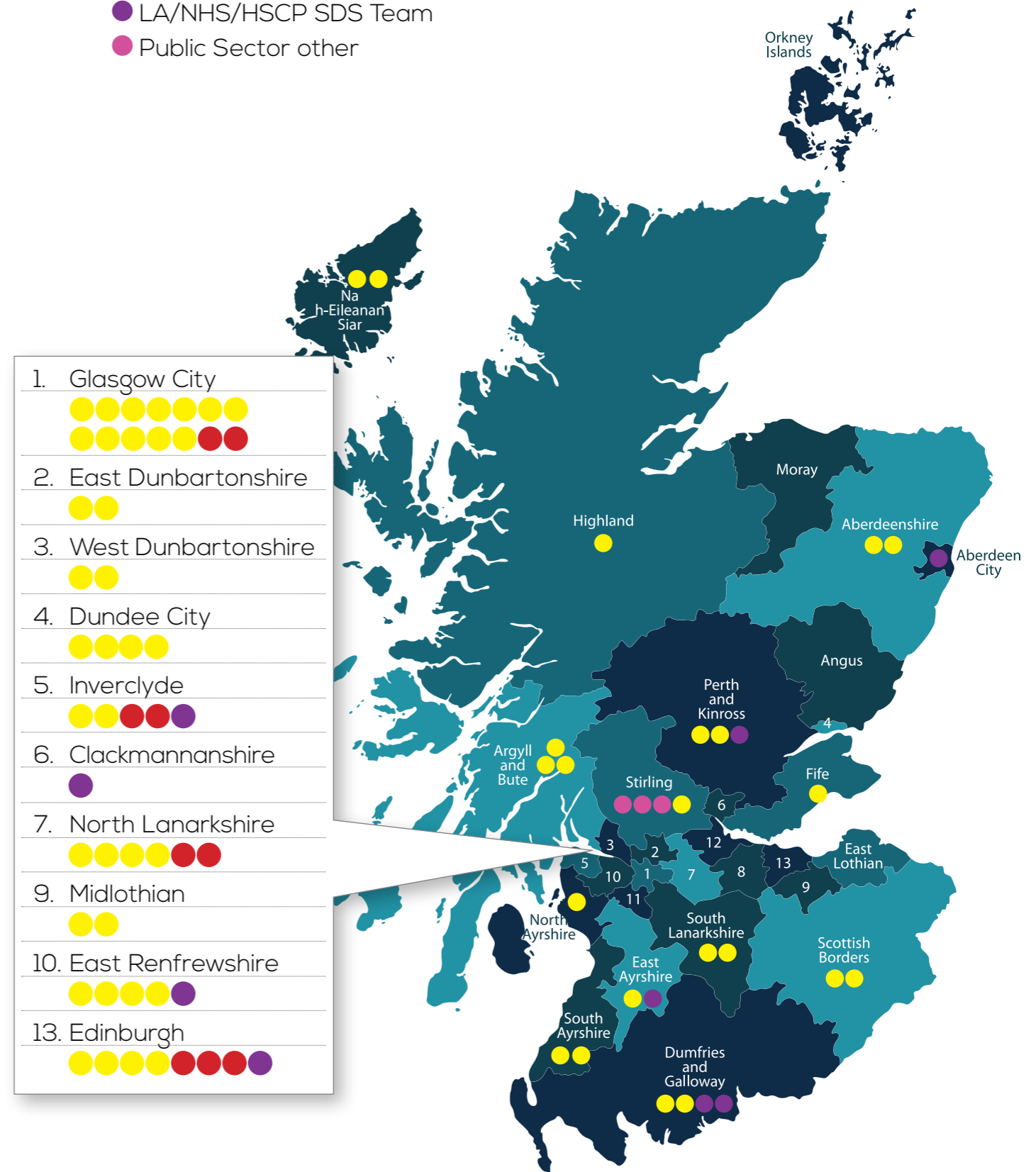
- Third Sector **34**
- Independent Support Organisations **69**
- LA/NHS/HSCP SDS Team **9**
- Public Sector other **11**
- Individuals **13**



# geographical coverage

Map to demonstrate the local level coverage of organisations represented at SDS National Voice 2019. This does not include 13 unaffiliated delegates, and 43 delegates from organisations which operate nationwide

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



# 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** 85% of delegates rated their knowledge as 'extensive' or 'good' an increase of **10%**.
- On **local implementation** 85% of delegates rated their knowledge as 'extensive' or 'good' an increase of **5%**.
- On **the role of Independent Support for people accessing SDS**, 100% of delegates rated their knowledge as 'extensive' or 'good' an increase of **20%**.
- After the event **50%** of respondents reported that they feel '**very able**' or '**able**' to positively influence the development of SDS in their area, an increase of **10%**.
- After the event **85%** 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 **5%**.

92% of those who completed the post event survey told us that SDS National Voice met their needs a lot, or a great deal.



'FREEDOM, DIGNITY, CHOICE AND CONTROL WOULD ENABLE US TO PLAY A VITAL ROLE'- THE PURPLE PONCHO PLAYERS DELIVER A POWERFUL PERFORMANCE ON SDS, INDEPENDENT LIVING AND HUMAN RIGHTS.



THE PURPLE PONCHO PLAYERS REALLY BROUGHT THE SDS REALITY TO LIFE THROUGH THEIR PERFORMANCE.



# how will this influence practice?

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

## (1) More confidence to challenge:

'[I am] empowered to challenge knowing there are organisations around to offer advice and support.', '[I will] focus on changing how SDS is delivered is moving away from individual cases and more towards challenging the approach from higher up in Social Work.', 'Today has given lots of avenues to go to for further information making it easier to challenge in my local area where there are lots of conflicting views.' And '[I will use] good practice examples from other local authorities to challenge decisions in my area.'

## (2) An increased understanding of the challenges faced by seldom heard groups

**This year we had a series of workshops that addressed specific challenges faced by seldom heard groups including BAME communities and those with mental health and/or addiction needs. Some delegates told us this would assist their practice:**

'I now have a better understanding of seldom heard voices considerations when thinking about commissioning.', 'Having a language barrier adds another layer of complexity to what can sometimes be a fraught process for the person in need of SDS. We will continue to bang on the doors of service providers to make sure they meet their legislative duty to provide information and services in a format that is accessible to people who speak little or no English, so they are fully equipped to make informed decisions about their own lives.' And 'I really enjoyed the workshop on addiction, which was very thought provoking.'

## (3) A better understanding of rights-based approaches:

'As a result of the event I will be adding weight to my discussions with the Local Authorities by using human rights as well as the SDS legislation to establish the shortcomings and open conversations with a view to positive solutions.'

Furthermore, colleagues working from Social Work Scotland who are currently working on a national framework for SDS stated:

'I will always ensure that no matter what results in the national framework it has people's voices at the heart of it and that it can demonstrate all of the values of human rights and principles of SDS legislation'

## (4) Reaffirmed importance of their role and increased confidence:

'I found the day uplifting and inspiring. Will help greatly in the confidence I have that SDS is a good thing in supporting others.', '[My] knowledge broadened and increased confidence to support individuals through the process.' And 'It won't change my approach but it helps to reaffirm that what I am doing is worthwhile and practical.'

## (5) Pursue Collective approaches:

'I'm more informed of other organisations' practice and also plan to work with other organisations in the future.', 'Open up further channels of engagement with external sources, there is so much going on in other areas.' And 'It is always great to get together with like-minded people/organisations, where we can share good practice to help improve our services offered.'

Additionally, a delegate told us the event particularly encouraged them to develop a positive relationship with their Local Authority:

'It was interesting to see how in some other areas; third sector organisations are better able to work with Local Authorities than my organisation is. While this is something we always strive for, the event encouraged me to push more for this.'



## What did SDSS learn?

**Overall, we saw increased learning in all areas. This year 92% of attendees reported that the event met their needs 'a great deal' or 'a lot' compared to 83% in 2019. We hope that learning will continue to increase at future SDSS events.**

As part of the feedback process we ask delegates what we could have done to improve the event, and have identified some key areas for development below:

Delegates continue to tell us that they would like to see more participation from Local Authorities/HSCP representatives at National Voice events. We did have an increase in LA/HSCP bookings this year, however due to increasing pressures as a result of COVID-19, a number of LA/HSCP delegates who had initially booked became unavailable.

Some delegates commented that we may need to address the length of the day and the value of the Q&A session, which took place at the end of the day, as at this point many delegates had left to begin travelling home.

This year we had really positive feedback about the venue particularly in terms of accessibility. As always, we will endeavour to host National Voice events within accessible venues that are suitable for people using both public transport and those using their own vehicles. Additionally, we aim to vary the location of our events so that delegates can attend from across Scotland.



FLORENCE GARABEDIAN, SDSS CHAIR, ADDRESSES AUDIENCE.

## What will SDSS do?

### To develop SDS National Voice

We recognise that LA/HSCP involvement is critical to finding common ground, we will continue to develop relationships with key SDS contacts within authorities and consider how we can encourage participation further. We will work closely with our members on this.

We will reconsider the programme structure next year to ensure that the day is not too long, in order to ensure that final session of the day can be as meaningful as possible. Additionally, we will consider the content for the final session of the day, as some delegates commented that instead of a Q&A that they would benefit more from a summary of the day.

### Impact on our overall strategy

Delegates consistently tell us that networking opportunities such as SDS National Voice are beneficial to them and their practice. This year we will be developing a forum to allow members and wider stakeholders to work with each other more closely day to day.

Event feedback highlights that the voice of lived experience is valued greatly by delegates. This year we will continue to work with members and stakeholders to produce meaningful case studies to promote good practice for wider learning. As well as this, SDSS and the Health and Social Care Alliance Scotland (the ALLIANCE) look forward to publishing reports

from our 'My Support, My Choice' research, which is focussed on user experiences of SDS. We are engaging with LAs/HSCPS on feedback from their localities, this will help us to better understand the context of SDS practice in their area and establish meaningful working relationships.



TORIA FRASER, SCOTTISH GOVERNMENT ADULT SOCIAL CARE TEAM, ON THE Q&A PANEL.



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