

Report and Financial Statements

For the Year Ended 31 March 2022



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



Report and Financial Statements For the Year Ended 31 March 2022



Charity number: SC039587

Company number: SC371469

Norton Park, 57 Albion Road, Edinburgh, EH7 5QY

www.SDSscotland.org.uk

Legal and Administrative Information For the Year Ended 31 March 2022

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Legal and Administrative Information For the Year Ended 31 March 2022

Legal and Administrative Information

Scottish Charity

Number: SC039587
Company Number: SC371469
Registered Office: Norton Park
57 Albion Road
Edinburgh
EH7 5QY

Directors and Trustees: The directors of the charitable company (the Charity) are the Trustees for the purpose of charity law. The Trustees and officers serving during the year and since the year end were as follows

Chairperson: A M Monaghan [Joined 31/8/21 & appointed Chair 31/3/22] I A Mullen [appointed Chair 31/3/21 & retired 31/3/22]
F Garabedian [retired 31/3/21]

Treasurer: J McGee [appointed 31/3/21] I A Mullen [retired 31/3/21]

Other Directors: B Garrard M Greaves-Mackintosh [appointed 31/08/21]
G Thompson [retired 30/6/21] C Ogden [appointed 31/08/21]
R Barker [appointed 31/8/21] A M Monaghan [appointed 31/8/21]
T Burke [appointed 30/9/21]
L Hendry [appointed 30/9/21]

Secretary: D Macleod

Accountant: Allsquare (Edinburgh) Ltd Federation House
222 – 224 Queensferry Road
Edinburgh
EH4 2BN

Independent Examiner: Alan Greig CA 1 Millar Grove
Hamilton, ML3 9BF

Trustees' Report

For the Year Ended 31 March 2022

Trustees' Report

The Trustees present their report and financial statements for the period ended 31 March 2022.

What is Self-directed Support?

Self-directed Support (SDS) in Scotland is the legislated approach to social care delivery, targeted at empowering people to have greater choice and control over their support. It is part of creating a healthier nation with stronger and safer communities and is key to achieving a fairer and wealthier Scotland. It puts the principles of *independent living*¹ into practice and enables people to be active citizens in their communities.

Like *the social model of disability*², it is about reducing or removing the physical, organisational or attitudinal barriers that people may experience in the world around them. It is about flexibility, choice and control and having a decent quality of life. It is ultimately about promoting confidence and wellbeing for those with an assessed need.

¹ **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 necessarily 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.

² **The social model of disability** says that **disability** is caused by the way society is organised, rather than by a person's impairment or difference. It looks at ways of removing barriers that restrict life choices for **disabled** people.

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SDS is delivered inconsistently across Scotland, with a range of implementation issues, but is widely held as forward-thinking policy the principles of which are now to underpin the development of the National Care Service in Scotland.³

Most people reported that SDS had improved their social care experience and shared positive and negative feedback when asked to summarise their experiences...

"I am now living my life to its full potential."-⁴



³ <https://www.gov.scot/policies/social-care/national-care-service/>

⁴ My Support My Choice: People's Experiences of Self-directed Support and Social Care in Scotland National Report, October 2020

Trustees' Report

For the Year Ended 31 March 2022

Mission Statement

to work collaboratively to incorporate local Independent Support in every aspect of social care design and delivery

to ensure the needs and views of people accessing social care support and their support networks are valued and represented

Our Values

independence, diversity, equality,

peer support, collective voice, collaboration, transparency

About Self Directed Support Scotland (SDSS)

Self Directed Support Scotland is Scottish Government's strategic delivery partner assigned with the national implementation of SDS policy. It is a Disabled People's Organisation (DPO - organisations run by and for disabled people) that has a membership of other DPOs as well as a range of user led organisations supporting tens of thousands of people across Scotland with their social care choices. *Together we work to ensure that SDS is implemented successfully so that people have full choice and control over their lives.*

Our Strategy

SDSS piloted a strategy to deliver our mission based on implementation under 8 themes in 2021-22 and this was refined into a 3 year strategy under 6 themes.

[Download the SDSS Strategy 2022-25](#)

Charity number: SC039587 | Company number: SC371469

Norton Park, 57 Albion Road, Edinburgh, EH7 5QY | www.SDSscotland.org.uk

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For the Year Ended 31 March 2022

Objectives and Activities

Theme	Description
Fair access to Independent Information and Support for people accessing social care	Projects that work towards closing gaps in SDS awareness, education, availability and implementation
Membership Quality and Capacity Building	Working directly with our membership to improve quality, capacity and influence of their work
PA Employer Resource Development	The creation and promotion of resources for employers of personal assistants
Partnership working to support the standardisation of SDS practice	Working with wider stakeholders including Scottish Government, Local Authorities and social care workforces to improve the SDS experience
SDSS media profile, watching brief and awareness raising	Identifying gaps, trends and developments in social care policy and delivery. Provision of intelligence to stakeholders
Support for members to raise and discuss issues	Creation of safe spaces for membership organisations to raise and find support to manage issues
Sustain and Develop SDSS as an effective organisation	Operational and strategic development of our own organisation
Tailored support for SDSS Member organisations to meet their needs in local policy influencing	Commitment to assist members achieve change <i>needed</i> in their areas

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For the Year Ended 31 March 2022

Review of Achievements and Performance

The success of the move to online engagement during the first year of the COVID-19 pandemic continued in this year, with discontinuation of face-to-face meetings, in line with Scottish Government guidance.

As we noted at our last AGM, our success has been through working as allies rather than adversaries, during a time of crisis in social care delivery where we and our members have been able to provide solutions for all cross-sector partners working to improve choice and control for people directing their social care. This is evident through the increase in our campaign reach and impact, which has trebled since 2018 (See page 26)

Much of our achievement has been in the ongoing campaign to develop and increase recognition of the Personal Assistant workforce, as outlined in the Independent Review of Adult Social Care. In facilitating the short life working group administering the COVID-19 thank you payment to Personal Assistants, we highlighted the critical funding status of Scotland's Independent Support Organisations, which did not have the capacity to administer this payment within reasonable timescales. Our collaborative efforts in administering this payment through an online user-led portal and helpline, helped reach 5,000 PAs within three months.

This process led to the initiation of the PA Programme Board, chaired by the CEO with the workforce division lead from Scottish Government, developing an extensive workplan currently being delivered through a series of subgroups. This has been developed with the full involvement of the Independent Living Movement, and aspires to improve awareness, recognition and equity for PAs in comparison to the rest of the social care workforce, for this largely unknown, undervalued yet vital component of SDS delivery.

Involving our members in our national strategic campaigns has increased their national impact, which at the time of writing has resulted in the initiation of the National SDS Collaboration, chaired by the CEO with Social Work Scotland,

Trustees' Report

For the Year Ended 31 March 2022

working with all national partners implementing SDS, currently developing new SDS improvement policy in partnership with Scottish Government and COSLA.

In terms of operational support for our partnership, this has largely been achieved through resource development, with the launch of the online PA Employer and PA Handbooks. Extensively researched prior to development with our members, these resources give a firm foundation to those engaging in Option 1 delivery. The completion of the first annual PA survey will give us and the subgroups of the programme board valuable data, comparable on an annual basis, which will help us forecast, plan and measure improvements. Awareness of the PA workforce is being established through our imPAct campaign, with accompanying video case studies.

Locally, we have supported the resourcing of Independent Support in Moray, the only area hitherto without this type of resource. In Highland, our work on the local 'My Support My Choice' report now complete, we have continued to take an integral role in the development and delivery of the local SDS strategy.

Acutely aware of our responsibility as a DPO, we have amended our articles of association to accommodate individual disabled people, with corresponding representation on our board, retaining our commitment to the Independent Living Movement as well as all those accessing SDS in order to direct their own social care support. Our online 'Find Help' resource highlights current needs which inform our future focus, which, at the time of writing, is extending to autism, addiction and homelessness.

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For the Year Ended 31 March 2022

What we did and the difference we made

Key achievements in the year across our strategic themes.

Fair access to Independent Information and Support for people accessing social care

Support and collaboration to develop Independent Support in Moray

A collaboration with roots in the SDS Collective, organisations such as SDSS member Community Contacts, The Community of Practice of Brokers, the Moray Wellbeing Hub worked together to address the gap in Independent Support. Over the course of a number of meetings and in discussion with Inspiring Scotland and Moray HSCP, it was decided to put together a proposal to request funding from the SiRD (Support in the Right Direction) funding stream. A report was produced that outlined the case for making this funding available, what the funding outcomes would be and what could be delivered in the time available, and the application for funding was successful. It would enable Moray Wellbeing Hub to scope the need for Independent Support in the Moray area and build relationships and connections with other local partners. In addition, there would be the opportunity to support a number of local people to see how the support would be delivered in practice.

Who is looking for support with SDS?

The online SDSS Find Help service and database

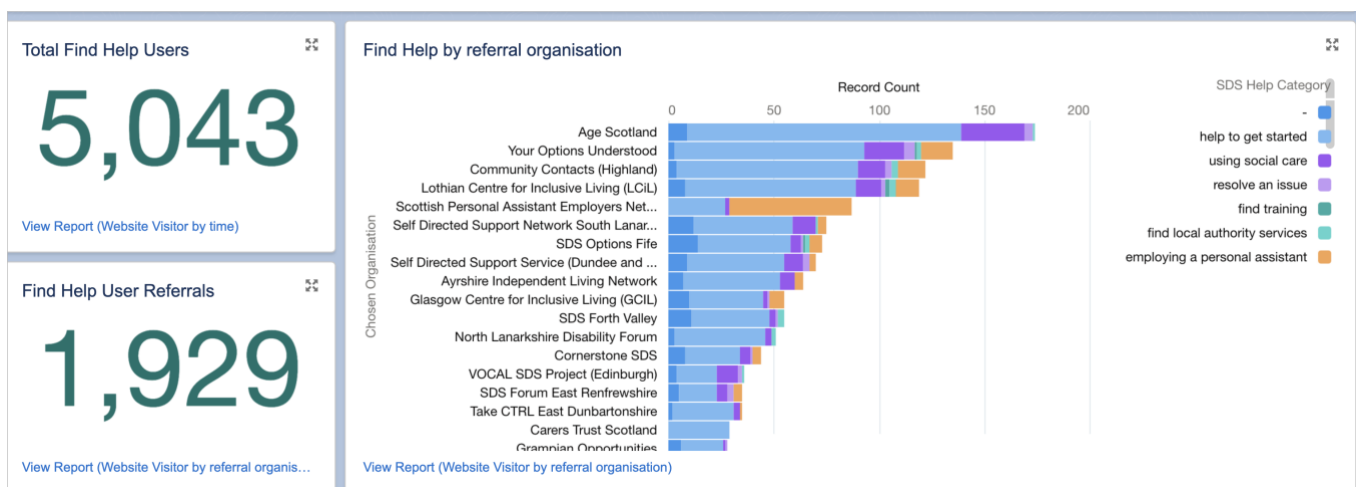
Our online SDSS Find Help service continues to do the bulk of our referral work to Independent Support Organisations, improving access to and exposure for Independent Support. The automated service experienced an increase in the year with 5,043 users from 1 April 2021 – 31 March 2022 (up from 1,544). 1,929 chose a specific support organisation relevant to their needs from guided options (up from 980). The service is also a source of intelligence for Scottish Government and other stakeholders. Age Scotland continued to be the number one organisation for referrals and North Ayrshire's Your Options Understood, Highland's Community Contacts and Lothian's LCiL similarly placed for people

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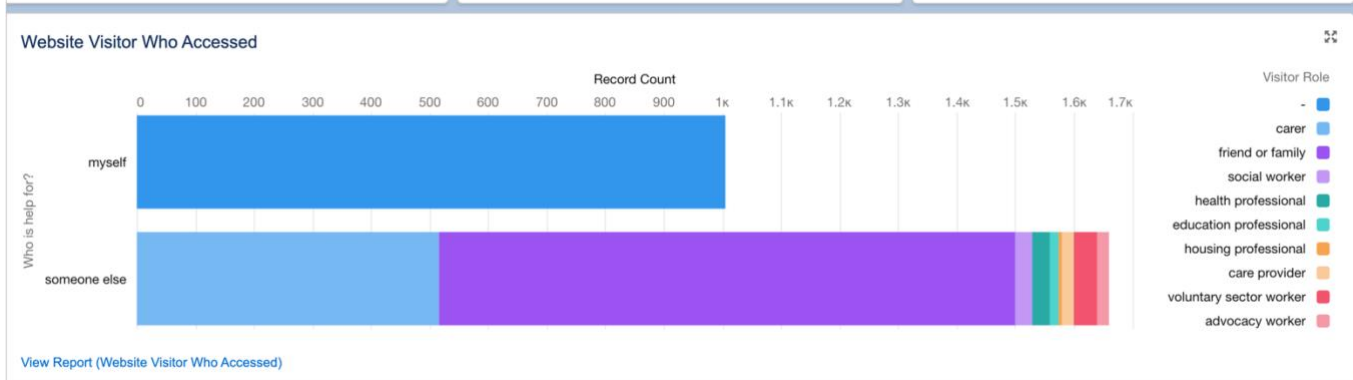
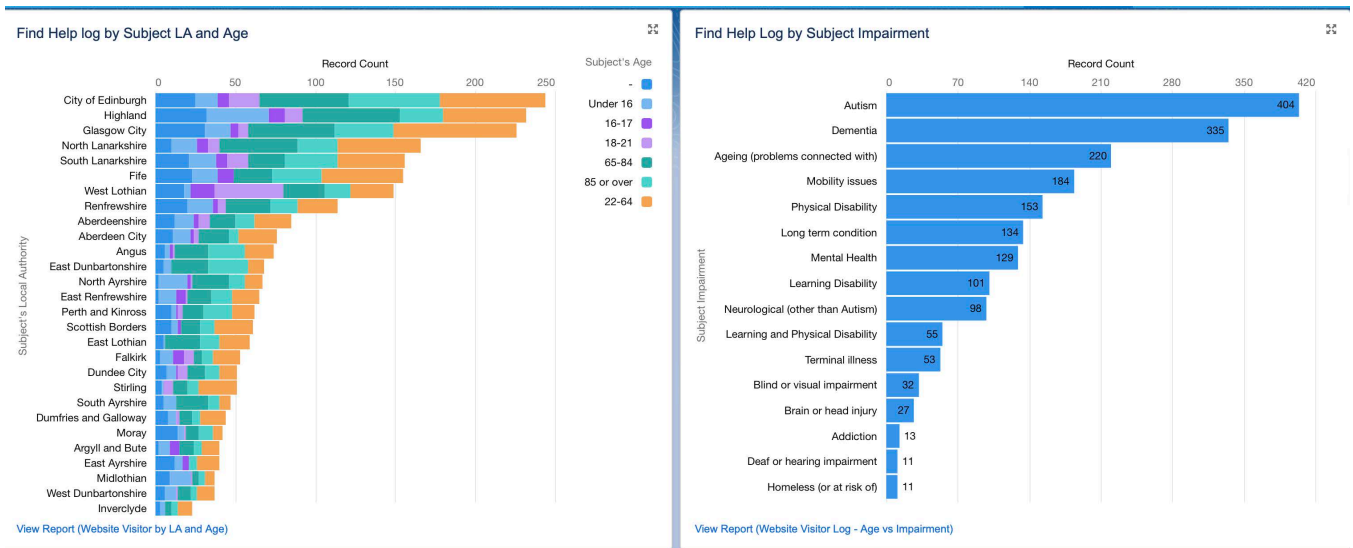
looking for help to get started with SDS. The majority of searches were in relation to autism (21%), Dementia (17%) and Problems connected to aging (11%). Mobility issues (9.4%), physical disability (7.8%), Long term conditions (6.8%) and Mental Health (6.6%). Of those who chose to disclose, 38% made the enquiry themselves and 37% were made by friend or family. 19% of enquiries were made by a carer and the remainder were by voluntary, health, housing or education professionals.

There was a spike in web visits in June that correlates to the launch of the PA Employer Handbook, providing 454 of 746 Find Help searches in that month.



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For the Year Ended 31 March 2022



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Membership Quality and Capacity Building

AGM: Taking Charge

The flagship event for 2021 was our [AGM](#) where 50 representatives of our membership came together to have their say on the future work and governance of SDSS. They also heard from a range of speakers and participated in our interactive workshops.

With a theme of 'Taking charge: Maximising SDSS Membership for positive change', the AGM was held online and focused on our membership, based on feedback received following previous events and through our membership renewal campaign.

Anna Kynaston, Deputy Director for the National Care Service Division, Scottish Government, outlined the progression of the NCS development and how the government is mobilising around outcomes to embed independent expertise and lived experience. During discussions, Anna invited our members interested in the National Care Service to join the Scottish Government Key Stakeholder Reference Group, focussing specifically on the co-design work of the NCS.



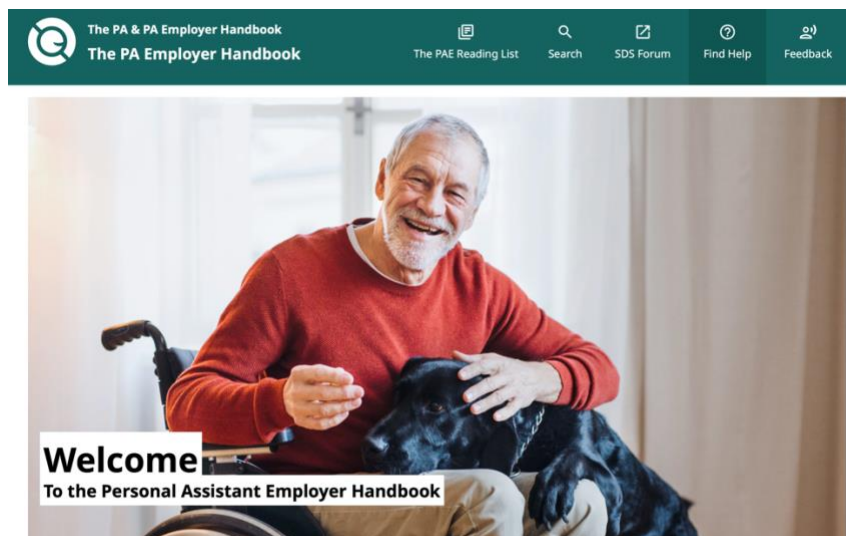
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PA Employer Resource Development

The PA Employer Handbook

We have continued to develop the [PA Employer Handbook](#) online resource launched in the year and prepare and review content for merging with the Personal Assistant Handbook which now complements this resource. In the year users made 2,840 searches for support, of those where we could track the referral organisations, the majority were payroll companies. At the time of writing, the handbook was swapped over to its upgraded host and updated user experience alongside the Personal Assistant Handbook and has attracted 2,400 new users and now includes 110 articles and 182 curated resources providing basic and topical guidance like responsibilities, employing family members or what to consider in becoming a PA or PA employer.



The guide for people employing or thinking of employing a Personal Assistant.

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For the Year Ended 31 March 2022

Partnership working to support the standardisation of SDS practice

Scottish Government Personal Assistants "Thank you" Payment

Partnership working was perhaps the busiest strategic area of work with new streams evolving around understanding the Personal Assistant workforce. SDSS worked with Scottish Government and key partners Scotland Excel and the Independent Living Fund Scotland to produce a solution to accessing the Personal Assistant workforce to offer the pandemic related "£500 PA Bonus" thank you payment. Our focus was to support, protect and recognise the skills of membership payroll providers who might be impacted by the process while contributing to process design. The SDSS contribution was to support application by the PAs themselves, provide critical input into the design of an online portal and provide a freecall telephone support line. The line received 2505 calls (update 2522) in processing 4,900 PA thank you payments through the online application portal. The helpline was operated in partnership with SDSS member organisation The PA Network Scotland. Recorded information satisfied many callers' needs but the partnership supported 1,712 callers directly to apply in the 12 week period, of which 150 complete applications were made by telephone for those who could not access the portal.

PA Programme Board and Workforce Survey

Following this work a new [PA Programme Board](#) formed of PAs, PA employers, Scottish Government, Independent Support Organisations and more, with the shared aim of ensuring the integration of PAs into the overall social care workforce, was established. To support the Programme Board's work SDSS developed [an online survey of the PA workforce](#). The survey, launched at the end of March 2022, was responded to by 912 people at the time of writing across every Scottish local authority area, was created to help inform workforce recruitment campaigns and PA development approaches needed to support PAs in Scotland. This first annual survey will create a baseline for measuring year on year progress, but the initial findings are an active component of the work of the Personal Assistants Programme Board.

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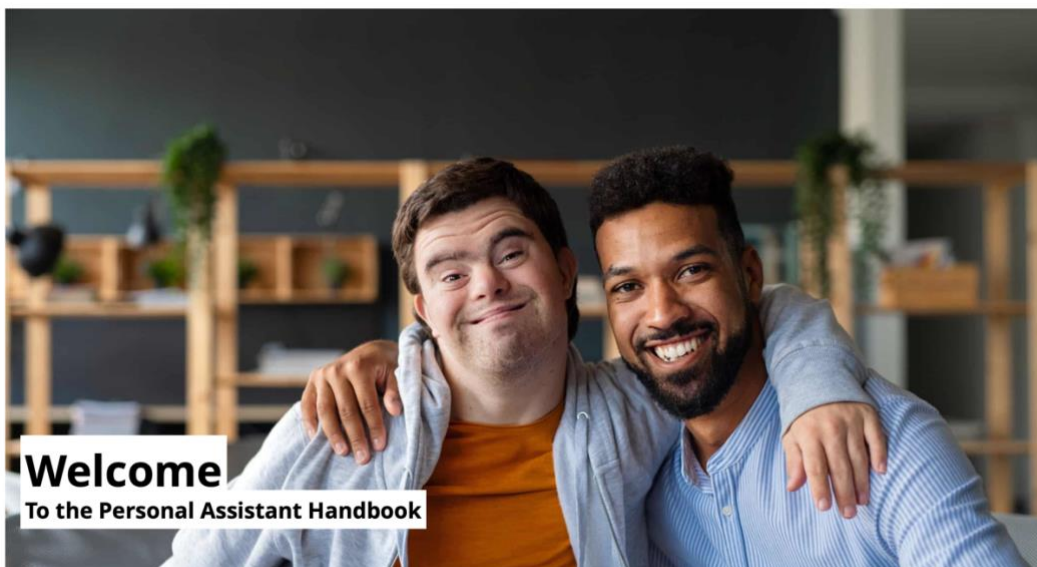
For the Year Ended 31 March 2022

PA Handbook

While we weren't able to launch the new [PA Handbook](#) in the year, the bulk of its content development took place in the last quarter and at the time of writing the collaborative efforts of a 15 strong working group, including five PAs, with oversight from the PA Programme Board Information and Communication subgroup, have been launched. It is pride of place in the resource achievements of SDSS in the year, grounded in the principles of the Independent Living Movement and we look forward to reporting on its impact and development in the year ahead.

"The handbooks are very impressive, and we will definitely be using and promoting it to clients and other professionals."

Sharron Farrell, GCiL



The guide for people who are or are thinking of becoming a Personal Assistant.

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Make an imPAct Campaign

In the last quarter of the year, SDSS commenced development of a campaign to showcase the important role of personal assistance and drive interest in the role.

Highland SDS Strategy

In Highland, we continue to support the development and implementation of a local SDS Strategy. Highland is unique in developing its own SDS strategy and we will continue to support its implementation inclusive of our membership and local stakeholders.

MSMC LA Feedback sessions

We arranged a number of feedback sessions in those Local Authority areas where research was specifically undertaken. This included:

- Scottish Borders
- Moray
- Glasgow
- Dumfries and Galloway
- South Lanarkshire

These events were planned with local members and HSCP staff and were opened to anyone with an interest in SDS implementation locally. We therefore had a range of people attending the online events, including:

- HSCP staff, including Social Workers, Finance, Commissioning, Occupational Therapists etc
- Local people using SDS and carers
- Voluntary sector organisations, including Advocacy Services, Carers Centres and Care providers

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The events enabled people to learn about the findings and recommendations from the research whilst also providing an opportunity to explore how the recommendations would be implemented locally.

Some Local Authorities set up specific working groups to look at implementing the recommendations, others identified existing groups that would take forward this work. In all cases, there was an invitation for local Independent Support Organisations to be involved in discussions around implementing the recommendations.

SDSS media profile, watching brief and awareness raising

SDSS Bulletins

Between April 2021 - March 2022, we produced 17 Members' e-bulletins and sent these to an average of 255 people (an increase of 35 more subscribers since last financial year). These are distributed to representatives of all our member organisations, and include regular updates about training, resources, news, events and information relevant to our members, as well as sharing work of members across the wider SDSS network.

In addition, we produced four quarterly bulletins which are sent to our entire list of contacts, averaging 822 people. This represents a range of individuals and professionals with an interest in Self Directed Support and is a chance to share relevant information with this audience. We also used email communications to reach specific audiences with relevant pieces of work, for example the My Support, My Choice research findings, launch of the online PA Employer Handbook, National Care Service consultation, and a survey about self-employed Personal Assistants.

Website Visits

From 1 April 2021 until 31 March 2022, user visits to our website increased 9.5% (from 30,416 last year to 33,295 this year). Most popular web content this financial year included:

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For the Year Ended 31 March 2022

- [My Support, My Choice research: LGBT people's experience of SDS](#) (4,182 page views)
- My Support, My Choice research round up (2,021 page views)
- £500 bonus for Personal Assistants application form (1,522 page views)
- Launch of the PA Employer Handbook (1,152 page views)

The [Resources](#) page of our website, which includes FAQ videos about Self-Directed Support, also saw an increase in visits of 10% compared to last year.

Users performing a search on the SDSS website, while still a small proportion of all visitors, nearly tripled this financial year. Of the information people were looking for, terms including "options" "4 options" "SDS options" and "direct payments" made up the majority.

Social Media

Social media engagement continued to be an important tool for connecting with our membership's activities and sharing relevant and timely information about Self Directed Support.

Facebook: This financial year, we posted on Facebook on average every other day, and our reach grew 54% from 27,257 to 41,860 people viewing our posts.

Twitter: Our Twitter activity was slightly less this year, dropping from 191,800 impressions to 121,000 impressions. This was due to a gap in recruitment for our Communications Manager role.

"Keeping us in the loop with useful and helpful information."

Lorraine Van Beuge, North Lanarkshire Disability Forum

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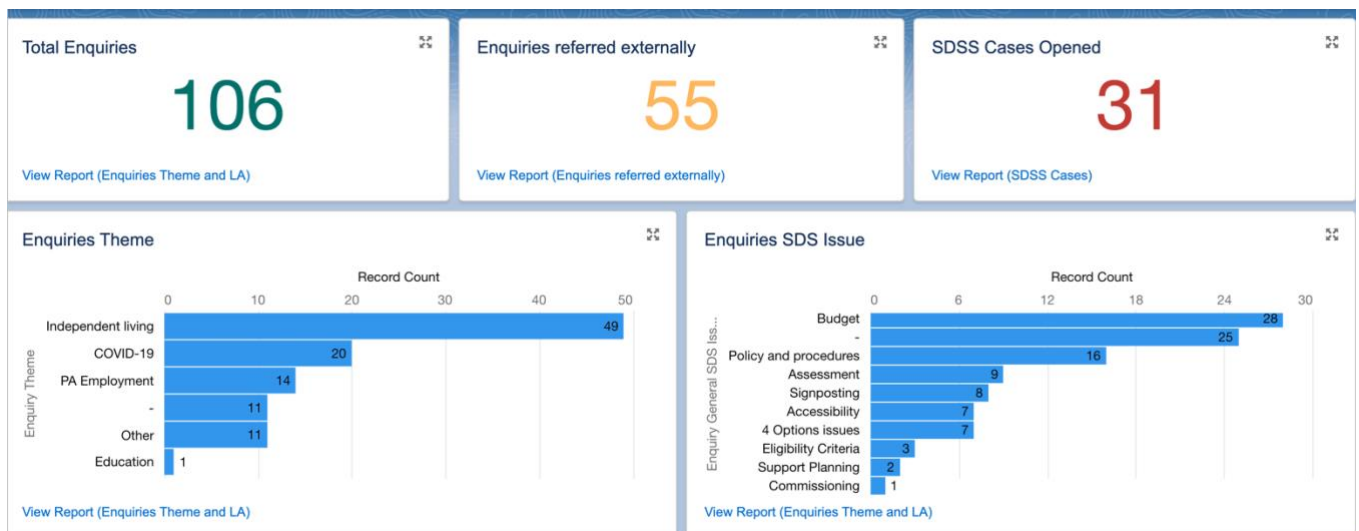
For the Year Ended 31 March 2022

Support for members to raise and discuss issues

Ad Hoc Enquiries

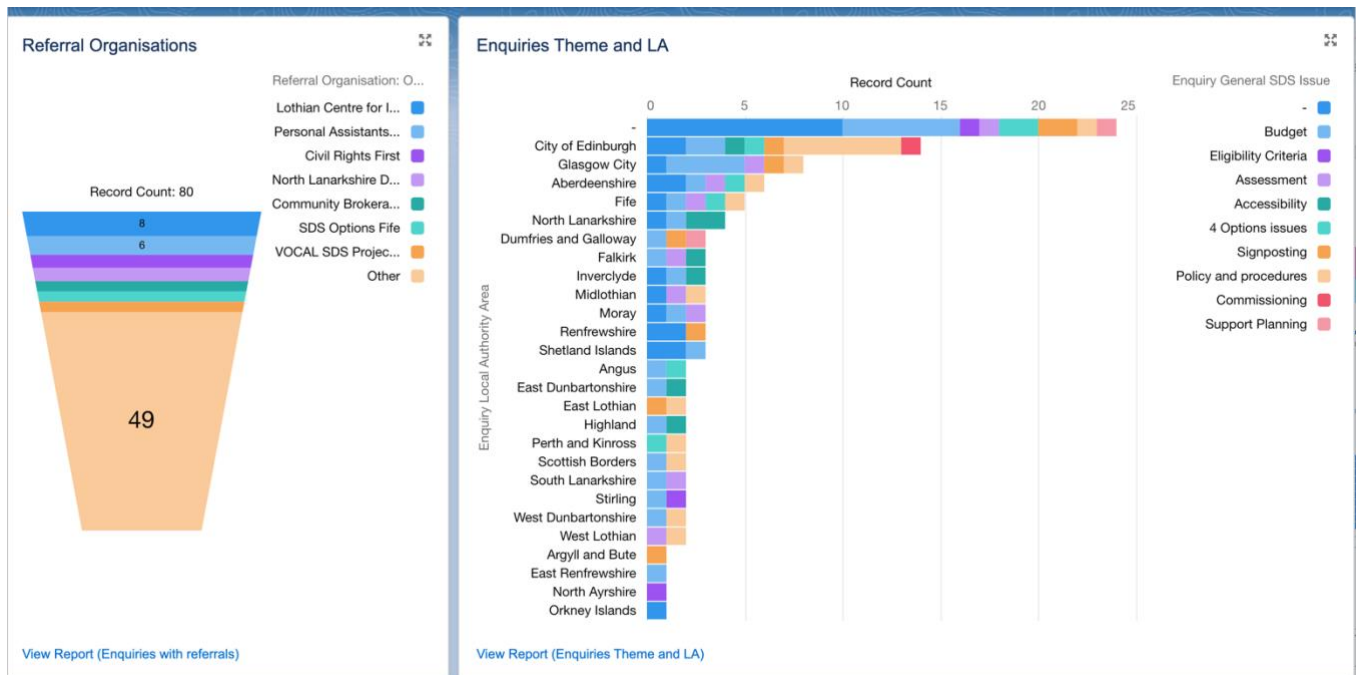
106 person to person enquiries (sourced by telephone, email, social media) were handled between 1 April 2021 and 31 March 2022, with 52% referred to SDSS members for resolution and SDSS managing the remainder. This was down on the previous year (137) in some part due to our capacity to respond to enquiries from outside of our membership. Of these, 31 were converted to cases for more in depth work and 21 of these cases were opened in support of membership organisations.

The majority of enquiries related to independent living (49) and COVID-19 (20). The local authorities with the most enquiries were Glasgow, City of Edinburgh, Aberdeenshire and Fife.



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Sustain and Develop SDSS as an effective organisation

Within this stream sit a number of operational processes, key to these are maintenance of the database and reporting, but a major accomplishment in the year was an update in our Articles of Association. Following a review of our governance documents in the year prior, and adoption of proposals in that AGM.

Tailored support for SDSS Member organisations to meet their needs in local policy influencing

My Support My Choice Research: Feedback Sessions

We arranged a number of feedback sessions in those Local Authority areas where research was specifically undertaken. This included:

- o Scottish Borders

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For the Year Ended 31 March 2022

- Moray
- Glasgow
- Dumfries and Galloway
- South Lanarkshire

These events were planned with local members and HSCP staff and were opened to anyone with an interest in SDS implementation locally. We therefore had a range of people attending the online events, including:

- HSCP staff, including Social Workers, Finance, Commissioning, Occupational Therapists etc
- Local people using SDS and carers
- Voluntary sector organisations, including Advocacy Services, Carers Centres and Care providers

The events enabled people to learn about the findings and recommendations from the research whilst also providing an opportunity to be explore how the recommendations would be implemented locally.

Some Local Authorities set up specific working groups to look at implementing the recommendations, others identified existing groups that would take forward this work. In all cases, there was an invitation for local Independent Support organisations to be involved in discussions around implementing the recommendations.

Participation Requests Training

We delivered a training session for members of the North Lanarkshire Disability Forum and a local SDS Chat Group which the Forum had supported to come together.

The training enabled people to understand what a Participation Request was, who could make use of this and the process involved.

We related the Request process to specific examples and issues that the Forum and Chat Group identified, in relation to local SDS implementation and how

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they could take these issues forward in a clear, positive and constructive way by making a Participation Request.

We also shared further resources and contact details for the Scottish Community Development Centre, who take a lead supporting awareness and access to Participation Request development in Scotland.

SDS Collective

Many SDS Scotland members are also members of the SDS Collective. We support members to connect with these meetings and to make use of the opportunity to network with other people and organisations, to share ideas, contacts and resources and to provide mutual support with issues they face in the delivery of support to people at a local level.

As part of this work, we supported Collective members to develop a 'Call to Action during COVID19', which supported organisations to have discussions with their local HSCP about the impact of COVID and how this could be mitigated by the flexible use of SDS.

We also supported members to respond to the National Care Service Consultation.

We have invited a number of speakers to meetings to share further information and inform members of new developments, including research on SDS and Dementia and Palliative and End of Life Care.

Disclosure Scotland: Stakeholder Engagement Group and Events

As part of the implementation of the Disclosure (Scotland) Act 2020, SDS Scotland worked in partnership with Disclosure Scotland to arrange and deliver a number of online discussion events to look at the effects of the Disclosure Scotland Act and how this would relate to the role of member organisations.

The event also provided an opportunity for members to highlight any challenges and needs they have in relation to the implementation of the Act, especially where this concerns their role as potential Umbrella Bodies, how they manage

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information they receive and the basis for them to make decisions regarding what information to share with PA Employers.

The events covered key changes to the PVG scheme, such as:

- The change to 'regulated roles'
- The requirement for PAs (employed and self-employed) to join the PVG scheme by a certain date
- The role of umbrella bodies and how member organisations can become one

Further engagement work with Disclosure Scotland will follow as the Act is being implemented, and SDS Scotland members will be encouraged to take part.

SDS Forum

The online SDS Forum was launched in February 2021 and throughout the reporting period continued to be a well referenced resource of information, advice and help for people with SDS enquiries.

Between 1 April 2021 – 31 March 2022, the forum had an average of 2,460 views each month, totalling 29,500 for the year. The top referred topics in this period were on the Independent Review of Adult Social Care, PA Employer and PA Handbooks, and a query about using a carer's budget to pay for part time study.

Further work is planned to increase the profile of the forum and the number of active users to ensure it remains a relevant and up to date resource for SDS users and carers.

"[SDSS]...Continued to provide beneficial support and information to our SDS project."

Laura Hill, VOCAL

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For the Year Ended 31 March 2022

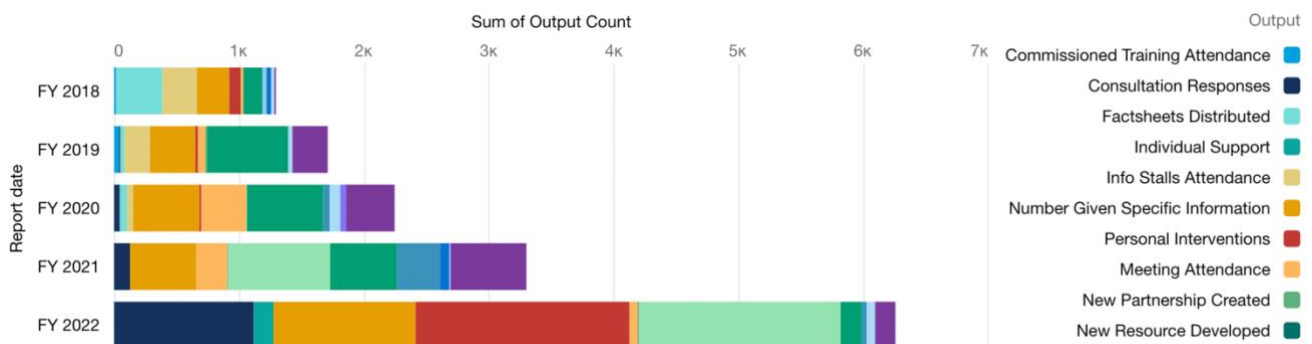
Campaign reach in the year

Outside of online and 1-to-1 enquiries, strategic delivery is measured by interactions with individuals nationally to give our reach. Total campaign reach of 6,247 in the year was more than double last year (3,304⁵) across 28 evaluated campaigns (51 in total). The increase is predominantly due to implementation of helpline for the Scottish Government Personal Assistant £500 Thank You Payment where 2,522 calls were handled by the service with 1,712 application interventions and full support given to 150 who lacked capacity to apply.

Campaigns with Outputs
Count of all output evaluated campaigns

Progress Report (Outputs)
Total Campaign Reach

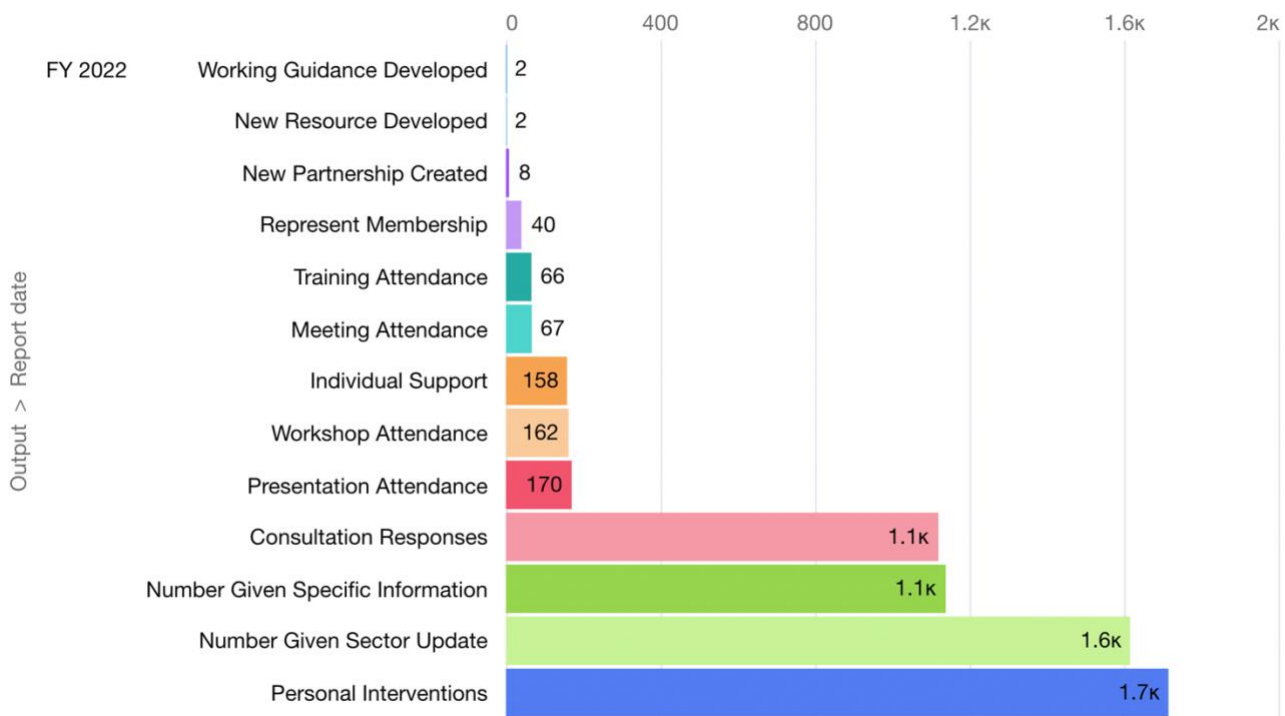
28 6,247



⁵ this figure is a correction of the March 31, 2021 annual report

Trustees' Report

For the Year Ended 31 March 2022



Our future plans

The past year has seen SDSS Interim Chair, Angela Mullen, progress the role until her departure from GCiL would mean her loss from our board. Anne-Marie Monaghan had agreed to fill the gap and we have been very lucky to have such a range of talent amongst the Trustees. Anne-Marie is an experienced board member and currently sits on GGCNHS Board as a Non-Executive Director and is the chair of East Renfrewshire Integration Joint Board. She sits on the Glasgow City IJB and is a member of the ILF Board. At the time of writing however, Anne-Marie has taken on a contract with SDSS to deliver the National Brokerage Framework and has chosen to step back from the Chair role while she delivers on this project. In her place as interim chair, we have another great talent in Becs Barker; a senior manager to Community Contacts, she leads on participation, involvement and innovation with Carr Gomm.

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Now that the work of the PA Programme Board and its subgroups has been reviewed and consolidated, its initial objectives largely achieved, we look to establish new groups, promoting peer support, PA wellbeing and a national direct payment agreement, with Social Work Scotland (SWS). All of the groups are collaborating on data gathered and identified need, as each group establishes new objectives.

With a continued focus on quality assurance and collaboration, our work with our members and SWS will evaluate the implementation of the Self-directed Support Framework of Standards for good practice locally within Independent Support Organisations in four identified areas, measuring identified organisations against the standards as well as the transferability of the standards from public to third sector.

Our online Find Help service, and enquires, have helped us identify autism and SDS as a future focus, following a scoping exercise and discussions with the autism team in Scottish Government. Similarly, we are exploring approaches to accessing SDS for those with experience of addictions and homelessness.

Quality standards form the basis of the SQA accredited brokerage award. We are currently delivering two cohorts of the award, through Scottish Government funding which is supporting the development of the Accredited Brokerage Community of Practice and the establishment of a National Brokerage Framework, based on the model developed by our member, Community Brokerage Network.

Strategically, with the CEO chairing the National SDS Collaboration, we are currently facilitating the development of an SDS improvement plan, with Social Work Scotland, COSLA and the Scottish Government. This will set out a plan for those working in SDS implementation, to be launched in April 2023, to bridge the gap between current delivery and the inauguration of the National Care Service. Its aim is to ensure a coproduced approach to ensuring that SDS is integral to the NCS, to dovetail with this and other approaches, influencing and embedding SDS within the NCS.

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Finances

Financial Stability

SDSS had no unexpected or unmanageable costs in the year and we have reviewed and updated our financial risk assessment. Commencing 2022-23 we have made some changes to our strategy in light of the Independent Review of Adult Social Care and implementation of a National Care Service. We continued to be a valued support to the Scottish Government, growing our influence despite considerable flux in divisional structure and have maintained a healthy membership and unrestricted reserves. Having commenced the current year expecting a spend of reserves to deliver our programme, at the time of writing we have been engaged to deliver more short life projects which will keep any spend modest and allow additions to our team.

With the continuing impact of COVID-19 into 2021-22 and an already compact staff team, a deep reserve spend was reasonably expected along with dropping some elements of core delivery. During the year however, increased ad hoc project work of outputs associated with the developing PA Programme Board, ultimately realised increased income and required an increase in staffing. Core staff received an uplift in salary in recognition of cost-of-living increases and delivery responsibilities. Some savings were ultimately achieved against expected staffing overall with a recruitment gap after the departure of our Communication and Policy Manager. Virtual meetings continued to be the trend and spending was more biased toward staffing and overheads, tackling a greater diversity of projects and IT costs to support them.

Restricted Funds

At March 31, 2022, SDSS had spent to plan £172,861 of £172,969 of Scottish Government Policy Unit income in line with budget expectations. This income was a combination of the initial core grant (£157,000) and the PA Thank You Helpline (£15,969). A further contract for deliveries around the PA Programme Board (£12,900) was almost entirely spent (£9). Remaining restricted funds brought into the year (£2,561) were allocated to work to develop independent

Trustees' Report

For the Year Ended 31 March 2022

support in Moray with a view to attracting future SiRD funding. This left a total restricted reserve carried forward into 2021-22 of £116.

Unrestricted Funds

Unrestricted income received during the year (£20,561) consisted of project management fees (£11,251), HMRC employers' allowance (£4,000), event and membership fees (£4,628), student placement fees (£675) and bank interest (£7). Unrestricted expenditure included management hours (£10,401), funds designated to the delivery of 'My Support My Choice' Local Authority feedback sessions and easy read reports (£4,559 of total £5,565 designated), work to update the articles of association (£1,421), compliance (£768) and training facilitators (£538).

Balance Sheet

Total funds at March 31, 2022, were £82,725.

Reserves

The Board of Trustees recognise that maintaining adequate financial reserves must be an ongoing priority for SDSS. This buffer has been needed in the year to provide continuity of service and will likely be drawn on again to enable individual services, or potentially the organisation as a whole, to survive gaps in funding, unforeseen costs and as contingency funding to meet legal responsibilities such as redundancy costs.

It is the policy of the Trustees that SDSS aim to maintain unrestricted reserves equivalent to three months' running costs (£82,000 projected for 2022-23 on a turnover of up to £330,000), the Trustees are pleased to report that the current reserve, less designated funds, of £82,609 meets this target and is more than adequate for legal responsibilities such as redundancy and windup for existing and planned projects.

To meet the challenges for generating unrestricted income faced by a DPO membership organisation like ours, the 2018-21 funding strategy ensured inclusion of a management fee in ongoing and future funding, in addition to

Trustees' Report

For the Year Ended 31 March 2022

growing new income from training and future online services. This strategy has been successful to date and has ensured the organisation has been capable of meeting all its liabilities and that future funders can support projects with increased confidence.

Banks

To ensure all funds were protected by the Financial Services Compensation Scheme, two bank were operated and at March 31 held £78,879, with £50,100 cash reserve in Barclays and £28,779 working capital in the Co-operative Bank. Dual authority is required on all transactions with both bank services.

Structure, governance and management

Accountability & Representation

SDSS is accountable to its membership. SDSS represents members as part of the Independent Living Movement nationally through its membership of Inclusion Scotland and active participation in the Scottish Independent Living Coalition (SILC).

SDSS represented members at regular National SDS Team meetings, as well as taking part in a range of ad hoc working groups on SDS issues, including one looking at issues around self-employed PAs.

Governing Document

Self Directed Support Scotland is a Scottish Charity and Company Limited by Guarantee, registered in Scotland, and is governed by its Articles of Association.

Appointment of Trustees

The appointment of Trustees is governed by the charity's Articles of Association. The Trustees are nominated and seconded by the members and elected at the annual general meeting following such proposal. Should nominations exceed vacancies, election shall be by secret ballot.

Trustees' Report

For the Year Ended 31 March 2022

Appointment of Directors

The appointment of Directors is governed by the charitable company's Articles of Association. The persons appointed as first Directors of the company on incorporation are also Directors of the company. Subsequent appointments will be made in accordance with the Articles of Association.

Trustees Induction and Training

Trustees are either: Chief Executive Officers, senior managers, or board members of SDSS membership organisations. Trustees are apprised of all governance documents, and each receive an Induction Pack.

Organisational Structure

During the period covered by the report there were 26 Full member organisations, six of which were represented on the Trustees, as well as 30 associate member organisations, one of which was represented on the Trustees. The Trustees meet approximately four times a year. There are two Trustee office bearers; Chair and Treasurer, who are elected at the first meeting of the new Board of Trustees. The Chief Executive acts as Company Secretary.

During the period covered by this report there were four staff members; a Chief Executive, who reports to the Chair, an Operations Manager, a Membership Development Executive, and a Communications and Policy Officer, who were all line managed by the CE.

Infrastructure

During the period covered by this report, the staff team worked from the offices of SDSS, Norton Park, 57 Albion Road, Edinburgh EH7 5QY.

Reference and administrative details

The reference and administrative details are disclosed on page 1 of the report and financial statements.

Trustees' Report

For the Year Ended 31 March 2022

Exemptions from disclosure

The Charity has not applied any exemptions or withheld details in relation to disclosure of its Trustees.

Funds held as custodian trustee on behalf of others

Neither the Charity nor its Trustees act as custodian trustees.

Statement of Trustees' Responsibilities For the Year Ended 31 March 2022

Statement of Trustees' Responsibilities

The Board of Trustees are required to prepare financial statements for each financial year which give a true and fair view of the state of the organisation and of its results for that period.

In preparing those financial statements the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the organisation will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Charities and Directors Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to detect fraud and other irregularities.

Declaration

The Trustees declare that they have approved the Trustees report above.



Rebecca Barker, Interim Chair

24 November 2022

Independent Examiner's Report For the Year Ended 31 March 2022

Independent Examiner's Report

I report on the accounts of the charity for the year ended 31 March 2022 that are set out on pages 37 to 52.

Respective responsibilities of the Directors and Independent Examiner

The Directors are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. The charity council considers that the audit requirement of Regulation 10(1)(a) to (c) of the 2006 Accounts Regulations does not apply.

It is my responsibility to examine the accounts as required under section 44(1)(c) of the Act and to state whether particular matters have come to my attention.

Basis of Independent examiner's statement

My examination is carried out in accordance with Regulation 11 of the 2006 Accounts Regulations. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent Examiner's Report For the Year Ended 31 March 2022

Independent Examiner's statement

In the course of my examination, no matter has come to my attention

1. which gives me reasonable cause to believe that in any material aspect the requirements:

- to keep accounting records in accordance with Section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and

- to prepare accounts which accord with the accounting records and comply with Regulation 8 of the 2006 Accounts Regulations

have not been met, or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Alan Greig

A G Greig

Chartered Accountants & Registered Auditors

1 Millar Grove

Hamilton

ML3 9BF

24 November 2022

Statement of Financial Activities

For the Year Ended 31 March 2022

Statement of Financial Activities

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income from:					
Donations and legacies		-	-	-	-
Charitable activities	2	5,303	185,869	191,172	161,309
Other trading activities		-	-	-	-
Investments	3	7	-	7	149
Other income	4	15,251	-	15,251	8,502
		<u>20,561</u>	<u>185,869</u>	<u>206,430</u>	<u>169,959</u>
Expenditure on:					
Raising funds		-	-	-	-
Charitable activities	5	17,687	188,313	206,000	168,419
Other expenditure		-	-	-	-
		<u>17,687</u>	<u>188,313</u>	<u>206,000</u>	<u>168,419</u>
Net gains / (losses) on investments		-	-	-	-
Net income / (expenditure)		2,874	(2,444)	430	1,540

Statement of Financial Activities

For the Year Ended 31 March 2022

Transfers between funds	-	-	-	-
Other recognised gains / (losses):				
Gains / (losses) on revaluation of fixed assets	-	-	-	-
Actuarial gains / (losses) on defined benefit pension schemes	-	-	-	-
Other gains / (losses)	-	-	-	-
Net movement in funds	<u>2,874</u>	<u>(2,444)</u>	<u>430</u>	<u>1,540</u>
Funds brought forward	79,735	2,561	82,296	80,755
Funds carried forward	<u>82,609</u>	<u>116</u>	<u>82,725</u>	<u>82,296</u>

All activities relate to continuing operations.

The statement of financial activities includes all gains and losses in the current and prior year.

The notes on pages 41 to 52 form part of these financial statements.

Balance Sheet as at 31 March 2022

For the Year Ended 31 March 2022

Balance Sheet as at 31 March 2022

	Notes	Total 2022 £	Total 2021 £
Fixed assets:			
Tangible assets	11	1,322	1,650
		<u>1,322</u>	<u>1,650</u>
Current assets:			
Debtors	12	13,198	1,098
Cash at bank and in hand		78,879	93,140
		<u>92,077</u>	<u>94,239</u>
Liabilities:			
Creditors falling due within one year	13	10,675	13,593
Net current assets		<u>81,402</u>	<u>80,646</u>
Total net assets		<u>82,725</u>	<u>82,296</u>
The funds of the charity:			
Unrestricted funds	14	82,609	79,735
Restricted funds	14	116	2,561
Total charity funds		<u>82,725</u>	<u>82,296</u>

For the year ended 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006. The members have

Balance Sheet as at 31 March 2022 For the Year Ended 31 March 2022

not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102 Section 1A – Small Entities.

The notes at pages 41 to 52 form part of these accounts.

Approved by the Trustees on 24 November 2022 and signed on their behalf by:



Joanne McGee (Treasurer)

24 November 2022

Notes to the Financial Statements For the Year Ended 31 March 2022

Notes to the Financial Statements

1. Accounting Policies

Basis of accounting

The financial statements are prepared under the historical cost convention and are in accordance with the Charities Accounts (Scotland) Regulations 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102).

Self Directed Support Scotland is a public benefit entity as defined by FRS 102.

Going concern

It is the opinion of the Trustees that the Charity has sufficient resources to continue in operation for the foreseeable future and therefore the financial statements have been prepared on the going concern basis.

Funds accounting

Restricted funds are funds subject to specific restricted conditions imposed by the donors.

Unrestricted funds comprise of accumulated net movement in general funds. They are available for use at the discretion of the Trustees in furtherance of the general charitable objectives.

Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received, and the amount of income receivable can be measured reliably. General donations received comprise of one-off and regular donations from individuals and proceeds from fundraising.

Notes to the Financial Statements

For the Year Ended 31 March 2022

Expenditure

All expenditure is included on an accruals basis and is recognised when there is a legal or constructive obligation to pay for expenditure. The Charity is not registered for VAT and accordingly expenditure is shown gross of irrecoverable VAT. Costs are allocated directly to the activities to which they relate.

Tangible fixed assets and depreciation

Tangible assets are included at cost less depreciation and impairment. Depreciation has been provided at the following rates in order to write off the assets over their estimated useful lives:

Fittings and equipment	25% reducing balance
IT equipment	33% straight line

Pensions

The Charity operates a defined contribution scheme. Contributions payable are recognised in the profit and loss account.

Notes to the Financial Statements

For the Year Ended 31 March 2022

2. Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
General Fund	5,303	-	5,303	4,309
Scottish Government SDS Policy Unit Membership / Research (Core Funding)	-	172,969	172,969	157,000
Scottish Government Adult Social Care Workforce & Fair Work	-	12,900	12,900	-
	<u>5,303</u>	<u>185,869</u>	<u>191,172</u>	<u>161,309</u>

Notes to the Financial Statements

For the Year Ended 31 March 2022

3. Investment Income

	2022	2021
	£	£
Interest received	7	149
	<u>7</u>	<u>149</u>

All investment income arises from money held in an interest-bearing deposit account.

4. Other Income

	2022	2021
	£	£
Other income	4,000	4,000
Management fee income	<u>11,251</u>	<u>4,502</u>
	<u>15,251</u>	<u>8,502</u>

Other income relates to HMRC's employment allowance.

Management fee income relates to management liabilities for grant funded projects.

Notes to the Financial Statements

For the Year Ended 31 March 2022

5. Expenditure on Charitable Activities

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Depreciation		-	326	326	351
Equipment hire and maintenance		-	-	-	-
Bank charges and interest		-	23	23	17
Insurance		-	984	984	913
Meeting and catering costs		-	650	650	1,269
Postage		-	120	120	120
Property costs and room hire		-	9,118	9,118	9,714
Travel		-	54	54	107
Stationery and office		-	888	888	475
Telephone		-	1,517	1,517	1,404
Training		-	-	-	-
Consultancy		-	-	-	-
Professional fees		512	22,046	22,558	15,186
Publicity and promotion		1,020	11,026	12,046	2,860
Donations	6	-	-	-	-
Recruitment		-	230	230	460
Wages and social security		13,940	129,036	142,976	126,721
Website and IT costs		-	10,649	10,649	6,073
Governance costs	7	2,215	1,646	3,861	2,750
		17,687	188,313	206,000	168,419

Notes to the Financial Statements

For the Year Ended 31 March 2022

6. Donations

No donations were made to other charitable organisations during the year nor the prior year ended 31 March 2021.

7. Governance Costs

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Accountancy fees	768	1,646	2,414	2,273
Trustees IT costs	-	-	-	-
Trustees meetings	-	-	-	28
Trustees recruitment costs	-	-	-	230
Trustees training	-	-	-	-
Trustees professional fees	1,447	-	1,447	-
	<u>2,215</u>	<u>1,646</u>	<u>3,861</u>	<u>2,750</u>

8. Net Income / (Expenditure) for the Year

	2022 £	2021 £
This is stated after charging:		
Depreciation	326	351
Accountancy	2,414	2,273
	<u>2,740</u>	<u>2,624</u>

Notes to the Financial Statements

For the Year Ended 31 March 2022

9. Staff Costs and Numbers

	2022	2021
	£	£
Staff costs were as follows:		
Salaries and wages	123,248	110,138
Social security costs	12,332	10,490
Employer pension contributions	<u>7,395</u>	<u>6,093</u>
	<u><u>142,976</u></u>	<u><u>126,721</u></u>

The average number of employees during the period, calculated on the basis of average headcount equivalents, were as follows:

	2022	2021
	Number	Number
Core SDSS staff	<u>4</u>	<u>4</u>
	<u><u>4</u></u>	<u><u>4</u></u>

No employees had employee benefits in excess of £41,000 (2021: £37,000) during the period.

The total employee benefits of the key management personnel during the period were £77,446 (2021: £58,670).

No member of the Trustees received any remuneration during the period or in the prior period.

Notes to the Financial Statements

For the Year Ended 31 March 2022

10. Taxation

As a charitable company, Self Directed Support Scotland is exempt from tax on income and gains falling within section 478 of the Corporation Act 2010.

11. Tangible Fixed Assets

	Fittings and Equipment £	IT Equipment £	Total £
Cost			
At 1 April 2021	3,544	5,686	9,231
Additions	-	-	-
Disposals	-	-	-
At 31 March 2022	<u>3,544</u>	<u>5,686</u>	<u>9,231</u>
Depreciation			
At 1 April 2021	3,424	4,158	7,582
Charge for the year	32	294	326
Eliminated on disposals	-	-	-
At 31 March 2022	<u>3,456</u>	<u>4,452</u>	<u>7,908</u>
Net book value			
At 31 March 2022	<u>88</u>	<u>1,234</u>	<u>1,322</u>
At 31 March 2021	<u>121</u>	<u>1,529</u>	<u>1,650</u>

Notes to the Financial Statements

For the Year Ended 31 March 2022

12. Debtors

	2022	2021
	£	£
Trade debtors	13,198	698
Prepayments	-	401
Other debtors	-	-
	<u>13,198</u>	<u>1,098</u>

13. Creditors Falling Due Within One Year

	2022	2021
	£	£
Trade creditors	2,074	2,265
Accrual	3,392	5,272
Other creditors	5,209	6,055
	<u>10,675</u>	<u>13,593</u>

Notes to the Financial Statements

For the Year Ended 31 March 2022

14. Analysis of Charitable Funds

Analysis of movements in unrestricted funds

	As at 31 March 2021 £	Income £	Expenditure £	Transfers £	As at 31 March 2022 £
General fund	79,735	20,561	(17,687)	-	82,609
	<u>79,735</u>	<u>20,161</u>	<u>(17,687)</u>	<u>-</u>	<u>82,609</u>
Name of fund	Description, nature and purposes of fund				
General fund	Unrestricted reserves expendable at the discretion of the trustees in furtherance of the charity's objectives.				

Notes to the Financial Statements

For the Year Ended 31 March 2022

Analysis of movements in restricted funds

	As at 31 March 2021 £	Income £	Expenditure £	Transfers £	As at 31 March 2022 £
Scottish Government SDS Policy Unit Membership/Research (Core funding)	-	172,969	(172,862)	-	107
Scottish Government Support In the Right Direction (Capacity Building)	2,546	-	(2,546)	-	-
Scottish Government Support In the Right Direction (FAQs)	15	-	(15)	-	-
Adult Social Care Workforce & Fair Work Division	-	12,900	(12,891)	-	9
	<u>2,561</u>	<u>185,869</u>	<u>(188,314)</u>	<u>-</u>	<u>116</u>

Name of fund**Description, nature and purposes of fund**Scottish Government SDS Policy
Unit Membership/Research

To support the core operations of the charity.

Scottish Government Support In
the Right DirectionTo build capacity of Self-directed Support
organisations in key identified geographical areas.Adult Social Care Workforce & Fair
Work DivisionProjects in support of the Personal Assistant
workforce

Notes to the Financial Statements

For the Year Ended 31 March 2022

15. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total £
Tangible fixed assets	-	1,322	1,322
Current assets	82,609	9,469	94,239
Current liabilities	-	(10,675)	(13,593)
As at 31 March 2022	<u>82,609</u>	<u>116</u>	<u>82,725</u>

16. Pension Commitments

The charitable company operates defined contribution scheme for some of its employees. The assets of these schemes are held separately from those of the charitable company. The amount outstanding at the year end was £1,703 (2021: £2,546).

Thank you to Angella Mullen who stood down as a Trustee in March 2022 after 12 years of service to our organisation.



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

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SDSS is funded by the Scottish Government.
Company registered in Scotland SC371469. Scottish Charity No SC039587.
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Thank you to our SDSS membership and partners.