Homeless Network Scotland Conference

Self-directed support:
Ten years on
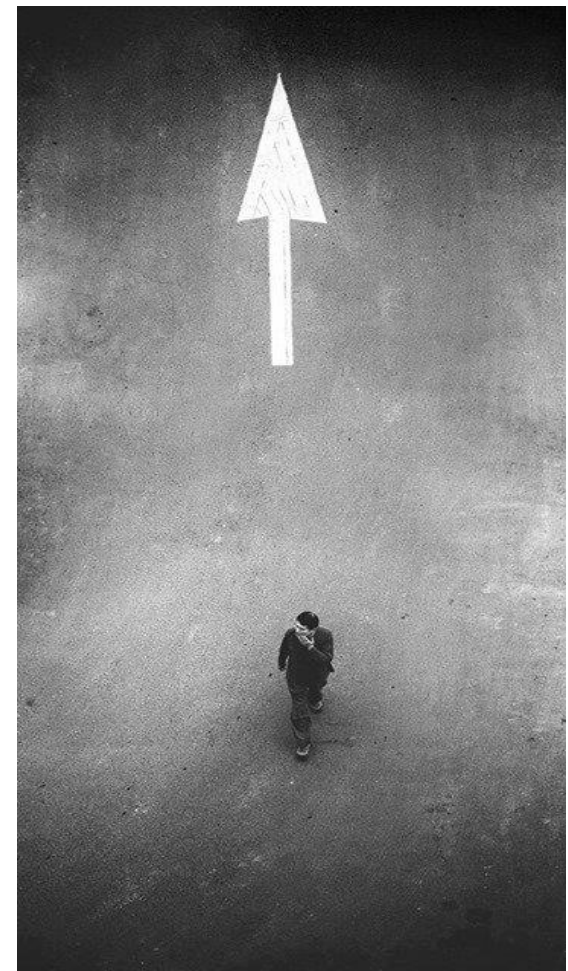
Dr Martin Kettle

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Disclaimer

- <u>Not</u> an expert on homelessness.

- Social Worker and manager before moving into academia

- Primary role as educator – teach on adult social care (amongst other things)

- Research interest in SDS:

  - Work for CCPS in 2015

  - Supervising PhD studentship (acknowledgements to Felicity Morrow)

  - Iriss *Insight* (co-authored with Felicity)

  - Literature review on SDS and equalities for EHRC

  - Member of National SDS Steering Group

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Overview

- What SDS is (and isn't)

- The journey so far

- Are we there yet?

- Development of standards

- SDS and homelessness

- Some thoughts for the future direction of SDS

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What SDS is:

- The law – it places duties on local authorities

- Social Care (Self-directed Support) (Scotland) Act 2013.

- Practitioner guidance (Scottish Government, 2014)

- Key principles

  – Involvement

  – Assistance

  – Collaboration

- What it isn't – optional for local authorities

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Duties include

- <u>Duty</u> to offer four options to the supported person (my emphasis)
    - Option 1- A direct payment
    - Option 2 -Directing the available support:
    - Option 3 - Arranging services
    - Option 4 - A mix of the first 3 options.
- Duty to explain the nature and effect of the 4 options
- Duty to provide information about advocacy

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Are we there yet?

- A limit to the extent to which people have choice and control

- Bureaucracy of processes and procedures

- Lack of transparency and recording

- A lack of the true availability of all four options

- The level of co-production

- Inconsistent knowledge across the workforce

(Audit Scotland, 2017; Care Inspectorate, 2019)

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Impact of the pandemic and austerity

- "Right policy wrong time" (Pearson, 2018)

- Social care spending fallen in real terms

- Coronavirus Act 2020

- Uneven impact of pandemic (Dickinson *et al*., 2020, Blundell *et al.,* 2020)

Magic money tree
www.carerwithattitudeuk.wordpress.com/

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Development of SDS Standards

- Published March 2021 (Scottish Government, 2021b)

- Builds on SDS Change Map (Scottish Government, 2019) and Independent Review of Adult Social Care (IRASC) (Scottish Government, 2021a)

- Co-production- wide involvement of stakeholders

- Learning Review (Scottish Government, 2021c)

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SDS Standards

- 11 standards with 12th being developed.

- Including:
  - Independent support and advocacy
  - Strength and asset-based approach
  - Worker autonomy
  - Transparency
  - Consistency of practice

- Implementation
  - Support to three local authorities
  - Further work around, for example, resources and access to budgets

Worker Autonomy (Standard 8)

Workers are enabled to exercise professional autonomy in support planning and set personal budgets within agreed delegated parameters.

- Workers feel **trusted, confident and resilient**, and know how and where to access support if required.

- Workers feel safe and confident when they take managed risks.

- Workers are **creative in their use of the full range of flexible commissioning approaches**, and are not limited to matching people with existing commissioned services on framework

Self Directed Support
Multiple languages- risk and trust

Whose risk is it? (Glasby, 2011, Faulkner, 2012, Stevens *et al.*, 2018)

Care Inspectorate (2019, p10) 'two different languages'.

Language of strengths with the supported person

Language of deficits when completing assessments and seeking resources
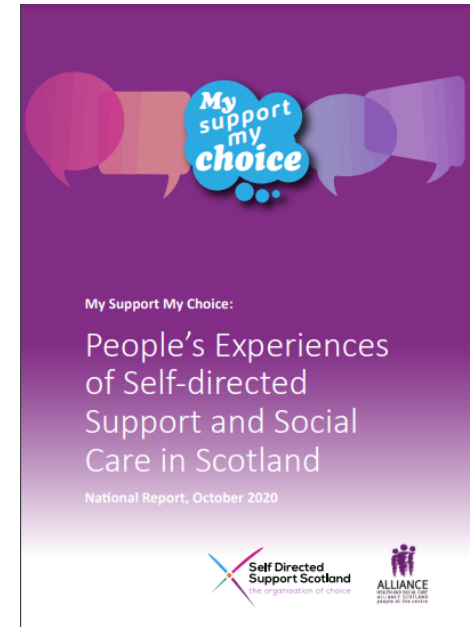
(Morrow, 2021)

SDS and Homelessness

- Limited published evidence
- Low levels of awareness of SDS across the sector
- Low levels of choice
- Risk- key to the process is staff being trained and supported to deliver an SDS approach
- 'Structural issues'
  - Availability of staff to support the process of SDS
  - Concerns about a lack of flexibility
  - Work needed to educate staff on their <u>statutory</u> role

Simon Community, 2015)

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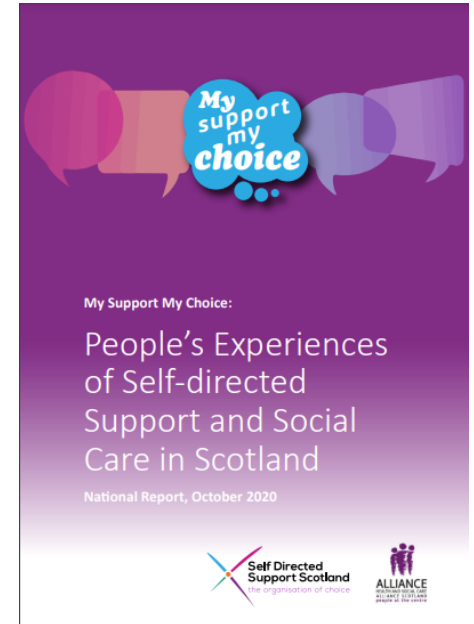
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My Support My Choice

- Nov2018- Feb 2020 over 600 people who received SDS) in Scotland were interviewed on their experience
- Report offers 67 recommendations
- Difficulties gaining access to support
- Once people in receipt of SDS experiences generally positive
- Communication not always clear

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

Self Directed Support Scotland
the organisation of choice

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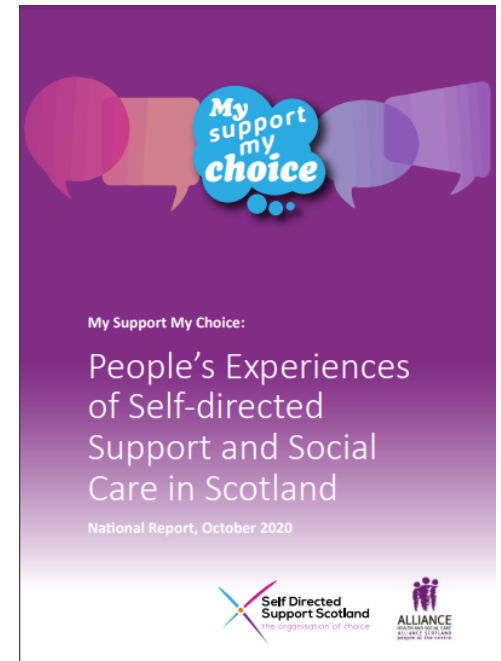
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My Support My Choice (2)

- Respect by social work staff sometimes missing
- Lack of consistency and transparency across areas
- Importance of independent advice and advocacy
- Support and training should be targeted to specific groups, including those working in homelessness

My Support My Choice:

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My Support My Choice on homelessness

- Lack of communication between different service providers
- Stigma faced by many people experiencing homelessness
- Disconnect meant they were required to revisit trauma - "you get sick of telling your story all the time."
- Reports that SDS seen as not available for people who are homeless- "too complex to administer" – remember SDS is a duty

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In conclusion

- An uncertain future?

- Independent Review of Adult Social Care and the National Care Service

- Recognition of the need for a culture shift

- Taking a human rights-based approach to support planning and review processes

- Focusing on community supports

- Systems and processes being aligned to SDS values and principles

- Shifting from crisis to a preventative focus

- Untapped potential with regard to homelessness

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Thank you for listening

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