



Getting There... Getting Started

Getting There is a learning network where user-led voluntary organisations can co-operate and share their experiences of the new Self Direct Support (SDS) system of funding care and support for individuals.

Getting There will be funded by the Scottish Government over a four-year period and aims to help user-led organisations who provide care and support to:

- Understand SDS and how it works
- Share experiences of how SDS is progressing in your area
- Promote good practice and innovative ideas
- Consider procedures or practices you may need to adjust to work with SDS
- Plan for changes SDS may bring to your funding arrangements
- Build useful links with other user-led providers locally, regionally and nationally
- Develop a collective voice that can communicate with policy makers, funders and others – and so help shape SDS in Scotland.

There are three parts to the Getting There project:

- LEAD GROUP -
- LEARNING NETWORK -
- RESOURCES & OUTPUTS -

The first meeting of our **Lead Group** took place in Inverurie on 24th January 2012 and was hosted by a small user-led care provider, Grampian Opportunities. Representatives from Stepping Stones, a West Dunbartonshire-based organisation that supports people with mental health issues, had travelled up to contribute to the day. The sessions were facilitated by Outside the Box, a community development voluntary organisation who will support and manage the Getting There project throughout its lifespan.

These three organisations put together this project and will drive it in these initial stages. Our purpose was to begin planning the work in this first year, and to begin the process of sharing our experiences and building the network. This is what came out of our discussions:

What is Self Directed Support?

Self-Directed Support (SDS) is when a person has their own budget for their care, which they can use to get the support services they want. The aim is to give people choices and get the support that will enable them to have a good life.

The term 'self-directed support' covers a range of ways to organise someone's use of services, including Direct Payments and personal care packages. These arrangements have been available for several years but SDS is being developed further in Scotland and many more people will begin using this system over the next few years.

Why is SDS being talked about now?

The development of SDS is happening because people who use support services have asked for more choice and control. It is linked to Personalisation, which is when services are planned around what each person needs.

The types of services people are asking for are often the kind of services provided by smaller voluntary organisations led by people who use support services or by families.

What will this mean for organisations like us?

As SDS becomes more widespread, services providing support will need to be able to organise what they do to reflect this way of working. Some of the expected changes include:

- Many more people buying their own support direct, rather than receiving it as part of a larger contract through the local authority.
- A lot of people may opt for a mix of support – i.e. using services provided for a lot of people but supplemented by other support organised just for them.

This could mean many organisations dealing with lots of smaller sources of income rather than grant funding or service-level agreements or larger contracts. Also:

- People are likely to want a mix of services and may begin to use services in a more flexible way – meaning providers will have to be ready to respond in flexible ways.
- Services may be asked for more regular updates and additional information on support individual people have used, so they can plan what they want in the future.

The Outside the Box website www.otbds.org has links to lots of useful information about SDS. Another good place is www.selfdirectedsupportscotland.org.uk.

Why “Getting There”?

Getting There emerged as the name because we realised this is going to be a long journey that will involve a lot of people and a lot of different organisations over the next four years.

SDS could have profound implications for how smaller user-led providers like us operate, provide services, manage finances, employ staff, and even how we relate to those who use our services. Finding the time and resources to plan and adjust to the new environment will be a challenge for all small organisations like us, but we can help each other – and that’s what Getting There is all about.

Why the “flying geese”?

We liked the concept of helping one another on this journey, so we wanted a logo to incorporate a skein of flying geese, like so →

Migrating geese cover thousands of miles and pass through ever-changing weather and environments. To get there they all share

the workload, changing position within the skein or flying “v” – one bird will lead for a time then drop back for a time while another moves up front to lead. Any single goose could not possibly

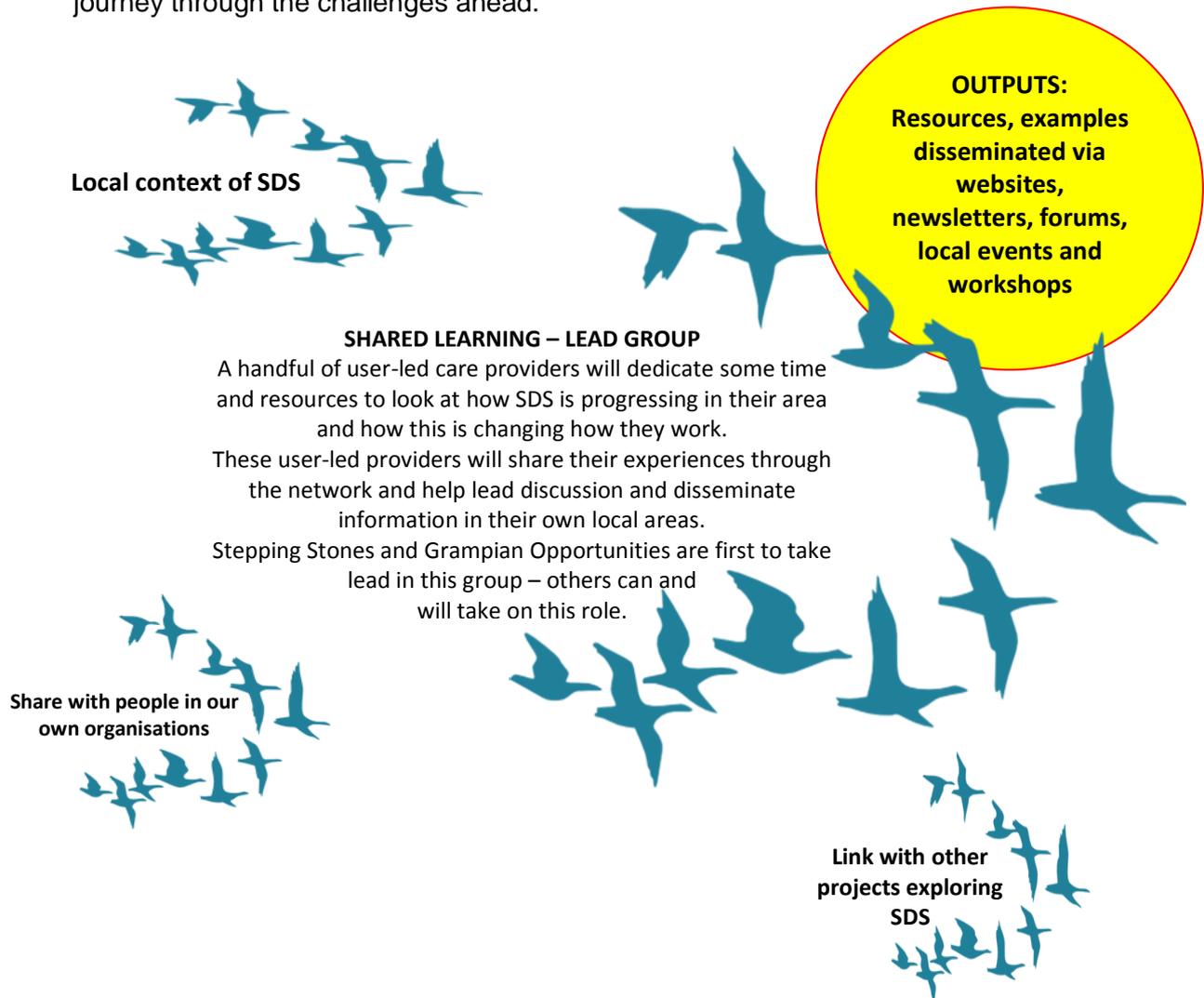
complete such a journey on its own so every individual bird gains from the collective effort of the others in their group in order to reach their destination.



An example of a skein,
the basis of our logo

How *Getting There* will get there

This diagram shows how we see *Getting There* operating and evolving as we embark on our journey through the challenges ahead.



And where are we all going to?

- *Building a NETWORK of small user-led providers to share information, experience and best practice*
- *Developing CONFIDENCE in our capacity to deal with the various changes SDS will bring*
- *Becoming a VOICE that can articulate the ideas, interests and concerns of user led providers across Scotland heard by policy makers and funders at every level*



Would YOU be interested in joining us in this journey?

The Getting There learning network is open to any user-led voluntary organisation providing care or support services in Scotland. Just visit Outside the Box at www.otbds.org to sign up for newsletters and updates, and to access blogs, contacts, materials and information on community events and workshops – all aimed at promoting better understanding, innovation and good practice on SDS. Your organisation's level of involvement is up to you – **and you can contribute too!**



Who is involved in the lead group?

The lead group is currently composed of three organisations. They are:



Outside the Box is a voluntary organisation providing independent development support, information, training and advice to community groups, small / medium voluntary organisations and social enterprises. We work with many user-led providers of care and support across Scotland, and our role in this project is to provide continuity, support the participants and co-ordinate Getting There throughout its lifespan. Contact: Drew Campbell Unit 23, Festival Business Centre, 150 Brand Street, GLASGOW G51 1DH

tel: (0141) 419 0451 e-mail: admin@otbds.org visit: www.otbds.org

Stepping Stones provides support to people who have experience of mental health problems, offering a needs-led and recovery-focused service. We aim to help and support members individually or as part of a group, with the goal of regaining and maintaining good mental health, and encouraging people to make the best use of the support they receive from other agencies and organisations as well as their communities. Our services are accessible to anyone resident in West Dunbartonshire.

Contact: John White Whitecrook Business Centre, 78 Whitecrook Street, CLYDEBANK G81 1QF tel: (0141) 941 2929

e-mail: stepping-stones@btconnect.com visit: www.stepstones.org.uk



Grampian Opportunities (GO) supports disabled people and people with mental health problems have choice and control in their lives. We work in Aberdeen, Aberdeenshire and Moray, supporting our members to build skill levels and increase confidence through supported opportunities in admin/office work, marketing, advertising, finance, events organisation, journalism, IT, driving and more. We also run our own mentoring service –

Grampian Opportunities

Finding the way forward

New Explorations Mentoring – and other projects including Voices for Change, a peer-led project giving disabled people the chance to voice give their opinions on the services they receive.

Contact: Linda Singer 1 High Street, Inverurie AB51 3QA Tel: (01467) 629675 e-

mail: info@grampianopportunities.org.uk

Web: www.grampianopportunities.org.uk

Where do we as a lead group want to be in 12 months time?

We discussed what we each hope to achieve for our organisations during this first year. What we decided we want is to:

- Know enough to be able to decide how our organisation will respond to SDS
- Know more about how others have responded / are responding to SDS
- Understand the practical aspects and implications of SDS, e.g.
 - > What resources do we need?
 - > How do we process referrals?
 - > How do we claim payments?
- Manage the move to SDS with our organisations – e.g. be able to explain to members, volunteers, committee members, etc.
- Be in a position to know whether or not we want to be involved with SDS



What do we need to commit to in order to achieve this?

- Communicate with people in our own organisations up to date with our activities
- Communicate with each other and share what we are doing
- Tell other organisations and people what we are doing and what **Getting There** is all about
- Ask other organisations questions about their SDS experiences and take note of any information, ideas, opinions they share with us
- Seek out helpful, relevant information and talk to people who can help, advise or inform about different aspects of SDS
- Invite people to meetings/ events who can help / contribute to our knowledge and development



Landmarks we need to aim for in this coming year...

- Begin building a wider network (immediate)
 - > Outside the Box to circulate nationwide contacts / publicise web materials
 - > GO and > Stepping Stones will network in their local areas
- Source useful resources and examples – and generate some of our own
 - > Outside the Box plus > GO and > Stepping Stones to share useful material
- Begin planning events to be held later in 2012
 - > Stepping Stones and > GO to look at making a 'local partners plan'
 - > Outside the Box to work on a national event
- Hold information sharing events in our local areas before end of 2012
 - > Stepping Stones and > GO with support from > Outside the Box
- Hold a national event involving a wide range of user-led providers - the Getting There shared learning network
 - > Outside the Box, with contributions from > Stepping Stones and > GO
- Feedback and meet Scottish Government
 - > Outside the Box, with contributions from > Stepping Stones and > GO



Finally, some questions that arose we'd like to know more about...

What do Care Managers do – and what can you expect of that person?

- *We could invite a working Care Manager to our next meeting.*

How can a member / client be helped to prepare for meetings with as Care Manager?

- *All of us can seek out good examples of this*

How can / does SDS work for people with fluctuating conditions and variable health needs – e.g. mental health problems?

- *All of us can seek out good examples and raise the question with relevant parties*

What provision will there be for people who would benefit from relatively small interventions – but who do not require an SDS care package?

- *This could be a very good question to put to policy makers. We can look at inviting someone senior to respond to this.*

How have user led / small providers responded in England & Wales?

- *It would be very useful to open dialogue with user-led providers who have experienced the implementation of SDS in England & Wales. Outside the Box will seek out possible contacts to establish links.*

What have been the most innovative responses?

- *We may want to consider inviting someone up to one of our meetings, or perhaps travelling down to see for ourselves.*

Other Scottish-based user-led providers face a similarly steep learning curve and involving them is crucial to our Getting There – we'll need others to take the lead in the flying 'v' as things progress. Outside the Box will contact another user-led provider to participate in the lead group at our next meeting which will be held during **the first week in May**.

On this latter point, it is understood circumstances can and will change over the life of this project, and that any of the user-led providers may want or need to take a less demanding position outwith this lead group. Those organisations wish to rejoin the lead group at another stage and this is fine too, provided we maintain a minimum of two and a maximum of three in this role. We all appreciate workloads and other demands fluctuate, and this is one of the reasons the structure is designed to be flexible.

Onwards and upwards!

We now have a better sense of the amount of ground we have to cover, and made a good start in this first session. It will take time, resources and effort, but we're going to get there.

Thanks to all who participated in our first planning session:

Linda, Maurice, Barbara and Gerry (of Grampian Opportunities, our hosts); Mary, Gillian and John (of Stepping Stones); Anne and Drew (of Outside the Box) ...and to JG Ross for the scones!

