

# Self-directed Support Framework of Standards



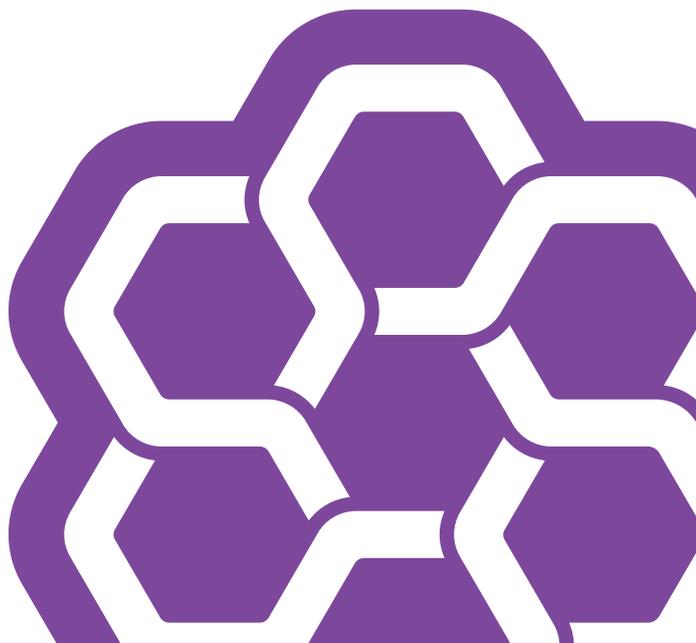
## Easy Read



Easy  
Read  
made by



Disability  
Equality  
Scotland



# About this document



This is an Easy Read information document.



The information was written by **Social Work Scotland** with help from lots of people interested in Self-directed Support.



**Social Work Scotland** is an organisation which supports and leads:

- **social work** staff
- **social work** managers



**Social work** means ways of supporting people to live full and happy lives and make their own decisions.

Social work also keeps people safe.



This document will tell you about how **Self-directed Support** should happen in Scotland.

## About Self-directed Support



**Self-directed Support** is when people choose how their support is organised.

## About the Framework of Standards



Social Work Scotland have written information about what good Self-directed Support looks like.



Our information is written in a plan called a Framework.



The Framework tells everyone what needs to happen and who needs to do it.

# The 12 Standards



There are 12 important things that local councils will work on to make Self-directed Support better.

These are called the 12 Self-directed Support **Standards**.



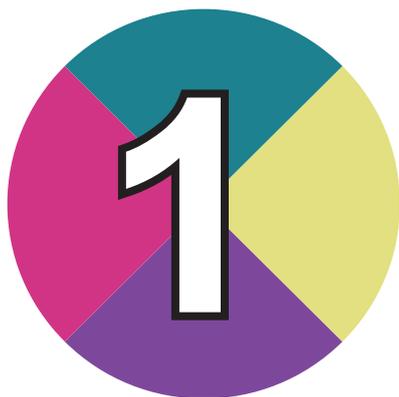
In this document **Standards** mean that wherever in Scotland someone lives, they should be offered good support.



Each of the 12 Standards say:

- what people should get – this is called a **Standard Descriptor**
- what staff and systems will do – this is called a **Practice Statement**

## Standard



Standard 1 is called **Independent support, community brokerage and advocacy.**



In this document, **independent support** means organisations helping someone to find out about and get Self-directed Support.



**Community brokerage** means helping someone to build on their strengths and take part in community life.



**Advocacy** means having someone speak up for you if you cannot speak up for yourself at that time.



What people should get from Standard 1:

- an offer of independent support
- an offer of community brokerage
- an offer of advocacy
- choice and control of their social care and support
- help to get their **human rights**



**Human rights** are the basics rights and freedoms that belong to everyone.



What staff and systems should do for Standard 1 to happen:

- every local council and Health and Social Care Partnership gives information about:

- independent support
- community brokerage
- advocacy



- information is offered in ways that everyone can understand, like:

- British Sign Language
- audio
- a different language
- large print
- braille
- Easy Read

## Standard



Standard 2 is called **Early help, family support and community support.**



This means things like:

- offering families support as soon as any problems begin
- flexible ways of helping people to live well in their own community



What people should get from Standard 2:

- an offer of early help
- an offer of family support
- an offer of community support

for anyone who needs it.

What staff and systems should do for Standard 2 to happen:



- have conversations with people about what is important to them
- work with community groups
- find ways to solve problems and make **wellbeing** better



**Wellbeing** means feeling happy and healthy.

## Standard



Standard 3 is called **Strengths based and asset based assessment, planning and review.**



**Strengths based assessment** means looking for the skills and values that someone has, such as strengths like kindness and curiosity.



**Asset based assessment** means looking at someone's community to see what kinds of things could be helpful to them.

## Planning and review means:



- how things are planned
- how they are checked afterwards to see what is working well and what needs to change



## What people should get from Standard 3:

- good conversations with staff
- trusting relationships with staff
- changes and successes in what really matters to each person



What staff and systems should do for Standard 3 to happen:



- have ways of planning and checking that suit each person
- look for people's strengths and values



- look for support in a family or community that could be helpful
- make sure that support fits in well with the person's life



- make aims that support people's human rights

## Standard



Standard 4 is called **Meaningful and measurable recording practices.**



**Recording practices** are the ways that staff might write down or type up what has been done or talked about.



**Meaningful** means that the notes make sense to the right people and have helpful details.



**Measurable** means that progress or problems can be seen.



What people should get from Standard 4:

- notes about their conversations and the things that matter to them which are easy to understand

What staff and systems should do for Standard 4 to happen:

- use good ways to record information
- show that Self-directed Support values are in place
- have recording systems that can collect **data** and use it in other ways to make things better



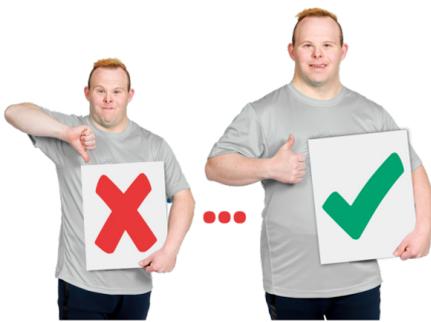
**Data** means facts, numbers and information.

## Standard



Standard 5 is called **Accountability**.

This means things like:



- having trust and respect
- listening to people's experiences
- making improvements
- supporting human rights
- asking for feedback
- dealing with complaints really well

What people should get from Standard 5:



- their own legal rights
- information they can understand



- advocacy – the offer of someone to speak up for them
- **mediation** – the offer of an extra person to help sort out a problem
- the chance to say they do not agree with a decision
- the chance to complain if something has gone wrong



What staff and systems should do for Standard 5 to happen:

- have the right rules and systems so that people's legal rights are in place
- make chances for everyone to have their say

## Standard



Standard 6 is called **Risk enablement**.



**Risk enablement** means giving people the freedom to try things that might or might not work. But at the same time keeping them safe.

What people should get from Standard 6:



- feel listened to about how they want to work towards their aims
- advice to help them stay safe while they are choosing their support and taking part in activities

What staff and systems should do for Standard 6 to happen:



- work together with the person who is being supported to plan for a balance between risk and safety

## Standard



Standard 7 is called **Flexible and outcome focused commissioning**.



**Commissioning** means choosing and buying services before they are needed.



In this document, **flexible** and **outcome focused** mean that the services must be about people's aims and they must be able to change when needed.

## What people should get from Standard 7:



- the chance to work together with staff to make services work well
- the chance to plan and check that local services are working well

## What staff and systems should do for Standard 7 to happen:



- plan social care support and services so that people have choice and flexibility
- start with what matters to people

# Standard



Standard 8 is called **Worker autonomy**.



In this document **worker autonomy** means social workers being able to use their judgement, skills and knowledge.



What people should get from Standard 8:

- their social work staff able to make decisions using their own knowledge and skills

What staff and systems should do for Standard 8 to happen:

- trust social workers
- let social workers plan and assess in the right way for people
- let social workers plan for some types of spending



# Standard



Standard 9 is called **Transparency**.



**Transparency** means being honest and clear about:

- how decisions are made
- how money is spent
- who does what

What people should get from Standard 9:



- support from honest and open organisations
- trust and respect
- less problems with organisations

What staff and systems should do for Standard 9 to happen:



- explain things clearly
- talk with people about their choices
- talk with people about the different supports they can get
- write down what has been talked about and give a copy to the people being supported

## Standard



Standard 10 is called **Early planning for transitions.**

This means planning extra support when these kinds of things are happening in someone's life:



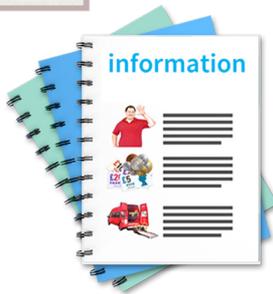
- moving area
- moving school



- becoming an adult
- starting a job



- having a baby
- going to hospital



What people should get from Standard 10:

- support for something new happening in their life
- time to get ready
- information about the change



What staff and systems should do for Standard 10 to happen:

- support people to plan early
- make sure that wellbeing and the person's hopes are the most important parts of their plans

## Standard



Standard 11 is called **Consistency of practice.**



This means that wherever in Scotland someone lives, they get good support.

What people should get from Standard 11:



- good support wherever they live
- good support whatever their age or stage in life
- good support whatever their lifestyle is like



What staff and systems should do for Standard 11 to happen:

- do high quality work for:
  - assessments
  - early help
  - planning
  - checking
  - supporting
  
- check that people in different parts of Scotland are getting high quality support



## Standard



Standard 12 is called **Access to budgets and flexibility of spend.**



This means how money is spent to support someone.



What people should get from Standard 12:

- choice in how their support money is spent
- the chance to change how it is spent
- a fair share of funding

What staff and systems should do for Standard 12 to happen:



- organisations like local councils need to have clear and fair systems
- share funding around Scotland fairly



- make it easy for people to take part in deciding how their funding should be spent



- put clear rules in place so that people understand where and how they can spend their funding

## Who the Framework is for



The Framework is for all people and organisations.



It is for:

- children and young people
- supported people and families
- carers



It is for:

- local councils
- Health and Social Care Partnerships
- NHS organisations
- Integration Joint Board staff

It is also for everyone who works for Self-directed Support, like:



- social work staff
- finance staff
- unpaid carers
- Personal Assistants
- people who access social work and social care
- people who provide services
- disabled people's organisations
- independent support organisations

## More information



If you want to know more about the Framework you can email us at [sds.team@socialworkscotland.org](mailto:sds.team@socialworkscotland.org)





**Self-directed Support Team**

Social Work Scotland

May 2024

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

[sds.team@socialworkscotland.org](mailto:sds.team@socialworkscotland.org)