

| <i>Who</i>   | <i>Knowing what's going on</i>  | <i>What can be offered early on</i>  | <i>Who can help</i>   | <i>Finding out about what matters</i>  | <i>Keeping a record</i>   | <i>Planning support</i>  | <i>Providing support</i>   | <i>Knowing how the organisation is doing</i>   |
|--|---|--|---|--|---|--|--|--|
| <i>System level</i>  | <i>Transparency</i>   | <i>Early help</i>  | <i>Independent support</i>  | <i>Assessment and review</i>   | <i>Recording</i>  | <i>Support planning</i>  | <i>Support arrangements</i>  | <i>Accountability</i>  |
|  | Standard 9: Transparency  | Standard 2: Early Help, Family Support and Community Support<br><br>Standard 10: Early Planning for Transitions  | Standard 1: Independent Support, Community Brokerage and Advocacy   | Standard 3: Strengths- and asset-based assessment, planning and review<br><br>Standard 11: Consistency of practice   | Standard 4: Meaningful and measurable recording practices   | Standard 6: Risk Enablement<br><br>Standard 8: Worker autonomy   | Standard 7: Flexible and outcome focused commissioning<br><br>Standard 12: Consistency of practice   | Standard 5: Accountability   |
| <p><b>Supported person drivers:</b></p> <p>Supported person's and carers choice over their support</p> | <p>Standard 9 descriptor: People are supported by organisations that are open, honest and accountable for decisions, actions and their consequences. These qualities of transparency can help build trust, credibility and respect as well as avoid conflicts and misunderstandings.</p> <p>CC 9.6 Children, young people, families, supported people and carers have a voice in the development of policy and practice.</p>  | <p>Standard 2 descriptor: Early help, family support and community support are available to all people who need it.</p> <p>CC 2.3 Early help, family support and community support give people and communities a voice, and support the trusting relationships that are needed to co-produce the care and support that people want.</p> <p>Standard 10 descriptor: People are given the support, time and information they need to plan for their transitions and make decisions as they adjust to new or different phases in their lives.</p>   | <p>Standard 1 descriptor: People are offered independent support, community brokerage and advocacy to have choice and control over their own or their child's social care and support, and to exercise their human rights.</p> <p>CC 1.2 People feel confident that the independent support they receive is right for them and is tailored to their needs with specialist provision being available for specific vulnerable groups.</p> | <p>Standard 3 descriptor: Trust-based relationships and good conversations between workers and people are at the heart of assessment, planning and review. Outcomes are agreed on the basis of what matters to the person or in achieving a child and young person's potential.</p> <p>CC 3.2 What matters to a child, young person, family, supported person or carer is central to co-producing outcomes which are developed in the plan.</p> <p>Standard 11 descriptor: Children, young people, families, supported people and carers can expect a consistent quality of practice within and across local authority areas regardless of age, stage and circumstances.</p>   | <p>Standard 4 descriptor: Conversations about what matters to the person are clearly recorded, resulting in co-produced outcomes that are comprehensive and easy to understand. People's experiences and preferences are recorded, as well as how these have been acknowledged and expressed in the plan, connecting outcomes to their review.</p>  | <p>Standard 6 descriptor: People's views about their lives and how they wish to meet their own outcomes are listened to and responsibilities in relation to risk agreed. Self-directed Support is not separate from safeguarding and can be used creatively to enhance people's and families' preventative, protective and positive outcomes.</p> <p>Standard 8 descriptor: Social work practitioners can exercise their professional judgement, and use their own knowledge, skills and abilities to the benefit of those they are working with and supporting.</p>   | <p>Standard 7 descriptor: People have meaningful involvement in the development of support and services. People work together with commissioners, practitioners and communities to plan, design, and quality assure flexible local supports.</p> <p>Standard 12 descriptor: Children, young people, families, supported people and carers have flexibility and choice in how budgets are spent to meet their agreed personal outcomes. Available funding is allocated in a way that is transparent, fair, equitable and sufficient for all individuals and across all communities.</p> <p>CC 12.1 Children, young people, families, supported people and carers are informed and involved in decisions about how budgets are agreed, allocated, reviewed and spent.</p> <p>CC 12.4 People can be flexible about how they spend budgets to meet their agreed personal outcomes.</p>   | <p>CC 5.2 People have the right to be heard and should be supported to query and challenge decisions throughout their assessment, planning and review processes, including decisions about outcomes.</p> |
| <p><b>Workforce competency drivers:</b></p> <p>Enhanced worker skills, practice and autonomy</p>       | <p>Standard 9 Practice statement: Practice, systems and processes are clearly understood and are explained in ways that make sense to everyone involved. Discussion between practitioners and children, young people, families, supported people and carers makes clear the options and services, short term and long-term support, finance and budget that are available. All decisions, including decisions about risk, that affect a person's choices, support, and personal budget are recorded and shared with them.</p> | <p>CC 2.2 Supports identified build on a person's own strengths, talents and assets, wider family and natural networks, technological and digital supports and community resources.</p> <p>Standard 10 Practice statement: Transitions happen throughout a person's life. Planning starts early or when it is appropriate for the individual and has the person's wellbeing, aspirations and outcomes at the centre.</p> <p>CC 10.3 Transition planning and support is proportionate to need and, where appropriate, there is a coordinated and collaborative person-centred approach across services or between supported people and those providing their support.</p> | <p>CC 1.5 Independent support, community brokerage and advocacy play a role in working with people, their carers and workers to identify outcomes and to help to inform or co-produce the person's plan.</p>  | <p>Standard 3 Practice statement: Assessment, planning and review systems and processes are personalised, recognising people's strengths, assets and talents, family and natural networks and existing community supports, resulting in agreed outcomes that meet their human rights.</p> <p>CC 3.1 People's strengths, assets and talents, human rights, existing networks and community supports are recognised and included in a child or young person's plan, adult support plan, young carer's statement or adult carer's support plan.</p> <p>CC 3.5 Regular reviews ensure that people continue to be able to achieve their personal outcomes.</p> <p>CC 9.2 Good conversations support transparency in communication and create the conditions for relationship-based practice.</p> <p>Standard 11 Practice statement: Consistent high-quality social work practice is required in assessment, early help, planning and review and the delivery of support so people have confidence that their agreed outcomes will be met no matter where they live.</p> | <p>Standard 4 Practice statement: Recording practice and information systems demonstrate the extent to which practice is carried out in line with the values and principles of Self-directed Support. Recording systems are designed so that data can be aggregated and used for learning, continuous improvement, resource planning and commissioning purposes.</p> <p>CC 4.1 Recording shows evidence that processes of assessment and planning, and decisions about Self-directed Support options and budgets are clearly explained and understood.</p> <p>CC 4.2 Recording captures the person's story.</p> <p>CC 9.5 In the course of accessing support, people can see what is written about them and there is a timely response in providing access to this information.</p> | <p>CC 3.3 When a child or adult is assessed as requiring an intervention or additional paid-for support then this must build on, protect and support existing networks and arrangements.</p> <p>Standard 6 Practice statement: Social work practitioners and people work together to plan for positive risk enablement whilst balancing the responsibility of statutory protection of children, young people, adults and carers. Supported decision-making should be used where there are issues of capacity.</p> <p>Standard 8 Practice statement: Social work practitioners feel trusted, confident and resilient, and are enabled to exercise professional autonomy in assessment and planning and, where appropriate, to set personal budgets within agreed delegated parameters.</p> <p>CC 8.2 All social work practitioners are skilled in practising Self-directed Support.</p> <p>CC 8.3 Social work practitioners are supported to work in a relationship-based way with children, young people, families, supported people and carers.</p> | <p>CC 3.4 The Self-directed Support options are considered and explored with children, young people, families, supported people and carers. Decisions taken are based on how much choice and control a person or carer wants to have over their arrangements.</p> <p>CC 9.3 People are told the likely level of the budget available irrespective of the option they choose.</p> <p>CC 12.2 People are told the relevant amount or indicative budget available to achieve their personal outcomes for each Self-directed Support option.</p> <p>CC 9.4 It is recognised that different people with similar circumstances may require different budgets depending on their own strengths, assets, and family and community supports.</p> <p>CC 6.2 Risk assessment considers both the positive risks where there is beneficial impact on mental and physical wellbeing, and negative consequences associated with certain actions or inactions and activities.</p> <p>CC 7.4 Practitioners are supported to engage with communities, to</p> | <p>CC 5.1 Organisational cultures of respect and trust support relationship-based practice and allow people to engage with practitioners and services easily and meaningfully.</p>                       |

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|  |                                |   |   | <p>CC 11.1 Practice focuses on exploring what matters to the person although available services and support may be different across local authorities depending on availability and geographical variation.</p> <p>CC 11.2 There is commitment locally to a consistent approach to early help, family support and community support that shifts focus from crisis intervention towards what matters to the person and their quality of life.</p> |  | <p>CC 8.4 Social work practitioners have the confidence to use their knowledge, skills and abilities to empower children, young people, families, supported people and carers to have choice, creativity and flexibility in achieving their outcomes.</p> <p>CC 10.1 Planning and decision making should be carried out in a person-led way with a shared understanding and a commitment to person-led approaches across those services that are involved in the transition.</p> | <p>build relationships and to gain understanding of community assets and networks.</p>   |  |
| <p><b>Organisational drivers:</b></p> <p>Systems and culture</p> |                                | <p>CC 2.1 Early help, family support and community support are available to meet a range of needs before becoming critical. This helps to maintain people's independence and wellbeing, addressing loneliness and social isolation and helps people to feel connected.</p> <p>CC 2.4 Early help and community support is creative and responsive, and is adaptive to changing circumstances.</p> <p>CC 10.2 People should have access to information stating what support they are entitled to and what they can expect during different transitions across their lifespan.</p> <p>Standard 2 Practice statement: Providers of early help, family support and community support offer approaches where everyone is welcome to have a conversation about what matters to them, and to identify solutions to improve wellbeing.</p> | <p>Standard 1 Practice statement: Every Local Authority/Health and Social Care Partnership provides information about independent support, community brokerage and advocacy for anyone who needs it, in ways which are accessible to everyone.</p> <p>CC 1.3 Independent support, community brokerage and advocacy are inclusive, accessible and addresses communication barriers.</p> <p>CC 1.4 Independent support, community brokerage and advocacy are provided as early as possible and for as long as is needed to support the processes of good conversation, assessment, planning and review, and to support Personal Assistant employers.</p> <p>CC 1.6 Independent support, community brokerage, and advocacy operate within clear frameworks and guidelines to ensure consistent practice throughout Scotland.</p> |  | <p>CC 4.3 Information systems have the functionality to support relationship-based practice and to record the difference Self-directed Support makes to people's lives.</p> <p>CC 4.4 Information systems ensure that aggregate data is meaningful, measurable and can be used for continuous improvement.</p> |  | <p>Standard 7 Practice statement: Social care support and services are planned, commissioned and procured in a way that involves people and offers them choice and flexibility in how they meet their outcomes, and in a way that builds community support. Commissioning of support and services starts with what matters to people and what they need to help them live life the way they choose.</p> <p>CC 7.1 There is understanding of, and active commitment to, outcome-focused, collaborative, community-based and ethical commissioning across all Self-directed Support options.</p> <p>CC 7.2 Local strategic approaches to commissioning will take account of local needs including the requirement for specialist support.</p> <p>CC 7.3 The experience of people who use and commission services is central to the design, delivery and quality assurance of services across all Self-directed Support options.</p> <p>CC 7.6 Fair work remuneration is in place across the social care sector.</p> <p>CC 7.7 Accurate local intelligence including unmet need is gathered through regular engagement, and assessment and review processes.</p> <p>Standard 12 Practice statement: Local authorities and partnerships have clear and fair systems, and transparent and accessible processes in place to involve people in developing their budgets. Budgets are calculated and expressed in a way which demonstrates that outcomes will be met for all individuals in a fair and equitable way, taking account of strengths, assets and community resources available. Practitioners support and set personal budgets within agreed delegated parameters.</p> <p>CC 12.3 Budget spend should be fair, proportionate, legal, equitable and auditable, and necessary for meeting agreed personal outcomes.</p> | <p>Standard 5 descriptor: People's legal rights are upheld, supported fully by the authority's processes. These include provision of accessible information, advocacy and mediation, the right to challenge a decision and to make a complaint.</p> <p>Standard 5 Practice statement: Practice, policy and processes ensure that people's legal rights are upheld including the right to challenge decisions which do not uphold their human rights or which affect their experience of social care support. Relationship-based practice provides opportunities for the voices of children, young people, families, supported people and carers to be heard including constructive feedback which informs learning and improvement.</p> <p>CC 5.4 Local authority appeals and complaints processes are easy and transparent for people to make appeals and complaints about their Self-directed Support.</p> |

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|   |  |                                     |   |  |                         |   | <p>CC 12.5 Local authorities and partnerships balance their duty to meet outcomes and give flexibility of spend with their duty to ensure budgets are spent appropriately.</p> <p>CC 12.6 Local authorities can administer health budgets if the cost is transferred from the NHS to the local authority.</p> <p>CC 12.7 There is mutual understanding of the roles and responsibilities across social work, finance, audit, legal, commissioning and procurement to ensure that people have maximum flexibility to use their budget in the way that they choose, to achieve their agreed outcomes.</p> <p>CC 12.8 Finance, audit, legal, commissioning and procurement processes align with SDS values and practice, enabling worker autonomy and allowing for fairness and parity.</p> |  |
| <p><b>Leadership drivers:</b></p> <p>Leaders understand and help staff realise SDS principle and values</p> | <p>CC 9.1 Leaders create a culture which supports relationship-based practice, and design systems which support timely responses and promote transparency.</p> |                                     | <p>CC 1.1 The right to independent support, community brokerage and advocacy for people and carers who need it is upheld under Self-directed Support legislation and the Children and Young People (Scotland) Act 2014 and is supported through the articles of the UNCRC and principles of GIRFEC.</p> | <p>CC 11.3 Local authorities work collaboratively to ensure that people can move residence from one local authority area to another while retaining a level of provision sufficient to meet their agreed outcomes.</p> |                         | <p>CC 8.1 Leaders create the conditions for social work practitioners to be able to exercise their autonomy with confidence and to develop the skills needed for relationship-based practice.</p> | <p>CC 6.1 Organisations and leaders are responsible for creating a culture based on positive risk taking to support workers to work in a risk-enabling way.</p> <p>CC 7.5 Community Planning Partnerships, in conjunction with Health and Social Care Partnerships and Children's Services Planning Partnerships, actively engage with communities to support the identification and development of local community support.</p>   | <p>CC 5.3 Local authorities actively seek constructive feedback from people as opportunities for learning and ongoing improvement.</p> |