

SDS Guidance, Monitoring and Evaluation

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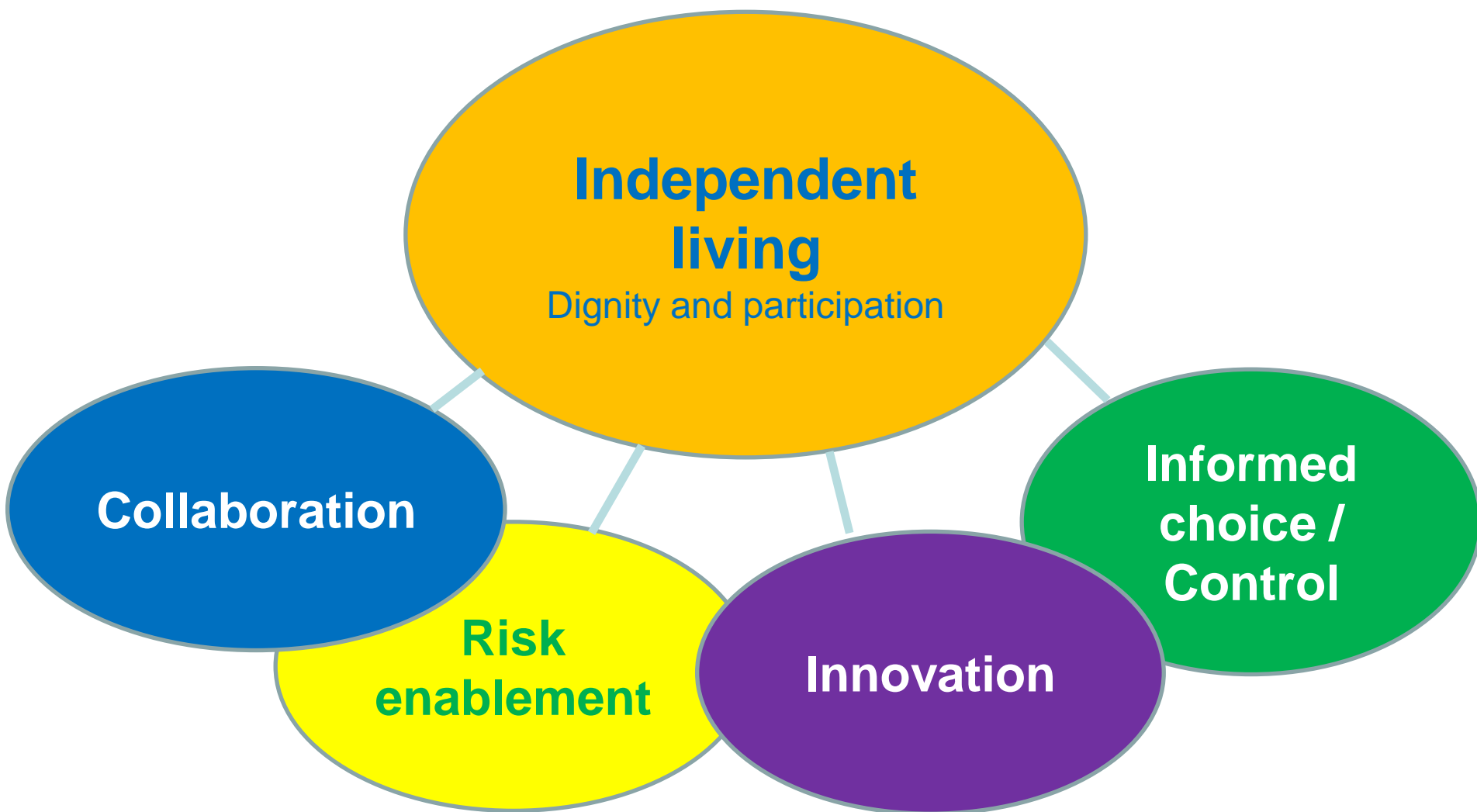
Progress

- SDS Strategy – Nov 2010
- SDS Bill – 2010 – 2012
- Guidance and Regulations – 2013
- Act Commenced April 2014
- “Phase 2” national SDS strategy 2013 - 2016

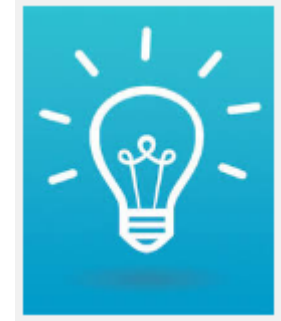
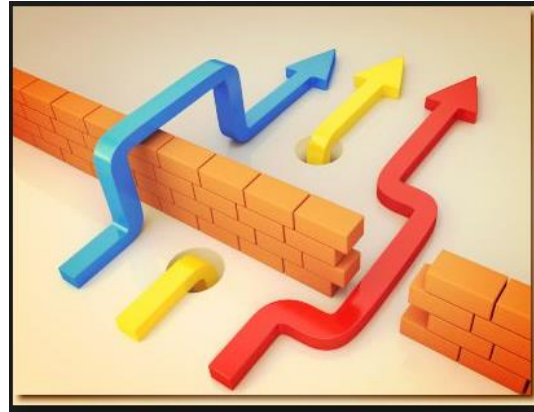
Vision

The quality of life of those who require care or support is improved through increased choice and control over the support they receive

Vision for Self-directed Support



Vision for SDS (cont'd)



Improve wellbeing /
outcomes for
individuals

How we do it, not just what we do...

SDS – how we'd like it to work

Awareness/access

- Steady, “natural” increase in uptake of SDS options
- Less unacceptable variation

Values and principles

- Local authorities and providers take a rights-based approach to SDS

SDS – how we'd like it to work

Process

- Fair and transparent methods to assess needs and allocated resource (though this is not specific to SDS)
- Local roll-out driven by values and principles underlying SDS / independent living and not process

Workforce

- Workforce confident in demonstrating the values and principles of SDS

SDS – how we'd like it to work

and the end result...

- a wider range of flexible support options leading to...better outcomes for individuals
- people report a more positive experience of their support, better wellbeing, positive personal outcomes
- better use of finite social care resource by social care sector

The national activity

SDS Act and Strategy

- National strategy (10 years, currently year 4)
- National legislation / statutory guidance – primarily (though not solely) for councils
- National guidance and training modules
- SDS and Commissioning
- National workforce implementation plan
- Awareness and communications
- Transformation funding to providers and support/info/advocacy orgs
- **Local authority implementation activity**

The “report” card so far?



WARNING: THE FOLLOWING IS NOT BASED ON PUBLISHED INDEPENDENT REPORTS!

- Very positive case study examples – a growing body of evidence
 - Local authorities making important strides – many implementing in line with values/principles
 - Providers reforming their approach
 - Workforce (on the whole) very positive about the ethos and principles
 - Some excellent practice across the country
-but...

The “report” card so far?



WARNING: THE FOLLOWING IS NOT BASED ON PUBLISHED INDEPENDENT REPORTS!

- Sometimes an excessive focus on process, jargon (RAS, SEQs) or assumptions about what SDS *is*
- Perception of SDS as cost-cutting
- Variation in approach - can be negative or a positive
- Variation in preparedness/progress
- Still barriers/lack of awareness about Direct Payments
- “early days” with Option 2 – practice is evolving (This is fine! We’re all learning as we go, but there is a need to re-focus)

...but is this accurate?

...so what do we need to monitor/evaluate SDS policy and strategy?

- Good, robust national statistics on uptake
- A rounded evaluation framework nationally and locally – based on how it should work
- A better picture of the variation at local level
- Local strategies to monitor and evaluate – consistent with national outline framework
- In-depth evaluation to get under the surface and explore outcomes
- The use of evidence to improve implementation

National monitoring...an example

Julie Rintoul, Analytical Services, Scottish
Government

Self Directed Support Act



People will be offered 4 choices on how they can receive their social care



How will we know what choices people are making?



The Social Care Census introduced a new question in 2013 asking about the SDS options:

Self-directed Support (tick all that apply)

- Option 1 - Direct Payment (1=Yes; 0= No)
- Option 2 - Directing the available resource (1=Yes; 0= No)
- Option 3 – Local Authority arranged (1=Yes; 0=No)



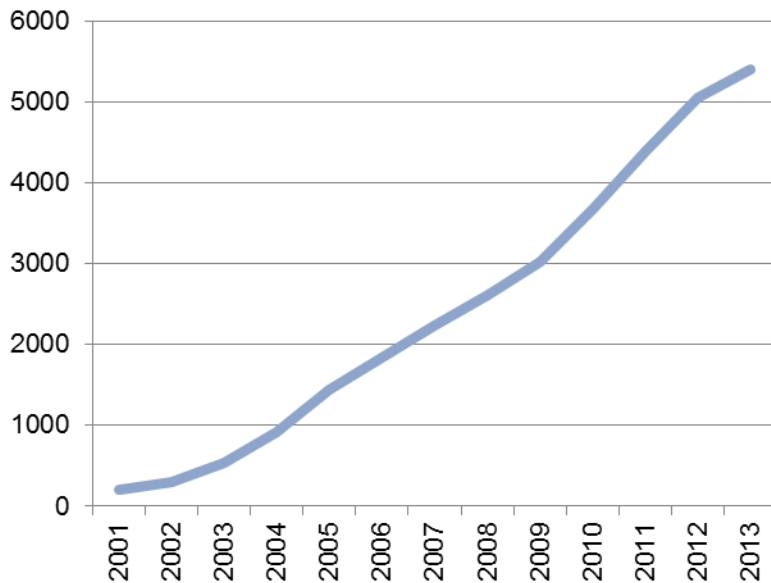
There are also questions asking about:

- Financial contributors to total care package? (select all that apply)
 - Social Work
 - Health
 - Housing
 - Independent Living
 - Client
 - Other
 - Not Known
- Financial value of total care package for financial year (£)

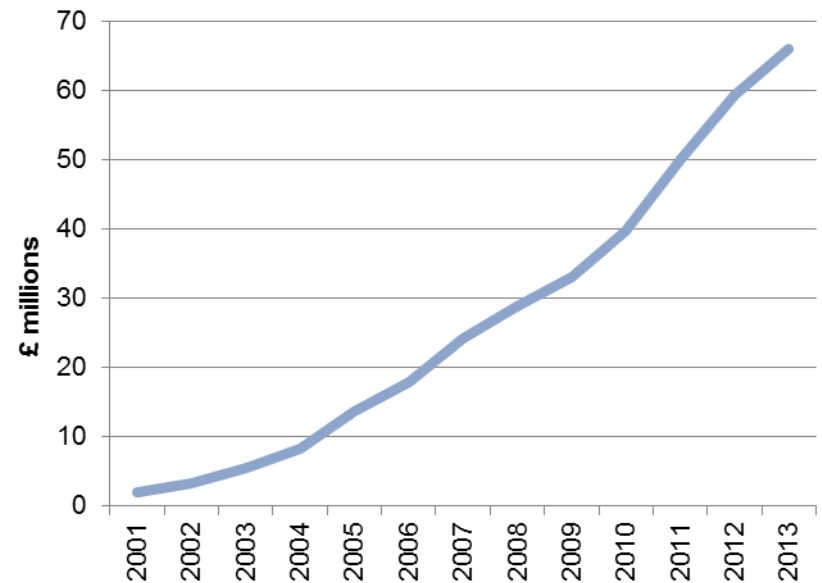


Direct Payments

Number of Direct Payments, Scotland

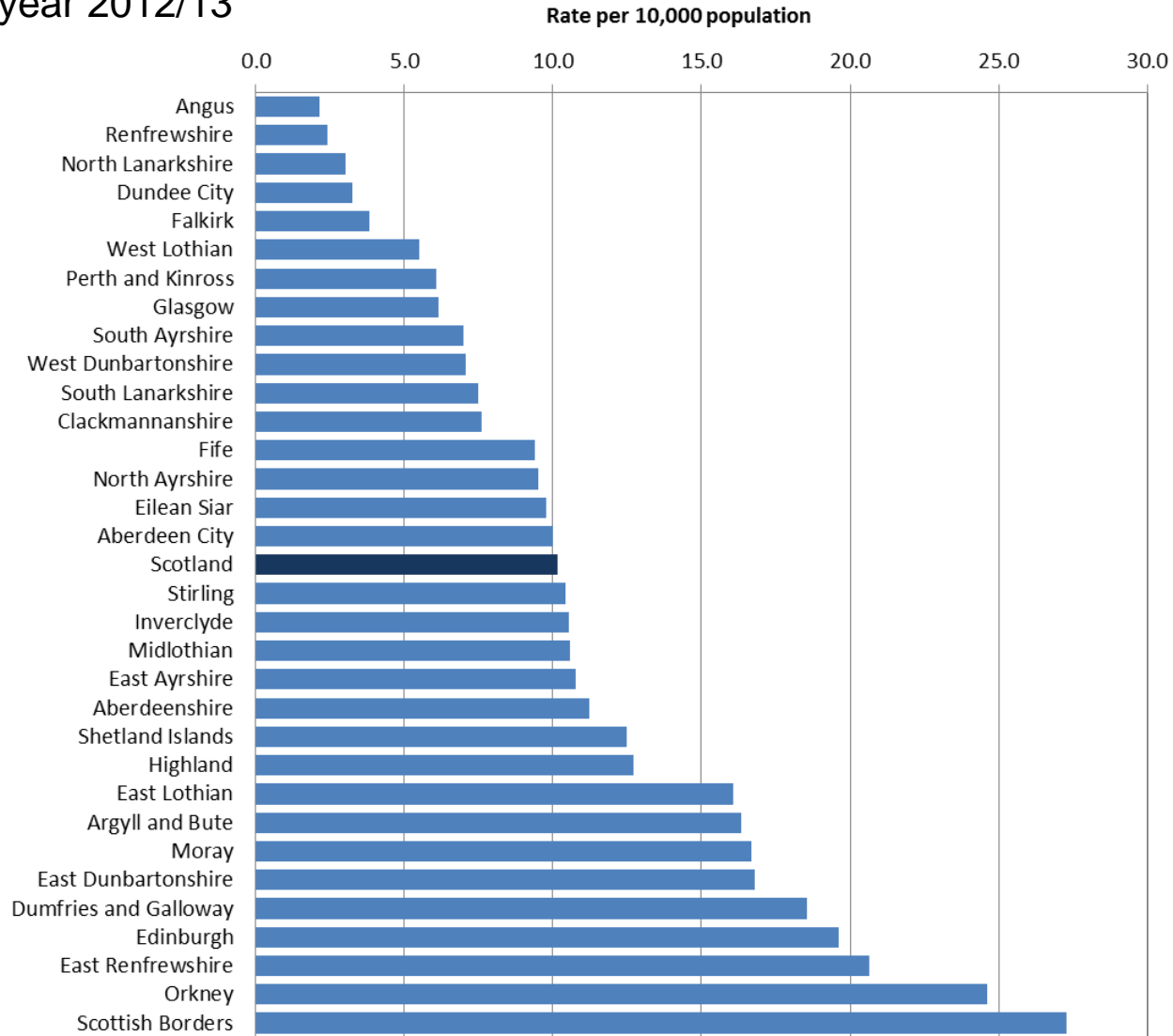


Value of Direct Payments, Scotland



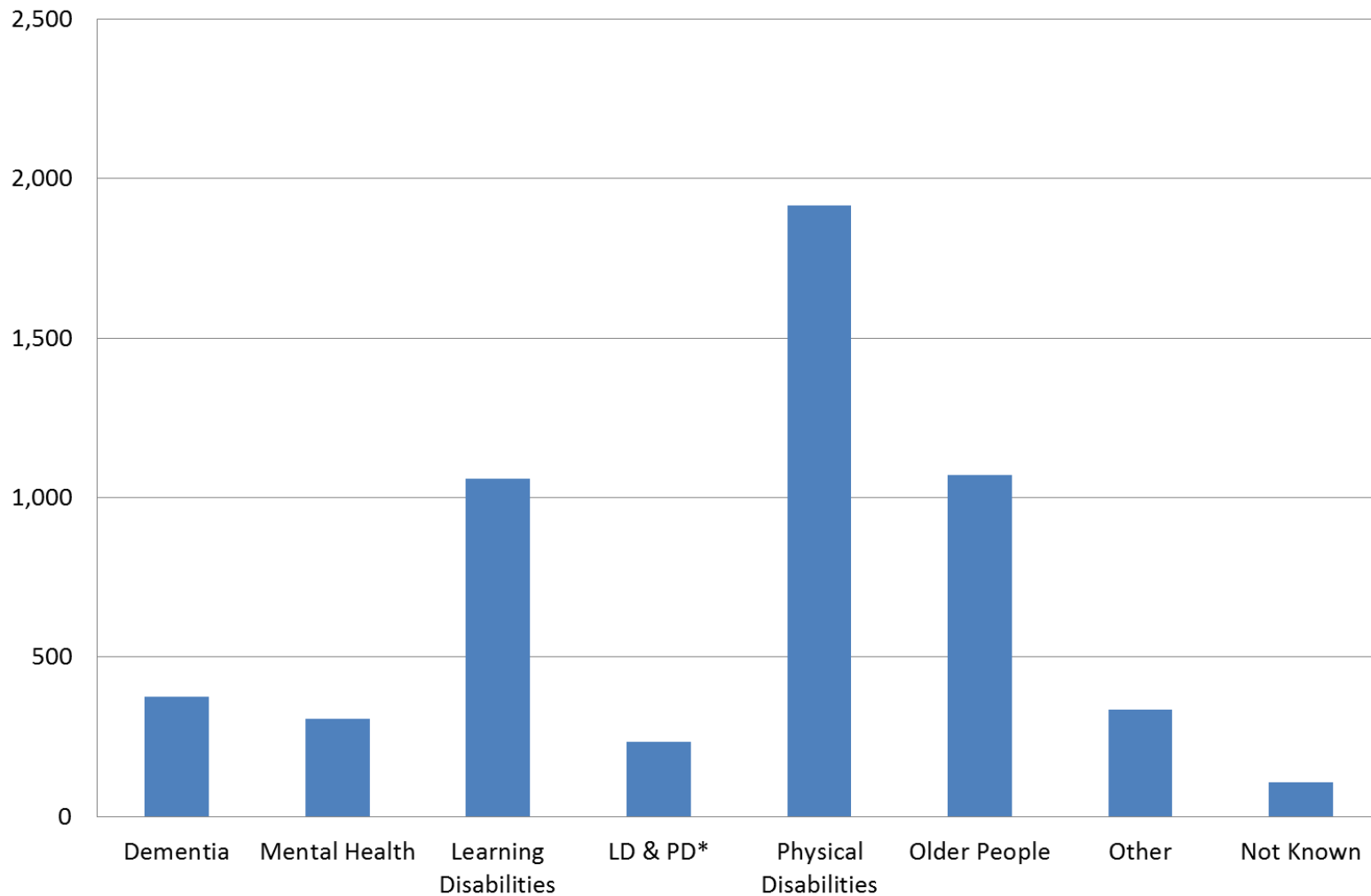
Source: Self-directed Support (Direct Payment) Survey for 2001-2012
Social Care Survey 2013

Number of clients per 10,000 population with Direct Payments packages in Scotland, Financial year 2012/13



Source: Social Care Survey 2013

Number of clients with Direct Payments packages in Scotland, by client group, 2012/13



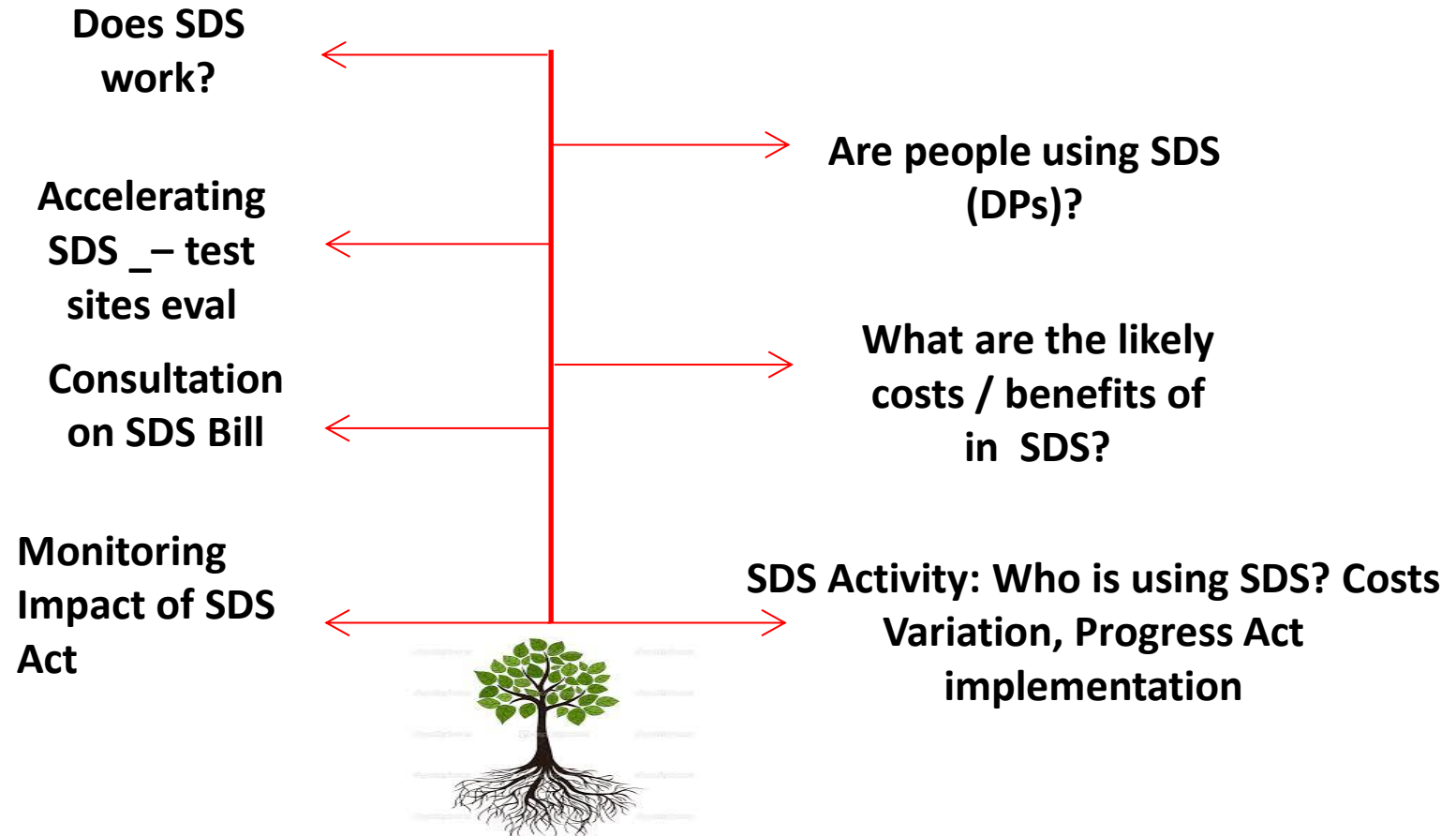
Future plans

- More analysis of SDS data
- Developing more detailed guidance on Financial value question
- Possible SDS statistics publication?
- Data linking / longitudinal studies

National monitoring and evaluation strategy

Fee Hodgkiss, Analytical Services, Scottish
Government

Self Directed Support National monitoring & evaluation to date



Way forward: shared learning



National Monitoring

Uptake, variation – social care survey

Outcomes - Health and care survey 2013/14 –
social care

taking account of things that matter to me
having a say in how help support provided
treated with respect

impact on outcomes - quality of life etc

Learning from inspections/ audit

In-depth evaluative work to understand **progress
and impact**

Local monitoring: Outcomes framework for SDS?

How SDS should be delivered: values and principles

Respect, Fairness, Independence, Freedom, Safety, Collaboration, Dignity,
Informed Choice, Innovation, Involvement, Participation, Responsibility, Risk Enablement

There is an increase in reviews co-produced by supported people and professionals

Supported people feel more empowered to speak up in relation to the planning and delivery of their support

There is an increase in support planned and delivered on the basis of personal outcomes



People are more aware of the choices available to them under the law

Assessments are co-produced

- Supported people are better able to take risks they understand

- The workforce deliver the values and principles of SDS

- More supported people get the right support based on their personal outcomes

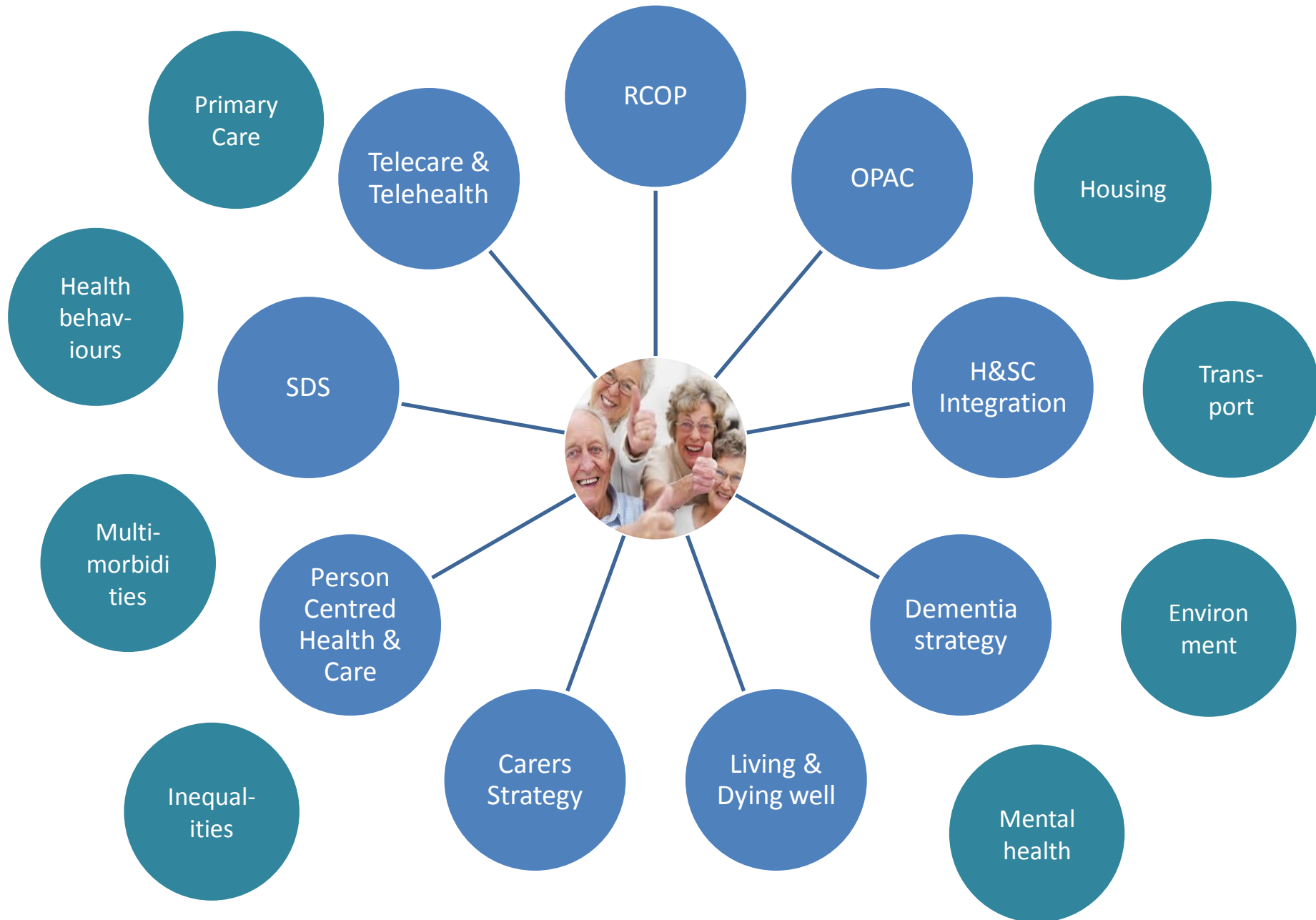
- Greater flexibility and creativity in the support provided to people

People get to choose the option that is right for them

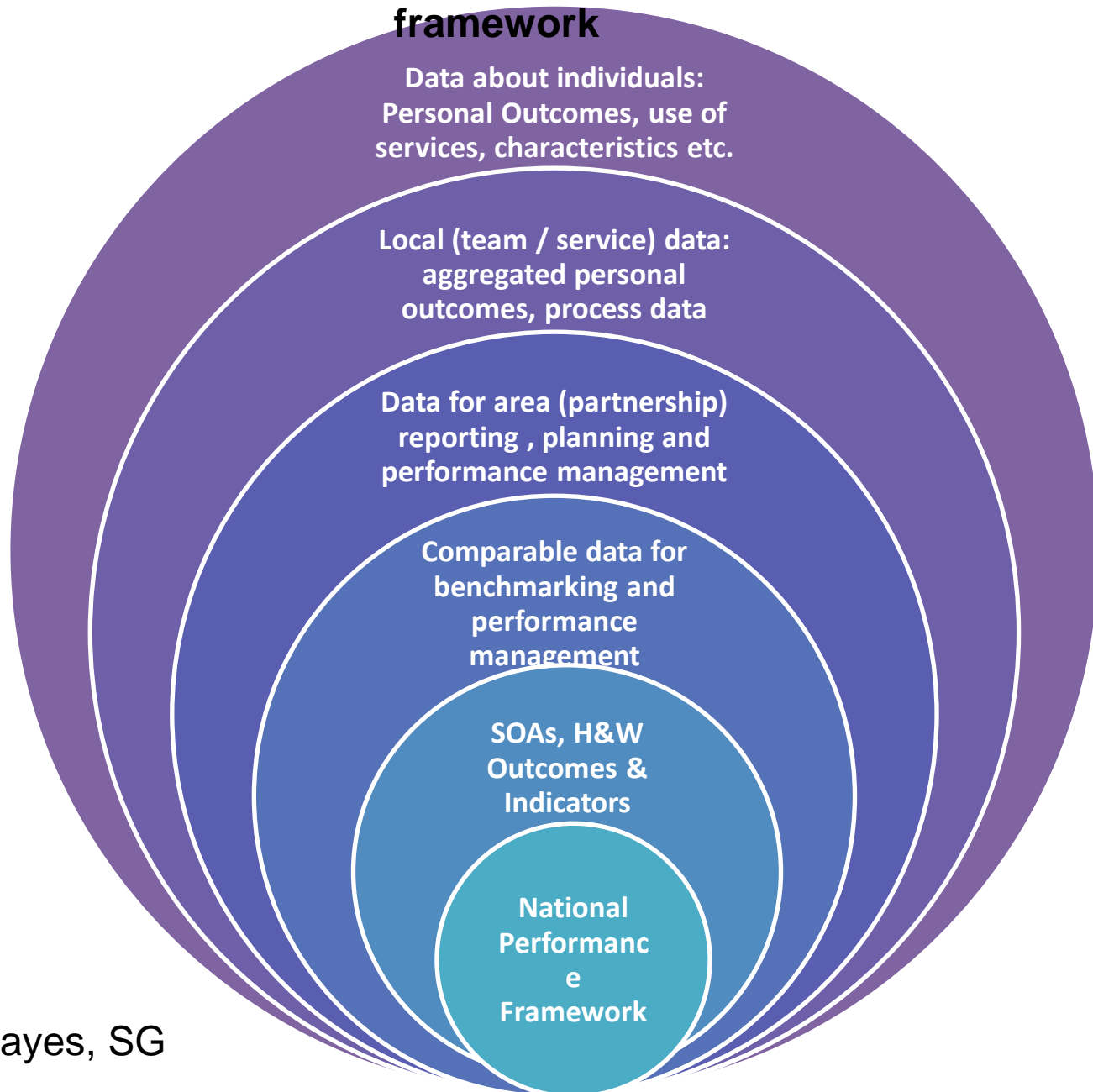
Key considerations

- Important to see SDS in context of other related policy changes...integration...
- Towards a health and care measurement framework...?

Improving Quality of Life of Older People



Representation of proposed measurement framework



Example 1: Self directed support

| Framework level | Measurement examples |
|---|---|
| Individuals | <ul style="list-style-type: none"> • Personal outcomes info used to improve outcomes for individuals • SDS approach is recorded, e.g. answers to SDS outcomes framework areas: "People are more aware of choices" etc. • SDS options recorded • Feedback via user groups • Individual records shared where appropriate |
| Service area | <ul style="list-style-type: none"> • Inspection reports • Local feedback mechanisms with service users eg groups, surveys • Process measures around uptake of SDS options • Structural measures, e.g. real-time feedback in place, service user advisory group in place • Comments and complaints |
| Partnership / Board (local measurement) | <ul style="list-style-type: none"> • Aggregated personal outcome data used to identify gaps and plan services • Aggregated SDS outcome and uptake data • Overview of structural measures from service areas • Learning from complaints – themes • Service user feedback results from across different areas |
| Partnership / Board (national focus) | <ul style="list-style-type: none"> • Range of data about SDS from national health and care experience survey (having a say, impact on outcomes) and social care survey (uptake) • Other? |
| Health & Wellbeing outcomes; SOAs | <p><i>People have positive experiences of health and social care services, which are centred on meeting individuals' needs and providing choices that help to maintain or improve quality of life.</i></p> <ul style="list-style-type: none"> • Eg % of people supported at home who agree that their services and support had an impact in improving or maintaining their quality of life |
| National outcomes and other key national measures of progress | <p><i>Our public services are high quality, continually improving, efficient and responsive to local people's needs</i></p> <ul style="list-style-type: none"> • National indicator on healthcare experience (should this be widened?) |