

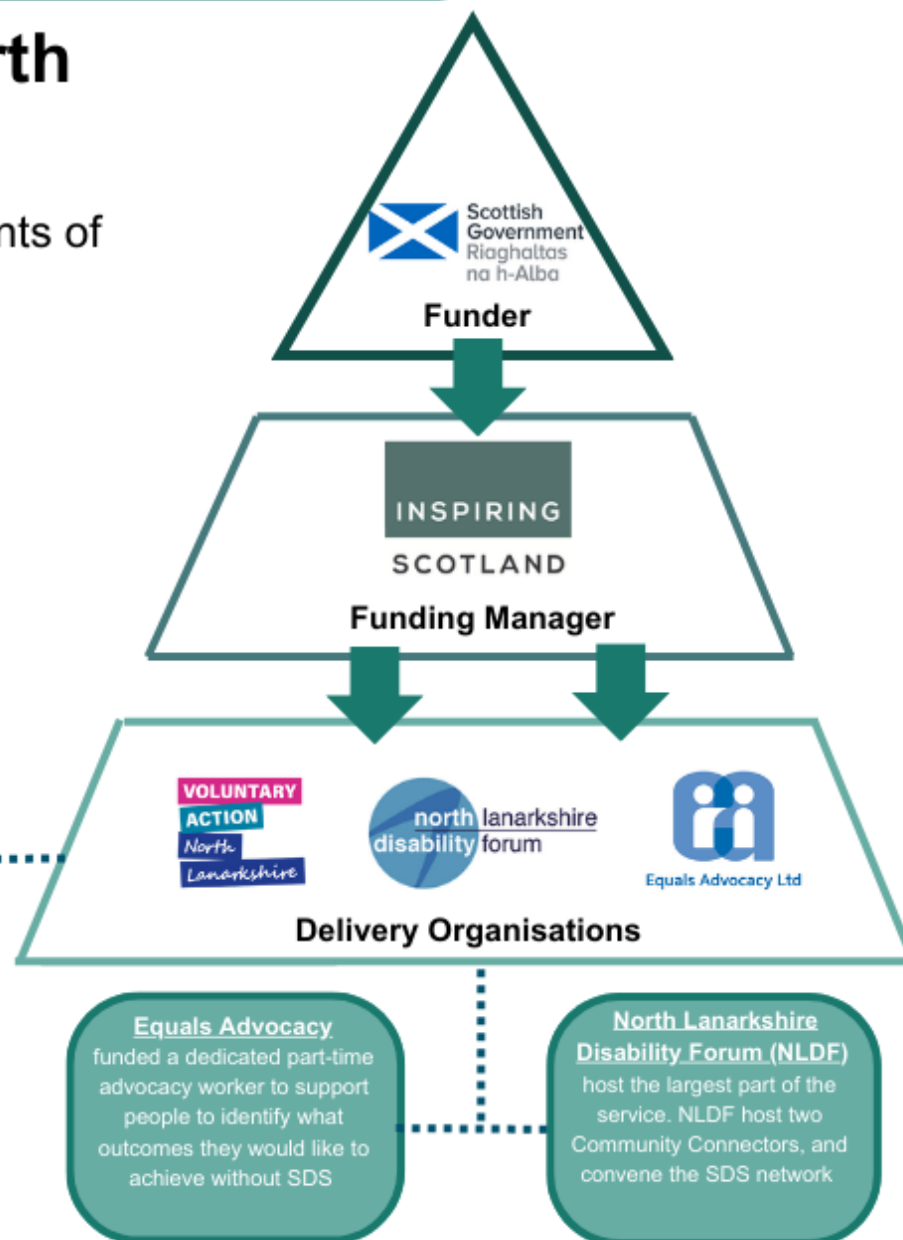
Support in the Right Direction in North Lanarkshire

This report provides an overview of the work and achievements of the Support in the Right Direction (SiRD) project in North Lanarkshire from 2019-2024.

Please see the [Community Solutions website](#) for the full Impact and Learning report, and a flash report for each year of funding.



Voluntary Action North Lanarkshire (VANL)
manages the SiRD fund for North Lanarkshire, and has distributed this funding through the Community Solutions Programme to two Community and Voluntary Sector (CVS) organisations



Overview of the Fund

Aim

To empower people and carers receiving social care support and services to be equal partners in their care where they have real choice and control over their lives, including:

- Decisions about where they live and the services they receive
- Participation in fulfilling activities and their community
- Employment, if appropriate



Outcomes

The SIRD Programme aims to contribute to five outcomes:

Outcome 1: People and carers are better prepared, confident to engage and contribute meaningfully to social care assessments and reviews.

Outcome 2: People and carers feel more informed, listened to, less stressed.

Outcome 3: People and carers can creatively and flexibly plan to achieve personal outcomes including accessing community assets.

Outcome 4: People and carers have increased skills so are better able to manage social care packages.

Outcome 5: People and carers have increased knowledge and understanding of self-directed support principles and options for social care.

£463.8k

total funding was
distributed from 2019-
2024



£390.8k

total funding to
North
Lanarkshire
Disability Forum

£73.1k

total funding to
Equals
Advocacy

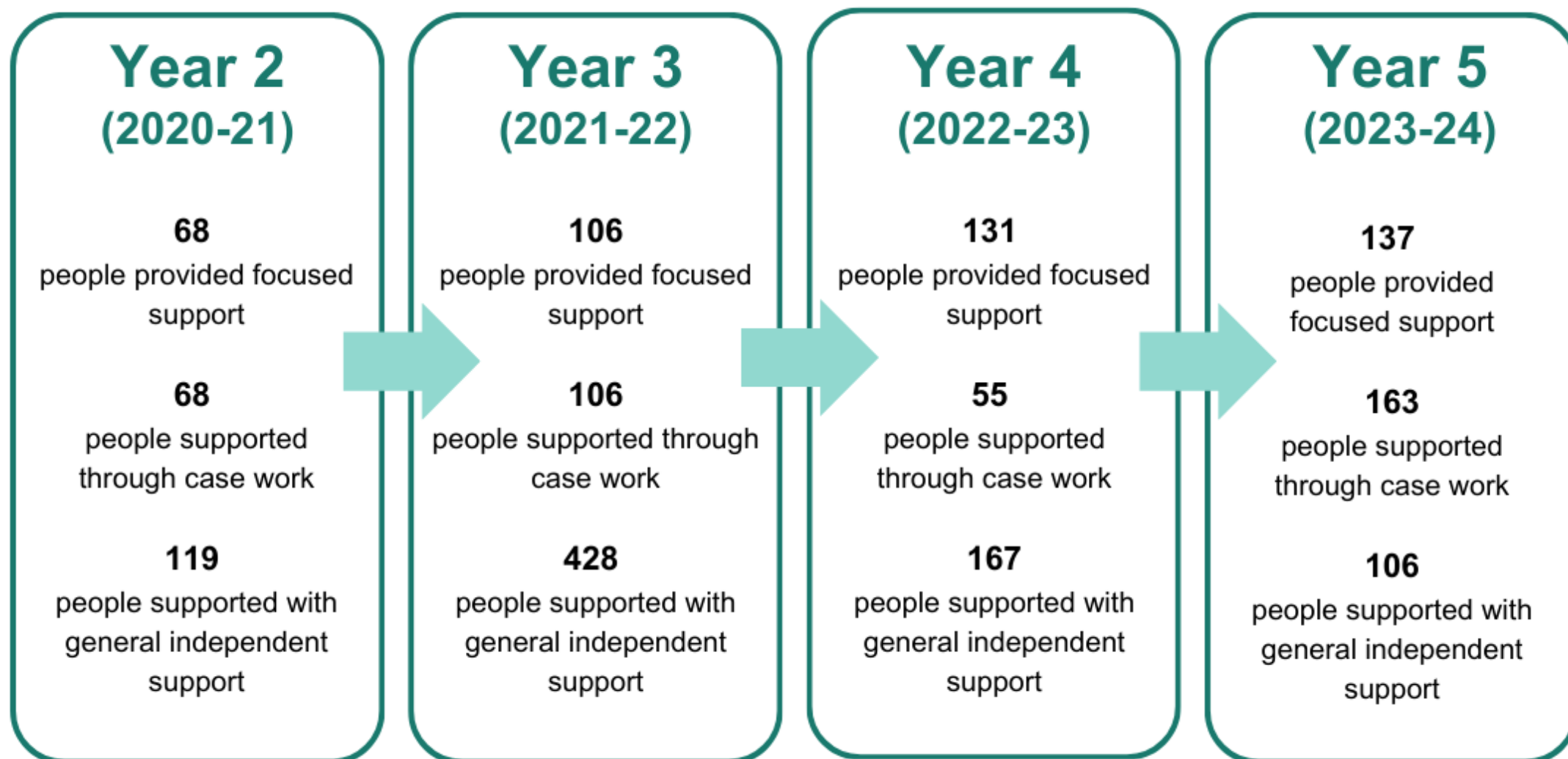
Support in the Right Direction Impact and Learning Flash Report 2019-2024

Reach



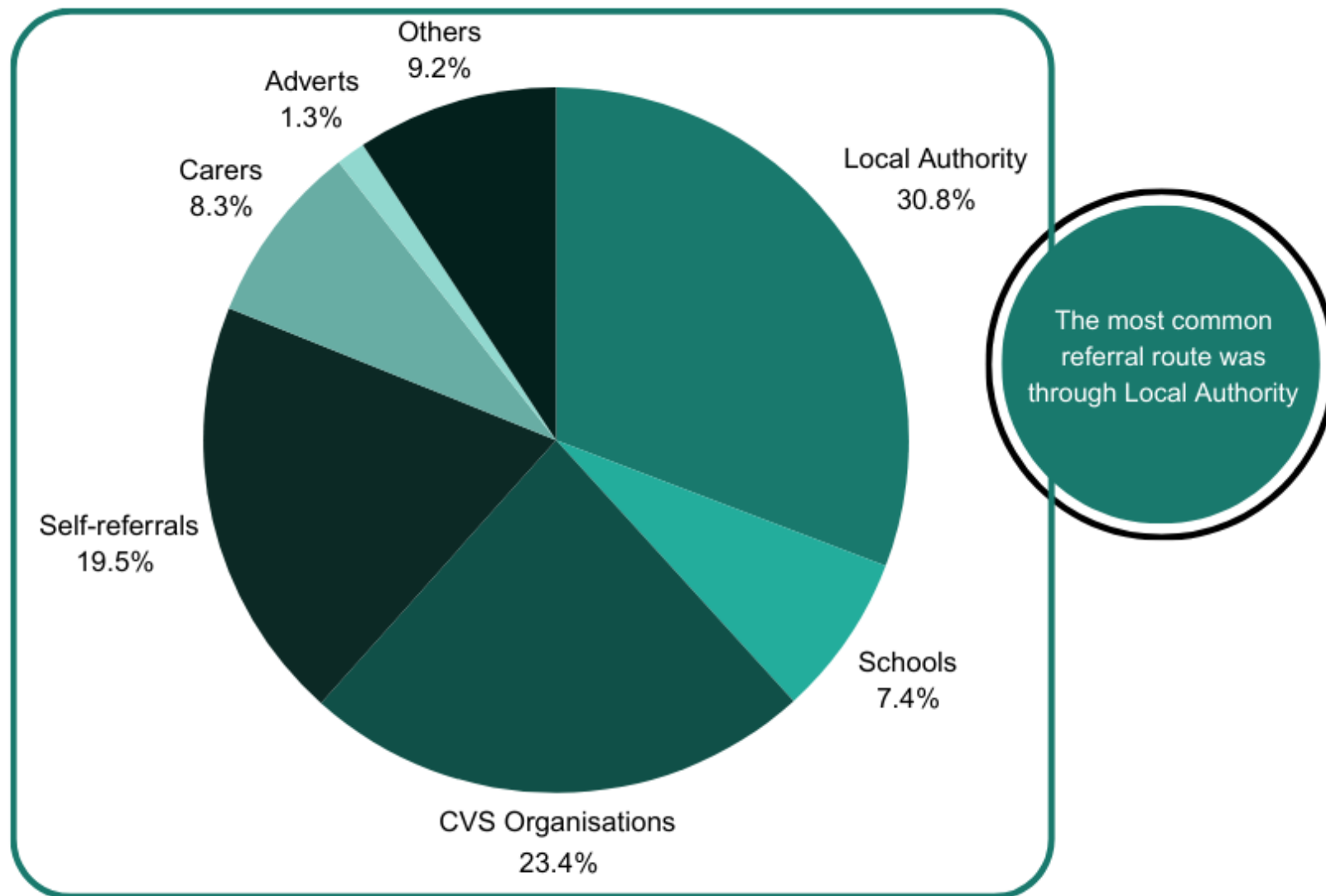
Reach by Year

Information from Year 1 (2019-2020) is not included as it was not collected until Year 2.



Referral Routes

672 individuals reported on the referral route taken into the SiRD programme from 2019-2024.



Support in the Right Direction Impact and Learning Flash Report 2019-2024

Activity



Outcomes

Summary of people who have reported against the SIRD outcomes. Outcome 1 was reported on from 2022-24.

Outcome 1:

People and carers are better prepared, confident to engage and contribute meaningfully to social care assessments and reviews.

7

Have developed a shadow care plan or personal outcome plan

98

Have been supported to prepare for a social work assessment or review (advocacy/ self-advocacy)

98

Have fed back that they have space to explore, or a better sense of, what matters to them

98

Have fed back that they can identify outcomes or know what they are

101

Have fed back that they know their worth and that their contribution is valid

84

Have fed back that they felt better able to participate in the assessment process

97

Have fed back that they were more informed, or have a clearer understanding of, the assessment and review process

98

Have fed back that they understand eligibility criteria and how it relates to personal circumstances

98

Have fed back that they know their rights

75

Have fed back that they felt they could contribute as an equal partner and participate or influence their assessment

33

Have changed their support package

69

Have been supported to challenge a decision

Outcomes

Summary of people who have reported against the SIRD outcomes. Changes were made to Outcome 2's indicators in 2022.

The indicators below were reported on from 2020-22.

Outcome 2:

People (including carers) feel more informed, listened to, and less stressed.

174 Have been supported through community connections and advocacy work

174 Have fed back that they have been able to express what matters to them

174 Have fed back that they feel their preferences have been considered

174 Have fed back that they understand the process for accessing social care and feel more informed

174 Have fed back that they have had the opportunity to share their views, ask questions

148 Have fed back that they have received information about different local options

92 Have fed back that they are happy with how their support is being managed

95 Have fed back that they understand different coping and management strategies

Outcomes

Summary of people who have reported against the SIRD outcomes. Changes were made to Outcome 2's indicators in 2022.

The indicators below were reported on from 2022-24.

Outcome 2:

People (including carers) feel more informed, listened to, and less stressed.

23

Have been supported through peer group sessions

227

Have fed back that they understand the process for accessing social care and feel more informed

188

Have been supported through case-work

227

Have fed back that they have had the opportunity to share their views, ask questions

188

Have fed back that they have been able to express what matters to them

227

Have fed back that they have received information about different local options

80

Have fed back that they feel their preferences have been considered

227

Are supported to manage their finances

227

Have fed back that they understand different coping and management strategies

227

Have fed back that they are happy with how their support is being managed

Outcomes

Summary of people who have reported against the SIRD outcomes. Changes were made to Outcome 3's indicators in 2022.

The indicators below were reported on from 2020-22.

Outcome 3:

People (including carers) can creatively and flexibly plan to achieve personal outcomes including accessing community assets

149 Have been supported with personal outcome planning

91 Have been supported with alternative uses of their budget

163 Have been signposted to other relevant community-based services, support or resources

108 Have fed back that they feel they have more (or have maintained) their independence

113 Have fed back that they feel more engaged or part of their community

123 Have fed back that they are trying new things (have joined new groups)

94 Who are doing different things with their budgets (as opposed to traditional services)

Support in the Right Direction Impact and Learning Flash Report 2019-2024

Outcomes

Summary of people who have reported against the SIRD outcomes. Changes were made to Outcome 3's indicators in 2022. The indicators below were reported on from 2022-24.

Outcome 3:

People (including carers) can creatively and flexibly plan to achieve personal outcomes including accessing community assets

4 Have been supported with personal outcome planning

11 Have been supported with alternative uses of their budget

4 Have been supported through brokerage work

201 Have been signposted to other relevant community-based services, support or resources

0 Have been supported to recruit PA's

227 Have fed back that they know of a range of options they have to support them

227 Have fed back that they feel they have more (or have maintained) their independence

148 Have fed back that they feel more engaged or part of their community

132 Have fed back that they are trying new things (have joined new groups)

6 Who changed their options or taken up different forms of funding

9 Who are doing different things with their budgets (as opposed to traditional services)

61 Have been supported to put items in place to meet their outcomes

7 Have been supported to use creative methods to envisage different possibilities for the future

Outcomes

Summary of people who have reported against the SIRD outcomes. Outcome 5 was reported on from 2020-23.

Outcome 5:

People (including carers) have increased knowledge and understanding of self-directed support principles and options for social care

442 Have accessed or received self-directed support information

387 Have discussed self-directed support and social care through enquiry lines / advice points

182 Have accessed independent support / referral increases

377 Have fed back that they know (have a better understanding of) what self-directed support is and what the principles and options mean for them

259 Have fed back that they can share what they have learnt about self-directed support with others

267 Have fed back that they know how to access a social care assessment*

*Locally in North Lanarkshire, this is delivered as the following:

- Childcare Assessment
- Community Care Assessment
- Adult Carer Support Plan or Young Carer Statement