

# Self-directed support

## Checklist for councillors and board members

ACCOUNTS COMMISSION 

AUDITOR GENERAL 



The Auditor General and the Accounts Commission published their joint report, [Self-directed support, 2017 progress report](#) , on 24 August 2017. This checklist accompanies that report and sets out some questions that councillors and board members might ask to seek assurance about progress in implementing self-directed support in their council or integration authority.

Paragraphs in main report	Questions for councillors and board members to consider	Assessment	Required actions
<b>How users, carers and families experience self-directed support in our authority</b>			
Paragraphs 15-22, 65-66	<p>Do we now offer self-directed support (SDS) to all eligible people when we assess or review their social care needs?</p> <ul style="list-style-type: none"> <li>In what circumstances are people not offered the four SDS options?</li> <li>What are we doing to give these people more choice and control?</li> </ul>		
Paragraphs 23-29	<p>How many people do we support, how many people have been offered the SDS options, and how many people have chosen each option?</p> <ul style="list-style-type: none"> <li>How do we expect these numbers to change in future, and why?</li> </ul>		
Paragraphs 8, 36-43	<p>How do we involve service users, carers and providers to help design more flexibility and choice into support options?</p> <ul style="list-style-type: none"> <li>What do they tell us about how we could improve?</li> </ul>		

Cont.

Paragraphs in main report	Questions for councillors and board members to consider	Assessment	Required actions
Paragraphs 36-43, 47-51	Have we reviewed our assessment and support planning processes to make them simpler and more transparent? <ul style="list-style-type: none"> <li>• What do users and carers think about the processes?</li> </ul>		
Paragraph 38	Have we reviewed our processes for supporting children to transition into adult services? <ul style="list-style-type: none"> <li>• Have we jointly agreed improvement actions between children’s and adult services?</li> </ul>		
Paragraphs 35, 47-51	Have we reviewed the information and help we offer to people during assessments, reviews and planning discussions? <ul style="list-style-type: none"> <li>• Do people understand our information? Does everyone who needs it get it? Do they get it at the right time?</li> <li>• How have we involved users, carers and providers in reviewing the information and help?</li> <li>• Do we offer people independent advice and advocacy when they need it?</li> </ul>		
Paragraphs 25, 36, 44-46	What difference is SDS making to people’s personal outcomes? <ul style="list-style-type: none"> <li>• How do we record and monitor this so that we know if things are improving across the board?</li> <li>• How are we using this information to plan future SDS processes and services?</li> </ul>		
<b>Supporting social work staff to implement SDS</b>			
Paragraphs 44-46, 52-54	Do all our social work staff feel they have the time, information, training and support they need to be able to identify and plan for people’s personal outcomes?		
Paragraphs 44-46	Do all our social work staff fully understand outcomes? <ul style="list-style-type: none"> <li>• Are they confident about working with personal outcomes?</li> <li>• Have they had sufficient training?</li> </ul>		
Paragraphs 52-54	Do our behaviours and processes encourage and support social work staff to develop innovative solutions to meet individual needs flexibly?		
Paragraphs 55-58	Do social work staff have sufficient guidance and support on how to balance innovation, choice and risks with service users and carers?		

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<b>Monitoring and planning progress in SDS implementation</b>			
	<p>Do we regularly review our progress in implementing SDS?</p> <ul style="list-style-type: none"> <li>Do we review progress against our SDS implementation plans?</li> <li>Do we monitor and report on the SDS options chosen by people, ensuring this data is accurate and consistent?</li> <li>Do we monitor and report on the whether people’s personal outcomes are being met with SDS?</li> </ul>		
	<p>Do we use national information, reports and tools to help us improve how we are implementing SDS?</p>		
Paragraphs 63-72	<p>Do our strategic commissioning and related plans show:</p> <ul style="list-style-type: none"> <li>how more choice and control will be achieved for service users?</li> <li>how decisions will be made about re-allocating resources from one type of service to another in response to people making their SDS choices?</li> </ul>		
Paragraphs 65-70	<p>Are we using flexible contractual arrangements that give supported people and providers the opportunity to be flexible about support?</p> <ul style="list-style-type: none"> <li>Have we involved users, cares and providers in developing this?</li> <li>If we do not have outcomes-focussed contractual arrangements, how are we giving supported people flexibility, choice and control?</li> </ul>		
Paragraphs 73-75	<p>Are we working with communities to develop alternative services and activities that meet local needs?</p> <ul style="list-style-type: none"> <li>How are these community-based services and activities helping to support people?</li> <li>Are there opportunities to develop more community-based services and activities?</li> </ul>		

Cont.

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Paragraph 91	<p>Have we developed targeted information and training on SDS for healthcare professionals who have direct or indirect influence on people's health and social care support, including:</p> <ul style="list-style-type: none"> <li>• primary care professionals such as GPs, district nurses, occupational health professionals?</li> <li>• hospital staff who may influence decisions about discharging patients when they need temporary or permanent support?</li> <li>• managers and administration staff?</li> </ul>		



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