

# Welcome to Social Work Services

## Personalised Approaches

### Self-Directed Support (SDS)

An approach that puts you in control

People come to Social  
Work Services for a wide  
variety of reasons.

This booklet will help you to  
know if you have come  
to the right place.

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## Values and principles

The fundamental principles of Self-Directed Support (SDS) are choice and control. SDS demonstrates Human Rights principles through inclusion, dignity and equality.

The values which underpin SDS are those of respect, fairness, independence, freedom and safety.

## How do we work?

Every person has strengths, skills and sometimes other people that can help them to reach the goals which are important to them; we call these 'natural supports and resources'. When you are faced with unexpected difficulties it can be hard to find a way forward on your own. Social Work Services can support you to use your natural supports and resources to find solutions to the difficulties you may face. This can help you maintain your independence. This way of working is expressed in our wider Council priority "We will build individual and community resilience".

## I need help now

You may have needs that are eligible for a quick response. Social Work Services will work with you to see that you have the right support at the right time.

## Am I in the right place?

Yes, if i need support in my day to day life. Eligibility for direct Social Work support will be decided by how my difficulties impact on me, my family and friends, my Carers, where I live, and how I get out and about and meet with other people.

### **As a first step, am I eligible for support and at what level?**

- Critical - direct financial support will be available if necessary
- Substantial - some direct financial support may be available

- Moderate - help to find solutions from natural supports and resources.
- Low - help to find solutions from natural supports and resources.

If I am not eligible for direct Social Work funding, there may still be some support including finding help from other places. Natural supports and resources are explained below.

## What do I have already?

It is important to look at what is already working in my life.

**Social Work Services will work with you to look at how you might use your natural supports and resources to make any difficulties you have easier to deal with. As well as looking at what is not working well, we will help you to look at what is working well in your life. We will ask you about your own strengths and any family, friend and community support you may have. These things can help you maintain your independence and achieve the goals that are important to you.**

### **This includes natural supports and resources such as:**

- My strengths, skills, abilities and interests
- Finances (I could ask for support to check I am receiving all the benefits I am entitled to)
- Family, friends, neighbours or Carers

Social Work Services can support me to use my natural supports and resources to find solutions to the difficulties I face and help me to maintain my independence.

## What other help is there for me?

### **Other help for me could include my local:**

- Community - organisations and clubs
- Council departments - Education, Leisure and Sport, etc
- Council website - [www.dumgal.gov.uk](http://www.dumgal.gov.uk)
- Health Service
- Voluntary and Third Sector organisations
- Advocacy groups

I could apply to a trust for a grant - there are some that are for individuals and others for groups. I can ask Social Work Services for support with this.

I could then start to put together a plan to help me reach my goals. I might like help with this and I can choose who provides this.

If I still need more support I can ask Social Work Services. If I am an adult seeking support for myself I will complete a financial assessment form and understand that I may need to make a contribution.

## I still need more support

A simple one off solution could help me to continue to live independently.

### **This might include:**

- Meals on wheels or frozen meals
- An alarm service to call for help following a fall
- A simple piece of equipment like a handrail
- Membership of a local group or club

With a little information from me these things can be arranged easily.

## My situation is more complex

I have a number of support needs which I cannot meet through community supports and my own natural resources. I want to see if I am eligible for support through Social Work Services.

There is a Supported Self Assessment form for me to fill in which should help me to identify the support I need and to help me with planning. I can ask for help to complete this.

I have information about the resources I may receive from Social Work Services.

I know that I will need to look at the goals that are most important to me.

**You can choose to involve someone else such as a family member or friend in planning your support. There are also four different ways to arrange your support.**

**These are:**

- **Option 1** you take a direct payment
- **Option 2** you direct the available support
- **Option 3** after talking to you, the local authority arranges the support
- **Option 4** you use a mixture of ways to arrange your care and support

## My plan

With information and support I can now develop my plan. I can choose who I want to be involved in putting my plan together and how it is going to look.

**My plan will show:**

- Which goals are most important to me and how I am going to achieve them
- How I will use the natural supports, resources and community opportunities I already have
- How I will use resources from Social Work Services
- How much the support I am asking for will cost and whether I have chosen to have some support provided to me directly
- How I will manage all my resources
- How I will be supported by other people
- How I am going to stay safe and healthy
- An agreed timescale for reviews to my plan

## The role of Social Work Services as a Critical Friend

Social Work Services will be involved with me as I develop my plan. They will support me to look at the full range of options that will enable me to achieve my goals.

### My plan is complete

I need my plan checked by a person in Social Work Services to make sure nothing is missing.

I will be informed if I need to make some changes to my plan and given clear information about what will happen next.

I will know what I will have to contribute before any decision is made on my plan.

I will have full information about other support available to me which will help to make sure that my plan works well once it has been agreed.

### Agreeing my plan

My plan needs to be agreed by Social Work Services and may be discussed at a meeting. I can choose to go to this meeting and if I want someone else to go with me.

I can choose not to go and ask someone to go on my behalf.

A decision will then be made whether to agree my plan in full, to agree to some of my plan or to not agree to my plan. If I disagree with the decision I can appeal.

I will be informed about what needs to happen next after a decision has been made about my plan.

## Moving forward

### **I can now put my plan into action by:**

- Arranging my natural support and resources to help me reach my goals. I can have as little or as much help with organising this as I wish
- Having help from the people who are important to me and from someone in Social Work Services. I can also get help from the Council's free SDS Service on 030 33 33 3008. They offer free advice and assistance for anyone who wants to employ their own carer or personal assistant
- Having as much control over my support as I can
- Living my life

## Reviewing my plan

My plan needs to be reviewed to make sure it is working well.

### **This will:**

- Make sure I have enough support, but not too much
- Involve people who are important to me and someone from Social Work Services
- Be an opportunity to see if I have reached any of my goals such as developing my skills, experiences, confidence and independence
- Be an opportunity to help me to look again at my own natural supports, resources and any community opportunities

**We want the support you have to make a real difference in your life. This could include developing your skills, experiences, confidence and independence. We will continue to work with you to make sure that your support is right for you. We will look with you again at your natural supports and resources and how these may be used alongside other supports to achieve the goals which are important to you.**

## Looking for information?

We will provide you with up to date and accurate information or support you to find help from other places. You can contact us at one of the offices on this leaflet.

### Contact Details

#### **Main Council Contact Centre**

030 33 33 3001

#### **Duty Social Worker - Stranraer**

Ashwood House  
Sun Street, Stranraer

#### **Duty Social Worker - Nithsdale**

122-124 Irish Street, Dumfries

#### **Duty Social Worker - Annandale and Eskdale**

Annan Town Hall  
High Street, Annan

#### **Duty Social Worker - Stewartry**

Gardenhill Primary Care Centre  
2 Gardenhill Road, Castle Douglas

#### **Duty Social Worker - Newton Stewart**

Penninghame Centre  
Auchendoon Road,  
Newton Stewart

#### **Duty Social Worker**

Mill Hill Centre  
Corserig Crescent, Kelloholm,  
Sanquhar

#### **Child Protection**

If you have concerns about the safety of a child please call one of the following numbers:

030 33 33 3000

Ask for the duty social worker in your area Out Of Hours

Tel: 0800 811 505

#### **Police**

(Ask for Family Protection Unit)

Tel: 101

#### **Adult Protection**

If you are being harmed or know someone who is being harmed, tell someone.

Please call 030 33 33 3001

#### **Caring for someone?**

If you are a Carer or young Carer and require further information on a range of matters please contact:

Carers Centre

2-6 Nith Street, Dumfries, DG1 2PW

Tel: 01387 248600