SDS Innovation Fund Progress Report

1. Completion Guidance Notes & Contact Details

Organisation

WEA Scotland

Reporting Period

October 2016 - March 2017

Name of person Inspiring Scotland should contact with report queries

First Name

Sharon

Last Name

Ledger

Email Address

s.ledger@wea.org.uk

Phone Number

01563522551

2. FINANCIAL REPORTING

1. Financial Reporting

There is a total expected underspend of £394 in this reporting year which is combined of £160 staff costs and £234 other costs. Underspend in other costs is as a result of some training being cancelled fairly late on due to lack of numbers and being unable to reschedule everything to suit other diary commitments.

There are no planned changes to forecast budget for the next 12 months.

Please upload a budget spreadsheet to show your grant spend over the last year and your budget for next year (you can upload a maximum of 1 document here).

06._March_2017_Budget_Reporting_Template_SDS-_030417.pdf

Please upload your SCHEDULE 2 GRANT CLAIM FORM which should detail your PLANNED expenditure for the next 6 months (you can upload a maximum of 1 document here). Please discuss with your Performance Advisor if you have any questions about what should go in this form.

05._Schedule_2_030417.pdf

Please upload your SCHEDULE 3 STATEMENT OF COMPLIANCE WITH CONDITIONS OF GRANT form (you can upload a maximum of 1 document here).

08._SDS_Innovation_Fund_-_Schedule_3_-_2016-17.pdf

3. Project Activities

What did you plan to do during this reporting period?

Provision of training, peer support and guidance for Personal Assistants.
Develop relationships and partnership working opportunities with other support organisations to increase the PA Network coverage in Scotland and to enable us to do more with our budget through joint funding of activity.
Continue to raise awareness of SDS and the PA Network through participation in meetings and events and online via social media activity.

2. Please select, from the list below, the activities you have undertaken in your project in the last 6 months.

Facilitation of peer support and sharing of learning about SDS for practitioners, providers and/or recipients of care
Training for Personal Assistants
SDS Awareness Raising

2a. How many people have you worked with in the last 6 months?

180

2b. How many organisations have you worked with in the last 6 months?

20

2c. Please provide further detail of what you have done over the last 6 months

FACILITATION OF PEER SUPPORT (for PAs)
- Network meetings and training courses are a source of peer support for all Pas attending. We have noted PAs share experiences, advice and stories during discussions and breaks. We have evidenced Pas arriving at meetings on their own and leaving having gained advice or support from their colleagues and on occasion exchanging details. PAs who have attended several meetings or events have now built up a rapport and are actively sharing information like activities for their clients and local events.
- Social Media usage and interaction has continued to increase and Pas often seek advice by commenting on posts and/or messaging via Facebook messenger.
- PA Network Forum is a closed forum where members can seek the advice of others and also share information. Membership has risen to around 70 members and although usage can be sporadic, Pas tell us that this is something they would like.
- Email & Phone Support – there has been a definite increase in the number of people seeking advice which is encouraging in that our name is getting out there and Pas are finding us. Calls cover a variety of topics from employer disputes, employment law, boundary issues, training and recruitment issues. In addition to PA's we also receive calls from employers, other support organisations and local authorities looking for advice and/or guidance or signposting. We have also made use of the pro-bono legal advice offered by Scottish Govt/Inspiring Scotland in cases of employment law.

TRAINING FOR PERSONAL ASSISTANTS (detail in Appendix 01 – PA Network Events)
- Over the last 6 months we have arranged training either in joint partnerships with other organisations or as a result of PA requests.
- Training has covered a range of subjects and has been a mix of full day courses and half day sessions (refer to Appendix 01 for full detail)
- Feedback has been mostly positive and any negative comments have been around some venue choices and lack of catering facilities which we have taken onboard and put steps in place to eliminate in future.
- We have worked in partnership with several support organisations in an attempt to co-produce our offering and co-fund enabling both parties to make budgets go further.

SDS AWARENESS RAISING
- We continue to raise awareness and promote SDS and the PA Network Scotland through attendance at events, meetings and working in collaboration with a number of support organisations. (detailed in Appendix 01)
- We continue to update our video stories (filming was completed last week for a further 3 stories) and have been in discussion with GCIL regarding the production of Personal Assistants Handbook featuring a number of case studies as well as information on SDS and the role of the Personal Assistant within that. Case studies are currently being gathered and further meetings are planned late April to progress this.

3. Have you undertaken any other project activities (that can't be described in the list above) over the last 6 months?

Yes

3a. How many people have you worked with on this activity?

30

3b. How many organisations have you worked with on this activity over the last 6 months?

12

3c. Please describe the other project activities you have undertaken in the last 6 months

We have worked on a number of joint partnerships over the last 6 months which have tackled several points such as upskilling of personal assistants, raising awareness and collaboration working. These have enabled both the PA Network and the other party to jointly fund activities thus making budgets go further.

These have included

- Highland SDS / NHS Highland : joint collaboration developing a training programme for Personal Assistants in the Highland region.
- Lothian Centre for Inclusive Living : joint funding of training course for new Personal Assistants
- Cornerstone SDS Aberdeenshire : joint partnership events raising awareness of the PA Network Scotland
- Glasgow Centre for Inclusive Living : joint collaboration of a training programme for Personal Assistants in the Glasgow area
- Glasgow Centre for Inclusive Living : partnership working to produce a Personal Assistants Handbook
- Lothian Area Local Authorities : joint funding / development of a training programme for Personal Assistants
- PASDA (charity supporting carers of adults with autism) : delivered presentation to them about SDS/Option 1 and Personal Assistants, potential for further partnership work through promoting the PA Network and training in autism awareness
- meetings and discussions with several others regarding establishing training and/or network events such as Moray Council, Argyll & Bute, East Renfrewshire, Angus Council and Shetland SDS Team.

(detail on all of the above can be found in Appendix 03 : Partnership Working)

Please upload any additional information that describes your Activities over the last 6 months (you can upload a maximum of 1 document here).

4. Project Outcomes

4. Please tell us about what difference your project has made by selecting an outcome from the drop-down menu.

Increased knowledge and skills of PA's

4a. How many people achieved the outcome over the last 6 months?

138

4b. Please breakdown the figure above into (potential) recipients of care/ care providers/ people from statutory services

4c. Please provide analysis of how you know the outcome has been achieved.

Attendance at training events by Personal Assistants as listed in Appendix 01.

Increase in knowledge is also gained via attendance and participation at network events and use of the online website, forum and social media pages through sharing of experiences and knowledge.

All attendees are asked to complete an evaluation form following any training completed and we also carry out informal evaluation via one to one conversations and group feedback sessions.

From the evaluation reports :

88% stated they had increased their skills / knowledge and
65% stated that training had impacted positively on their work life

Attendees on courses are awarded certificates following completion of the training and trainer assessment of their participation and understanding of the topic.

5. Please tell us about what difference your project has made by selecting an outcome from the drop-down menu.

PA's are able to put increased knowledge and skills into practice

5a. How many people achieved the outcome over the last 6 months?

138

5b. Please breakdown the figure above into (potential) recipients of care/ care providers/ people from statutory services

5c. Please provide analysis of how you know the outcome has been achieved.

We collect feedback on all training both at completion of training and at follow up meetings/events with PAs, training providers, employers and other partner organisations.

Over 57% have stated that they felt an increased confidence level immediately following completion of training and around 51% of attendees stated that attending training has improved their social networks through meeting and working with other PAs.

The majority of our training in this reporting period has taken place in the last 3 months therefore evidence is still being gathered as to the ongoing benefits and putting skills into practice. However, we often receive informal comments during follow up discussions on how they have enjoyed the training or what difference it has made to them.

Example 1 : Personal Assistant attended Dementia Awareness half day session and during informal discussions afterwards commented that the course was hugely beneficial as it gave him an insight into what to expect as his employer deteriorates and also what to look out for.

Example 2 : Personal Assistants attending Paediatric First Aid training commented that they felt much more at ease dealing with an emergency situation both with their client (a child) and also in their personal lives as parents.

6. Please tell us about what difference your project has made by selecting an outcome from the drop-down menu.

People find their voice and are listened to as equal partners

6a. How many people achieved the outcome over the last 6 months?

67

6b. Please breakdown the figure above into (potential) recipients of care/ care providers/ people from statutory services

6c. Please provide analysis of how you know the outcome has been achieved.

We have seen PAs grow in confidence (57%) as they have been attending meetings and events which is evident as they feel more able to ask for help, support and suggest training which is needed or desired. One of the things that has been evident is that PAs feel more able to engage with their employers on an equal footing while still retaining the employer/employee relationship, this has been reinforced through continued training, discussing managing boundaries and expectations.

PAs who have been attending the Glasgow network meetings for over 18months felt able to ask about challenging behaviour training which we took onboard and together with our training partner devised a bespoke Dealing with Behaviours that Challenge Boundaries. This course was aimed specifically at Personal Assistants and was delivered in Glasgow, Kilmarnock and Inverness with further courses scheduled for Edinburgh and other regions should interest be sufficient. Those PAs feel that there needs were heard and with their input a course was designed and delivered to meet (and exceed) their needs and expectations.

The Paediatric First Aid training carried out in Inverness was as a result of a request from a PA and employer attending a network meeting. The subsequent training (see case study) was a result of working together with the employer, family and training partner to ensure needs were met and PAs received the correct training.

In addition, the telephone/email support provided for PAs has been utilised as PAs feel more able to talk to us and be listened to. In some cases, the phone call alone and getting things out in the open is sufficient release for the PA then to go away and be confident in talking to their employer to resolve potential issues.

7. Please tell us about what difference your project has made by selecting an outcome from the drop-down menu.

8. Please tell us about what difference your project has made by selecting an outcome from the drop-down menu.

9. Has your project delivered any other or unintended outcomes in the last 6 months?

Yes

9a. How many people have achieved this outcome in the Reporting Period (last 6 months)

12

9b. Please breakdown the figure above into (potential) recipients of care/ care providers/ people from statutory services

12

9c. Please describe your outcome(s) and provide your analysis of how you know the outcome(s) have been achieved.

Increased number of PA employers engaging with the PA Network.

We have always been open to employers joining the network and taking part in meetings however we have noticed a marked increase in employers coming along to meetings, utilising the help line facility and also encouraging their PAs to be involved.

Employers contact the PA Network for a range of reasons such as recruitment help, resolving disputes and requests for training. In the cases of recruitment we are able to promote vacancies via our website and social media pages and in turn employers then encourage their newly employed PAs to register with us. Training requests from employers are noted and put in to the mix together with PA requests and when we have sufficient numbers or interest in a particular subject we can deliver training. Sometimes we may signpost to free or online training should that be appropriate. In instances where employers are looking for advice in resolving disputes, we do signpost to employer support organisations where possible, explaining that our main purpose is to provide support to the PA and the danger of a conflict of interest.

5. Evidence of outcomes - Case Studies

10. Methods used to collect evidence of outcomes

- Evaluation Forms - following training courses
- Survey Monkey - standard survey which all new signups to the network are encouraged to complete. The survey collates information on their needs and expections. Copy can be found at www.panetworkscotland.org.uk
- Focus Groups / Network Meetings - informal sessions and one to ones either in person, on phone or at meetings/events
- Social Media - we collate data from our social media and website to analyse how it is being used, what feedback is being received in order we can adjust to meet demand.

Appendix 02 gives more detail on the analysis of website and social media.

Methods used to collect evidence of outcomes

11. Case studies/ relevant quotes

Susanne attended a Medication Awareness training session in Inverness in June 2016 and as a result of that was invited to attend the inaugural Inverness Network Meeting in October 2016 to which she brought along her employer, Heather.

During any network meeting we discuss what support and/or training may be required locally or by individual PAs. Susanne and Heather both mentioned that Paediatric First Aid would be of benefit. As well as being an employer herself in need of support, Heather also had a daughter who received support via SDS and had a team of around 13 PAs.

Initially we weren't sure that we would be able to help as we generally require a minimum of 10-12 people to make a course cost effective and a specialist Paediatric training course may not gather sufficient numbers. However, as the conversation continued and the number of PAs in the team was made known, we agreed to look into what we could deliver.

A Paediatric First Aid at Work Training course was arranged for 14th January 2017 as a partnership between the PA Network, the family and our training partner Emcare. The family committed to allowing all their PAs to attend by arranging cover for them by engaging CHAS to support their daughter while training took place, the training took place at a weekend as this suited the majority of the PAs many of whom held other jobs. The family also sourced a venue and provided refreshments and lunch on the day. The Emcare trainer had several discussions with the family in advance to determine specific needs to make the training as bespoke as possible.

The training was attended by 11 PAs all of whom were fully participative and engaged throughout and who were all keen to sign up to the network in order to get ongoing support, invitations to events and further training. The feedback from the day was very positive from both the PAs themselves and also the family who had been trying to source funding for this training for some time.

All the PAs in attendance received certification and many commented that as parents the training had a dual benefit in that it increased their confidence not only in work but also in their personal lives. Several of the PAs have went on to complete further training with ourselves, given us feedback on additional training needs and we have recently filmed the family as a video story which will be available shortly.

The family are delighted that attendance at a coffee and cake network meeting has resulted in a team of qualified and confident PAs; the PAs are happy to have received the training and ongoing support from the PA Network and we are happy to have a group of PAs keen to establish and grow a local network within the Inverness area.

"Being part of the PA Network has helped me realise there is a lot of support out there for personal assistants. As well as the bonus of meeting other people in the same situation as myself. "

Please see Appendix 04 Case Studies for photos of the training day and feedback from PAs.

Case studies

04._PANS_Case_Study.pdf

6. Project Challenges and Change

12. Project Changes

The PA Network didn't set out with the intention to charge for training of PAs, however due to the challenges listed below (Q13) it was felt that in order for our training to be more cost effective we are investigating charging a non-refundable fee. This potentially could result in us being able to deliver more training with similar budget.

13. Project Challenges

Reaching PA's is always an on-going challenge and we are working hard to form partnership working with Employer Support Organisations to continue to spread the word about PA Network Scotland. I think this will always be the case as even staff within organisations where we already have good working relationships sometimes don't know about us if they haven't been directly involved.

Attendance at PA training events continues to be an issue. There are always plenty of bookings when the courses are advertised but then, after we have turned people away telling them the course is full, people call off or don't bother to turn up. We are now working on a process where we will charge a fee up front when booking to ensure that funding is not wasted on this. We hope that local authorities who partner up with us will encourage the employers to use part of their contingency to pay this fee thus making a PA think twice about not showing up. This will have a double edged effect as it will also allow us to provide more training for PA's as our funding will go further.

Time taken from initial contact with organisations to getting something up and running is also an on-going challenge. For example we first met with representatives of Moray council in November where they seemed keen to work with us, asked for information etc. but we are now at the end of March and so far nothing has moved on from that. This is not uncommon with a lot of organisations and is something that we have had to get used to…our priority is not always theirs.

Creating interest among PA's to get some of them to come on board and help us run the network is a very slow process. Some have expressed an interest in finding out more about what it would involve but in general most tell us that they have enough on their plate which is understandable. We are continuing to work on this and have allocated budget in this reporting period to hold regional events to gather interest - unfortunately due to the number of training events happening latterly, PAs have asked that these events are held once training was completed. Events are now scheduled for April/May across 6 regions when PAs should have more available time to attend.

Please upload any additional information relating to project changes or challenges (you can upload a maximum of 1 document here).

7. Monitoring information

14. Project Location

Aberdeen
Aberdeenshire
Argyll & Bute
Clackmannanshire
Dumfries & Galloway
East Ayrshire
East Dunbartonshire
East Lothian
East Renfrewshire
Edinburgh
Falkirk
Glasgow
Highland
Midlothian
Moray
North Ayrshire
Renfrewshire
Shetland
South Ayrshire
South Lanarkshire
West Lothian

15. User Groups - Who have you worked with in the last 6 months?

	Select if you have worked with...	How many people have you worked with...
	Option 1	
Carers (including family members)	X	14
People with mental health problems		
People with learning disabilities		
People with physical disabilities	X	2
Older People		
People with dementia	X	1
People with autism		
Young people in transition		
Young people needing care		
People who are deaf/ have hearing loss		
People who have a sight impairment		
People who are homeless		
Practitioners and Providers		
Other provider organisations	X	20
Children involved in residential and community based education		
All people in residential and community based education		
Children's whose parents have experience of substance misuse		
People who have experience of substance misuse		
People who have experience of the criminal justice system		
Unemployed people		
People employing Personal Assistants	X	12
Personal Assistants	X	160
All impairment groups		

15a. What other groups have you worked with?

	What other user groups (not described above) have you worked with?	How many people have you worked with?
Other User groups		

16. Age groups - What are the age ranges of people accessing Self Directed support that your project has worked with?

	Number of people
Up to 18	
Age 18-64	138
65+	

17. Is there anything you wish to tell us about the collection of monitoring data?

We do not collect monitoring data on all PAs and/or people we deal with. Monitoring data (DOB) is collected from attendees on training courses via the WEA Course Enrolment Form.

8. Final Comments

18. Final comments?

We are happy that the project continues to grow and we are meeting and interacting with more and more PAs. It is also great that our endeavours to create working partnerships with Local Authorities/support organisations is beginning to bear fruit (eg. our coproduced training programme with Highland SDS/NHS Highland) and we hope that this will escalate in the coming year. Our priority is not always theirs and we are learning that patience is a virtue as the wheels often run slowly.

PAs booking themselves on training courses and then not turning up continued to be a problem as this also denies other PAs the opportunity to attend. We are now in the process of introducing a subsidised charge for the training rather than it being free, this we hope will greatly reduce this problem in the future. The bonus on doing this is that our funding will go further and we will be able to deliver more training to PAs. We hope that employers will see the benefit of paying the training cost from their contingency as they will benefit directly themselves.

We will strive hard this coming year to create a PA Steering Committee with the goal that they will help us to run the project after March 2018. One or two doubts are creeping in as to whether this is a realistic prospect and is something that we will focus closely on over the next few months.

It is also great to see that more and more people are aware of PA Network Scotland as we continue to get an increasing number of calls asking for help and advice, even from employers. We have also made good use of the Inspiring Scotland pro bono facility and the service they provide is excellent.

19. Any final uploads? You can upload a maximum of 1 document here.