

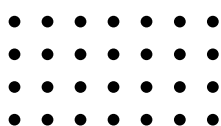
National SDS
Collaboration



Connected Conversations

Learning Report from Outcome 2
Conversations

**Easy
Read
Report
2025**



Connected Conversations

Easy Read Document

Outcome 2

About this document



This is an easy read information document



This information has been written by In Control Scotland and was shared with the National SDS Collaboration on 2nd July 2025



The National SDS Collaboration is where people come together to talk about how to make self-directed support better in Scotland



We asked people questions about their feelings about self-directed support



This is a report based on what people told us



These questions are about the staff involved in your support

Question 1



We asked people, do you think the person who helped you with your assessment or review knew enough about Self-Directed Support (SDS)?

This is what people told us:



Many workers don't know enough about SDS, so they can't always help properly.



People sometimes don't talk clearly or share important information with each other about SDS



Some people aren't good at explaining the different choices you have with SDS, so it's hard to understand



The rules and systems are too strict, and they don't easily change to fit what someone needs



Some people did have good and helpful experiences with SDS

Question 2



We asked people, did the person explain all the options to you in a way you could understand?

This is what people told us:



Many people felt they weren't clearly told about all four SDS options and were pushed toward one choice instead of being given a fair explanation of each.



Some people said they only really understood what SDS is by looking it up online or talking to local groups

It's good that some social workers are now helping people find the right support.



Not understanding the 4 choices made some people feel confused and left out, so they stayed quiet and missed out on help.

Some people felt they had no say and were just told what to do.



Some people shared good stories where social workers explained the choices clearly and helped them find the right support nearby.

Question 3



We asked people, did you feel the assessment or review was focused on you?

This is what people told us:



Many carers felt left out and not listened to during important talks.



Carers felt the focus was more on money and paperwork than on real help or support for them.



Some people said their meetings went well because they felt listened to and included, and the social workers were kind and helpful.



Many people were upset because they felt money mattered more than the help they actually needed.

Question 4



We asked people what do you think should change or what could help make your life better?

This is what people told us:



People want social workers to understand SDS better and be kind and helpful.

They also want the money to be fair and flexible, so it can be used in ways that truly help each person.



Clearer and more honest communication is important too, with less waiting, less paperwork, and more regular check-ins.

People want better services that actually work for their needs.



Carers want to be treated fairly and not feel forgotten.

Families think getting help should not cost so much or take too long.

Conclusion



SDS isn't giving people real choice or control.



Many felt confused, left out, or judged, and carers often felt invisible and unsupported.

Some had good experiences, but these were rare and usually thanks to kind workers, not the system.



People want better-trained social workers, clearer information, more flexible help, and fairer funding.



SDS should be about helping people live a good life, not just filling in forms or following rules.

There needs to be change



Thank you to everyone who took part in this conversation