

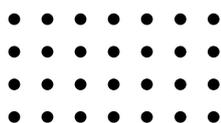
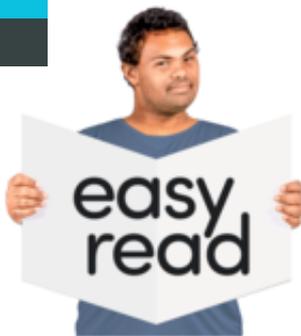


**National SDS
Collaboration**



Connected Conversations

Learning Report from Outcome 4
Conversations



**Easy
Read
Report
2025/26**

Connected Conversations

Easy Read Document

Outcome 4

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 4th February 2026



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 how local leaders listen and respond.

Question 1



Can you share your good or bad experiences to help make things better where you live about self-directed support?

This is what people told us:



People are asked for feedback but they often do not see anything change.



Many people are afraid to speak up because they worry they might lose support or be treated badly.



Feedback is often turned into a formal complaint, which makes honest conversations harder.

Question 1 continued



People feel safer sharing their views through groups or charities than speaking directly to councils.



Many people are too stressed, unwell, or in crisis to cope with slow or complicated ways of giving feedback.



People often do not know who is responsible when decisions are unfair or when things go wrong.

Question 2

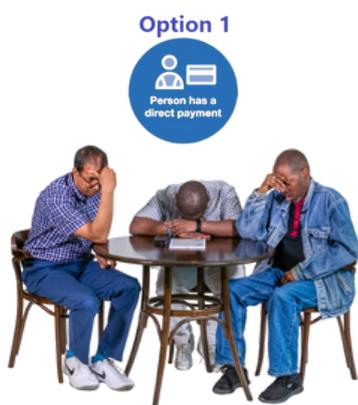


Are you getting the self-directed support option you wanted, and if not, what is being done to fix it?

This is what people told us:



Some people are on the SDS option they want, but many are not because other options are not available.



People are often pushed into Option 1 because there is no real choice

Question 2 continued



Option 1 can work well, but only when people choose it freely and get enough support.



Many people do not get clear information, proper checks of their needs, or regular reviews.



Where you live, how tired you are, and whether you can fight for support often matters more than your needs or rights.

Question 3



Have you heard of the SDS Framework of Standards? If you have, how have you used it?

This is what people told us:



Most disabled people and carers do not know the SDS Framework of Standards exist.



The standards are not explained during assessments, reviews, or care planning.

Question 3 continued



Some people discovered the standards when experiencing a crisis



Councils often ignore the standards or say they don't apply locally.



The standards can help, but they are not always followed. This means people do not always feel protected.

Question 4



What do you think should change or what could help make your life better?

This is what people told us:



People want to be treated with trust, kindness, and understanding.



Many people feel SDS does not give them real choice or control over their lives.

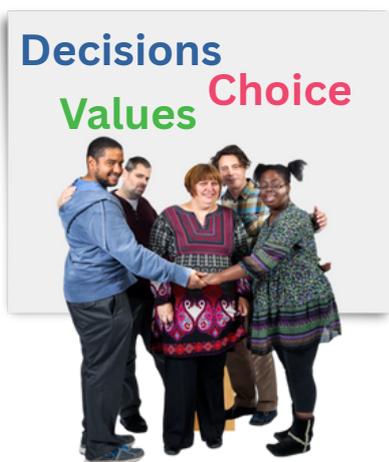
Question 4 continued



Support can change depending on where you live, and this feels unfair.



Not enough staff and low pay make support hard to rely on.



Disabled people and carers want to share power in decisions, and for care to value people more than saving money.

Conclusion



SDS makes strong promises in law, but many people do not see these in real life.

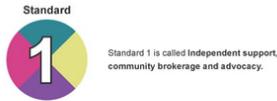


Choice, feedback, and standards exist on paper, but often do not work day to day.



Many people feel tired and afraid to speak up because they have to fight for support.

Conclusion continued



Standard

Standard 1 is called Independent support, community brokerage and advocacy.



In this document, independent support means organisations helping someone to find out about and get Self-directed Support.



Community brokerage means helping someone to build on their strengths and take part in community life.



Choice is limited, and the standards are not used fairly or the same everywhere.



People want real action and trust, without this, SDS will not work as it should.



Thank you to everyone who took part in this conversation