

Our plan about how people who use social services and carers can carry on being a big part of our work



Learning from lived experience: people, partnerships and planning for involvement. Involving People Plan 2019/20



About us



We help make sure that social services in Scotland are the best they can be.



Social services give people the support they may need to:

- live at home
- look after themselves
- do the things they want.



People who work for social services support people with this.



We make sure these people:

- are safe to work
- have the right skills
- work in the right way.

About this plan



This plan is for:

- anyone who has used social services and carers
- our staff
- other people and groups who want to take part in our work.



We want people who have used social services in Scotland and carers to:

- carry on being a big part of our work
- know how they can take part.



We want them to have a real say in our work and help to change things.

We want to work with them to make social services better.

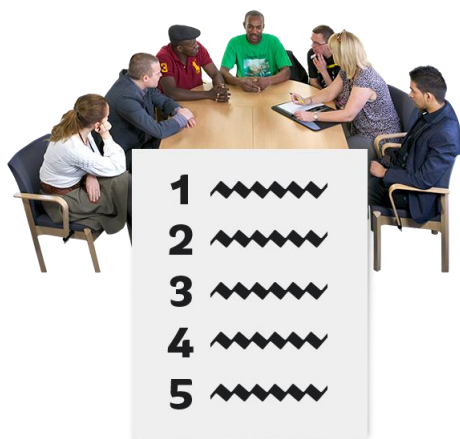


This plan is about what we will do in the next year to make sure that:

- people who have used social services and carers can carry on being part of our work now and in the future



- when people take part in our work it makes a big difference to them and to our work.



People who have used social services and carers helped us make this plan.

We want to thank them for their work.

Why is it important for people to take part in our work?



People who have used social services and carers are very important.

They can help make services better.



We want to make sure that people who have used social services and carers can have a big say.

They should be able to:

- tell us, the government and other organisations what needs to change
- help make laws, plans and decisions about social services.



When people who have used social services and carers have a say it can help them and our work.

For example, it can help people to:

- learn new things
- meet new people.

And it can help us all plan together for the future.

How we will make sure that people can take part in our work



We might work with people on many different things, like:

- projects
- finding out what people think of our work and learning from their ideas
- information to help people who work for social services to learn new things and follow the law.



It is important for us to:



- work with people in a way that suits them
- listen to people and respect them

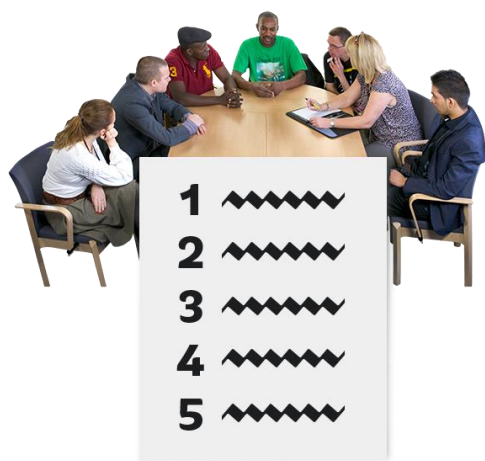


- make sure people have a real say
- make sure lots of different people and groups can have a say



- learn from what people tell us and change things if we need to.

The main things we will do in the next year



We will work with people who have used social services, carers, staff and other people to:

- do the things in this plan
- check how the plan is working and see what needs to change.



In the next year we will make sure we are ready for lots of people and staff to have a say in our work.

1. We will make sure that everyone who works for us knows why it is important for people to have a say in our work

We will make a document about making sure people can take part in our work and how we will work with them.





We will also:

- set up a way to keep information about who has a say in our work and the difference it makes



- look at anything that might be unfair for people when they take part in our work



- set up a group of staff who can help other people know why it is important for people who have used social services and carers to be part of our work



- make sure people who have used social services and carers can help us choose new staff and give staff training



- make sure people who have used social services and carers help us make a big plan about our work from 2021 to 2024.



We will:

- make a document about the people and groups we already work with
- put information on our website and make other information to tell people how they can take part in our work





- get in touch with other people and groups who have not had a say in our work yet



- share information about this plan and how it is working.

How to find out more



To find out more about this plan
and how to take part in our work you can:

phone: 0345 60 30 891



email: enquiries@sssc.uk.com



write to:

Scottish Social Services Council
Compass House
11 Riverside Drive
Dundee
DD1 4NY



Our website is:

www.sssc.uk.com



We have worked with lots of people so far on our plan

- Crossreach, Threshold Day Opportunities, Glasgow
- Coalition of Carers
- Care Inspectorate Inspection Volunteers Involvement Co-ordinator
- Care Inspectorate Organisational Development Lead (Involvement and Culture)
- Care Inspectorate Young Inspection Volunteers Involvement Co-ordinator
- Dundee Health and Social Care Partnership, Strategy, Integration, Performance and Support Services
- Glasgow City Health and Social Care Partnership – Project Leader, North East Carer Team
- Volunteer Dundee, Project Manager, Community Development and Engagement Officers
- The Village Storytelling Centre
- Through SSSC Careers in Care colleague SQA careers pathway update events, Dundee and Glasgow
- Healthcare Improvement Scotland, Person-centred Health and Care Programme



- Meeting with Executive Director of Engagement and Participation, Mental Welfare Commission
- Community Re-generation Manager, Dundee Council, Neighbourhood Services
- Dial-OP and GO Coordinator, Volunteer Dundee
- Dundee Voluntary Action, Team Manager – Community Planning and Organisational Development
- Dundee Voluntary Action, Older Peoples Services Development Officer
- Community Development and Engagement Officer Chief Executive's Department Partnership and Development Services Glasgow
- Social Security Agency
- Inclusion Scotland, People-led Policy Officer Adult Social Care Support
- Local Developing SSSC Involving People Plan workshop, Dundee Voluntary Action, Dundee
- Dundee Celebrate Age Network Meeting
- Local Developing SSSC Involving People Plan' workshop, Glasgow
- Enable
- Scottish Dementia Working Group



- SSSC Staff workshop
- SSSC Staff drop in sessions
- Meetings with SSSC staff engaging in Scottish Improvement Leader Programme (ScIL)

We also went to some events:

- contribution to facilitation at Scottish Government Clinical and Care Governance engagement events organised by Office of Chief Social Worker: Glasgow and Dundee.
- Inverclyde Health and Social Care Partnership SDS evaluation event
- Scottish Government Person-centred Culture workshop.