

# **Evaluation of local area co-ordination service in Stirling Council area 2009**

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# Report Summary

## Introduction

- Stirling Council implemented Local Area Co-ordination (LAC) in 2003, primarily working with individuals with learning disabilities and their families. In 2006, this was expanded to work with people with mental health issues and by 2008 with other care groups e.g. physical disabilities and older people. When an individual is registered with LAC, they can access continual support - their case does not close. Local Area Co-ordination is referred to as LAC throughout this report.
- In Stirling the LAC team was established to work with individuals and families, to work across traditional service boundaries, to work at strategic level, to encourage and influence others, to be inclusive and to help build individual and community capacity.
- The purpose of this evaluation was to gather views of those people who have first hand experience of the LAC service i.e. service participants<sup>1</sup>, carers and stakeholders. This report shares their experiences.
- Quantitative questionnaires with closed and open questions were used to gather views. The service participants and carers questions were designed around the outcomes important to service participants and carers as defined by the Joint Improvement Team's Talking Points approach. The Joint Improvement Team is co-sponsored by the Scottish Government, the Convention of Scottish Local Authorities (COSLA) and NHS Scotland. They work directly with social care partnerships across Scotland.
- The data was collected between May – September 2009. In total, 54 service participants and 26 carers responded. Most service participants had learning disabilities or mental health problems. 24 out of 77 people responded to the stakeholders survey, which resulted in low confidence levels (+/- 18%) with regards to how representative the findings are.

## Service participant and carer findings

### Joint Improvement Team Talking Point outcomes

- This evaluation has revealed that Stirling Council's LAC service does indeed meet the Talking Points outcomes important to service participants and carers as defined by the Joint Improvement Team. There were some *very high* incidence of this occurring for service participants and carers.
- The service participants felt their LAC carried out the following: treated them with respect (100%) treated them as individuals (100%), listened to them (98%), asked them what they want (98%), helped if they had problems (96%) and if their needs changed (94%). LACs also did what they said they would do (92%).
- The service participants also said their LAC helped them deal with discrimination (93%), feel less lonely and isolated (86%) and to try and get to know more people (82%). As a result, they felt more confident (93%), happier (92%) and tended to worry less about things (89%).

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<sup>1</sup> A 'service participant' is a newer term used for 'service user'. Participation - individuals not users but full participants in shaping and delivering service solutions; investing in their own ideas, efforts and resources.

- The carers felt their LAC helped their family member do the following; deal with discrimination (94%), feel less lonely and isolated (89%), learn new skills (81%), feel more confident (78%), get to know more people (77%), worry less about things (76%) and feel safer (76%).
- Carers also stated their LAC treated their family member with respect (100%), as an individual (100%) and listened to their views (100%).
- In addition, the carers thought the LAC service had a positive impact on their quality of life, particularly helping with the following; making their relationship with their family member more positive (76%), giving them opportunities to have more spare time (72%) and making a difference to their health and wellbeing (71%).
- It was felt by carers that LACs put them in touch with other agencies (86%) and gave them the opportunity to think about different ways of caring (77%).
- They also thought their LAC did the following; treated them with respect (96%), recognised them as a carer (96%), helped their family make choices (96%), helped if they have problems (96%) and if their needs change (96%). A further 92% thought the LACs did what they said they would do and listened to the carers' view.
- A common theme that has arisen throughout the evaluation has been the continual, compassionate support and understanding that LACs have provided. This is very important to individuals and has provided an avenue for them to feel genuinely listened to and supported; they can talk openly to their LAC and have great trust in them.
- Some service participants felt some of the Joint Improvement Team Talking Point outcomes were not applicable to them. This should be borne in mind when using the Talking Points approach with people with learning disabilities or mental health issues (and their carers) in the future.

### **Service participant/ carer - other findings**

- Respondents had received support from their LAC for a considerable amount of time. Of the 54 service participants and 26 carers, around half had received support for between 3 and 5 years. A further 24% of service participants and 31% of carers received support for between 1 and 2 years.
- Most service participants (83%) and all carers felt their LAC got in touch and provided a service quickly.
- The vast majority (92%) of service participants saw or spoke to their LAC at least once a month. Carers' contact was less frequent with 60% in contact at least once a month.
- Around two thirds of service participants (66%) and carers (64%) found out about Stirling Council's LAC service from someone who already worked at Stirling Council. A further 15% of carers and 8% of service participants heard from someone who already had a LAC.
- The vast majority (85%) of service participants and 65% of carers felt their lives had changed since they first received the service. LACs giving invaluable support to families was a main reason. Some service participants felt happier and more confident as an outcome of the service.

- LACs helped most with providing invaluable support on an ongoing basis, helping service participants and carers gaining access to information and services, helping with sorting out finances and introducing service participants to activities and socialising.
- Only a small number of service participants reported receiving support from other organisations, in particular; NHS Forth Valley (14 responses), Wolfcraig training (11 responses) and social work (8 responses). Generally, they already had this support in place before they met their LAC and they tended to continue to receive the same level of support from the organisations. The carers responses differed in that some stated their family member received support from PLUS (11 responses).

## **Stakeholder findings**

- Stakeholders generally felt the LAC service provides support for service participants and families, working with them to meet their personal needs, and lead fulfilling lives in the wider community. This is achieved by linking with agencies to access a range of appropriate services. Some felt the service adopts a person-centred approach and promotes inclusion to provide a better quality of life for service participants. A small number felt the LACs acted as advocates for individuals.
- Half (12 stakeholders) had worked alongside the LAC service for between 3 and 5 years. A further 38% (9 stakeholders) did so for between 1 and 2 years. Another 8% (2 stakeholders) had worked for less than a year and 4% (1 stakeholder) did not know.
- Stakeholders reported that they mainly worked collaboratively with LACs, to provide a co-ordinated personalised approach to accessing and providing services for service participants and families. Examples include working in education, social work, adult learning, anti-social behaviour management and carers support.
- Almost half (45%, 11 stakeholders) thought that working with the LAC service did make their role easier. Over a third, (38%, 9 stakeholders) said it did not, whilst 17% (4 stakeholders) did not know.
- Having opportunities to work differently alongside the LAC service, to share knowledge and consider new ways of delivering services were seen as benefits by some stakeholders. Working collaboratively to ultimately provide better outcomes for service participants was also seen as beneficial. Three stakeholders did not see any benefits of working with the LAC service.
- The main perceived benefit of the LAC service to the wider community was that it encouraged inclusion. This involved helping to provide a better understanding and awareness of the needs of service participants, overcoming barriers and including service participants' voice in the community.
- Over half (54%, 13 responses) felt the service does provide better outcomes for service participants. This focused on service participants and their families receiving a person-centred approach from LACs, including having strategies in place to cope, enabling them to be more confident in expressing their views and be more independent.
- 13% (3 stakeholders) did not think the LAC service provides better outcomes for service participants, whilst 33% (8 stakeholders) didn't know.
- Almost half (46%, 11 responses) agreed that funding pressures on other Council services are reduced by the LAC service. A further 17% (4 responses) disagreed with this, whilst 21% (5 responses) did not know.

- The future role of the LAC service was seen by some stakeholders as playing a crucial role in the future changes in the balance of care. It was seen as working alongside partners to provide valuable support to service participants. Ultimately the goal is to provide better outcomes for service participants and their families, it was felt by some that the LAC service should continue to develop using the person-centred approach it already adopts.

## **Suggestions for areas of improvement**

- When asked if there was anything their LAC could do better, only a few service participants gave suggestions. Seven people felt there weren't enough resources provided for the LACs e.g. LACs were overworked and there is no central office provided (previously Cameronian Street). Another 3 felt the service should be advertised more to allow others to become aware of it.
- There was very little criticism given by service participants and carers. However, some suggested areas for improvement were based around the issue of feeling that some LACs did not always do what they said they would do, which led to disappointment and frustration. The other issue was related to resources, wishing there were more LACs with more time to spend with people.
- Stakeholders highlighted some concerns. There was confusion in the stakeholders' understanding of the role of LAC and how they should be working together. This included a perception that LAC has a loose focus and is not monitored or inspected. A lack of LAC resources was seen as a barrier and some wanted the LAC service to be more involved in strategic discussions. Some suggestions were made with regards to what the service could do differently, in particular clarify the LAC role, work more collaboratively with services and have more of an influence on mainstream care provision. The service was seen as playing a crucial role in future care provision and ultimately providing better outcomes and quality of lives for people.

## **Improving service delivery**

- This report shares the experiences of those people who have had direct experience of the LAC service. By hearing these valuable opinions, LACs can look and reflect on their practice. This report can be used to raise discussions about the areas of the service which were perceived as working well and those that were not.
- In terms of how an ongoing evaluation of the LAC service should be conducted, it is recommended that the evaluation is carried out every 2 years. A few considerations need to be discussed between the Research Team and LAC Manager. For example, some of the Joint Improvement Team outcomes were not applicable to some people and the stakeholders survey response rate was low.

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# 1 BACKGROUND

Local Area Co-ordination (LAC) originated in Australia and was introduced to Scotland in the form of a recommendation in *The Same As You (2000)*. The report was a national review, the first in over 25 years, of services to people with learning disabilities and made 29 recommendations for change - Local Area Co-ordination was recommendation 2. With a strong, person centred value base, LAC is an innovative way to support individuals and families to build a 'good life' and to strengthen the capacity of communities to welcome and include people with disabilities. Local Area Co-ordination is referred to as LAC throughout this report.

Stirling Council implemented LAC in 2003, primarily working with individuals with learning disabilities and their families. In 2006, this was expanded to work with people with mental health issues and by 2008 with other care groups e.g. physical disabilities and older people. When an individual is registered with LAC, they can access continual support - their case does not close.

In Stirling the LAC team was established to work with individuals and families, to work across traditional service boundaries, to work at strategic level, to encourage and influence others, to be inclusive and to help build individual and community capacity. At the time of the evaluation (2009) there were 5 LACs in Stirling, one of which was a Development Manager with both a strategic and operational role.

Local Area Co-ordination is funded by various funding streams:

- Change Fund for implementing *Same as You (2000)*, Learning Disabilities
- Implementation of the Community Care Treatment Act (2003), Mental Health & Well Being
- Supporting People funding

This evaluation followed on from external national and local evaluations e.g. Scottish Government's national evaluation of local area co-ordination in Scotland (2007) and the Social Work Inspection Agency's inspection of Stirling Council (2009). The purpose of this evaluation was to gather views of those people who have first hand experience of the LAC service i.e. service participants, carers and stakeholders. This report shares their experiences. By hearing these valuable opinions, LACs can look and reflect on their practice. The report can be used to raise discussions about the areas of the service which were perceived as working well and those that were not.

A small steering group of various professionals from Stirling Council was formed to assist in the process of the evaluation. In particular, the Local Area Co-ordination Development Manager, Service Design Manager, Head of Support for People, Learning Disability Team Leader, Research Team Leader and Research Officer. The remit of the group was to provide information and advice at varying stages of the research.

## **2 AIMS AND OBJECTIVES**

To evaluate the Local Area Co-ordination service provided in Stirling Council area, in particular:

- To consult with service participants and their carers, to gather their views on their experiences of the LAC service
- To consult with stakeholders to determine their views on the LAC service
- To consider how this information could be used to improve service delivery and improve outcomes for people with disabilities
- To consider how LAC can be evaluated as an ongoing process

## **3 METHODOLOGY**

### **3.1 Methods**

The information explored and gathered was individuals' perceptions of their experiences, which is both qualitative and quantitative data. A semi-structured questionnaire asking both open and closed questions was used. This allowed respondents to answer pre-determined questions, but also give their own thoughts and feelings without being prompted. The data was collected between May – September 2009.

The Research Team designed the semi-structured questionnaires for service participants, carers and stakeholders in consultation with the LAC Manager and Steering Group. The service participant and carer questions were designed around the outcomes important to service participants and carers as defined by the Joint Improvement Team's Talking Points approach (formerly UDSET). JIT is co-sponsored by the Scottish Government, the Convention of Scottish Local Authorities (COSLA) and NHS Scotland. They work directly with social care partnerships across Scotland. Copies of the questionnaires and Talking Points outcomes are shown in Appendices 1 – 4.

A pilot phase was carried out with service participants and carers. Any questions that were unclear or confusing in the pilot were amended. Two of the Talking Points defined outcomes i.e. 'staying as well as you can be' and 'improved mobility' were difficult questions for service participants to answer, therefore were removed from the questionnaire.

LACs who were still in contact with the service participants and their carers initially informed them of the evaluation. This initial face to face/telephone contact and awareness raising from someone familiar was important as an 'ice-breaker' and introduced the evaluation to them. A leaflet was given to each service participant and family, either by their LAC or sent by post. Subsequent to this, the LAC who informed the family about the evaluation contacted a member of the Research Team, Stirling Council to say whether individuals wished to take part in the evaluation. A follow up call was then made by the Researcher to arrange suitable dates for the interviews.

Working with service participants and carers to enable them to feel comfortable and speak about their experiences requires flexibility of methods and time. To provide opportunities for individuals to have their say, they were offered a variety of ways in which to answer the questions. It was recognised that some may rather provide feedback by talking about their experiences (face to face or telephone interview), whilst others may not prefer to talk, but instead to express their thoughts in a written format (postal or online survey). Most service participants chose to meet with a researcher and talk about their experiences. They were given the opportunity to choose somewhere suitable for them e.g. at their home, or council offices or a coffee shop. Some

communication tools (Talking Mats and board maker symbols)<sup>2</sup> were available for anyone who wanted to use them during an interview.

The stakeholder questionnaire was sent by email using an online survey software tool (surveymonkey.com).<sup>3</sup> A copy of the questions asked is shown in Appendix 4. The questionnaire was sent to various Council services and partners who worked with the LAC service.

### 3.2 Sampling

The target sample was all service participants and their families registered as receiving a LAC service in Stirling Council area at the beginning of the evaluation in January 2009. It was felt the opportunity to participate in the evaluation should be inclusive of everyone instead of a selected sample. There were approximately 240 people (service participants and carers) registered.

However, as LACs often support whole families, it was felt it wasn't necessary to ask every person in each family to participate in the evaluation. For example, a carer and service participant might be registered as receiving support, however one of these might receive more support. It was felt the person who received more support would be better suited to answer the questions. As a result, 174 names were provided as being possibilities for participating in the evaluation (107 service participants and 67 carers). Most of these still had regular contact with a LAC (by telephone or in person). A minority had infrequent contact with their LAC.

Table 1 outlines the profile of those service participants and carers who were asked and those who choose to take part in the evaluation. In total, 80 people participated in the evaluation (54 service participants and 26 carers). Most service participants had learning disabilities (24 respondents) or mental health problems (21 respondents). Fewer had physical disabilities (7 respondents) or were an older person (2 respondents).

There were various reasons for individuals not participating. For some (27 service participants), they did not feel it was a suitable time for them, whilst it was not possible to contact 24 others despite several attempts. A further 21 service participants and 30 carers agreed to take part but either didn't return the questionnaire or attend a pre-arranged interview with a researcher.

**Table 1 Service participant and carer respondents**

Respondent	Targeted	Participated	Category	Methodology
<b>Service participant</b>	107	54	24 learning disability 21 mental health 7 physical disability 2 older people	42 face to face interviews 8 postal questionnaires 2 online questionnaires 2 telephone interviews
<b>Carer</b>	67	26		18 postal questionnaires 4 online questionnaires 3 face to face interviews 1 telephone interview
<b>Total</b>	<b>174</b>	<b>80</b>		

<sup>2</sup> Talking Mats is a communication framework involving sets of symbols. It can help people arrive at a decision by providing a structure where information is presented in small chunks supported by symbols. People who don't have verbal communication skills benefit from this.

<sup>3</sup> Survey Monkey is used to design questionnaires, collect responses and analyse results. The questionnaire can be sent as a link to individuals' email accounts, where they click on the link and complete it.

Table 2 shows a breakdown of the number of service participants and parents each LAC worked with, and how many took part in the evaluation. Similar proportions of responses were gained for each LAC.

**Table 2: Responses per LAC**

<b>LAC</b>	<b>Number of 'active' service participants and carers LACs work with</b>	<b>Service participants responded</b>	<b>Carers responded</b>	<b>Total responses</b>
LAC 1	55	14	4	<b>18</b>
LAC 2	48	15	2	<b>17</b>
LAC 3	48	9	9	<b>18</b>
LAC 4	32	7	8	<b>15</b>
LAC 5 *	20	9	3	<b>12</b>
<b>Total</b>	<b>203</b>	<b>54</b>	<b>26</b>	<b>80</b>

\* LAC 5 was also the LAC Development Manager

A total of 77 stakeholders were sent an online survey to complete. A relatively low response of 24 responses (31%) was gained, even after a reminder had been sent. This means the confidence levels of how representative the findings are is not high, and the results should be treated with caution.

### **3.3 Ethical considerations**

Various ethical considerations were adhered to throughout the evaluation process.

The service participants and carers were given information about the nature of the research (letter, leaflets, briefing from LAC and researcher) to enable them to give informed consent. The leaflet (and the researcher at the beginning of the interview) gave an explanation of why the evaluation was being undertaken, who was doing it, what was expected of them and how the information they provided would be used.

Whilst interviewing, the researcher at all times tried to make the individuals feel at ease and respected their rights not to give any information they did not feel comfortable with. All were given the option to withdraw consent before and during the interview. However, none chose to do this.

Confidentiality of information given by participants was guaranteed. However, this was with the exception of when there was concern by a researcher regarding potentially vulnerable adults or children being in a harmful situation. Where there was an issue of concern for the Researcher, the LAC was informed about this.

Research Team members involved in the evaluation had approved Disclosure checks.

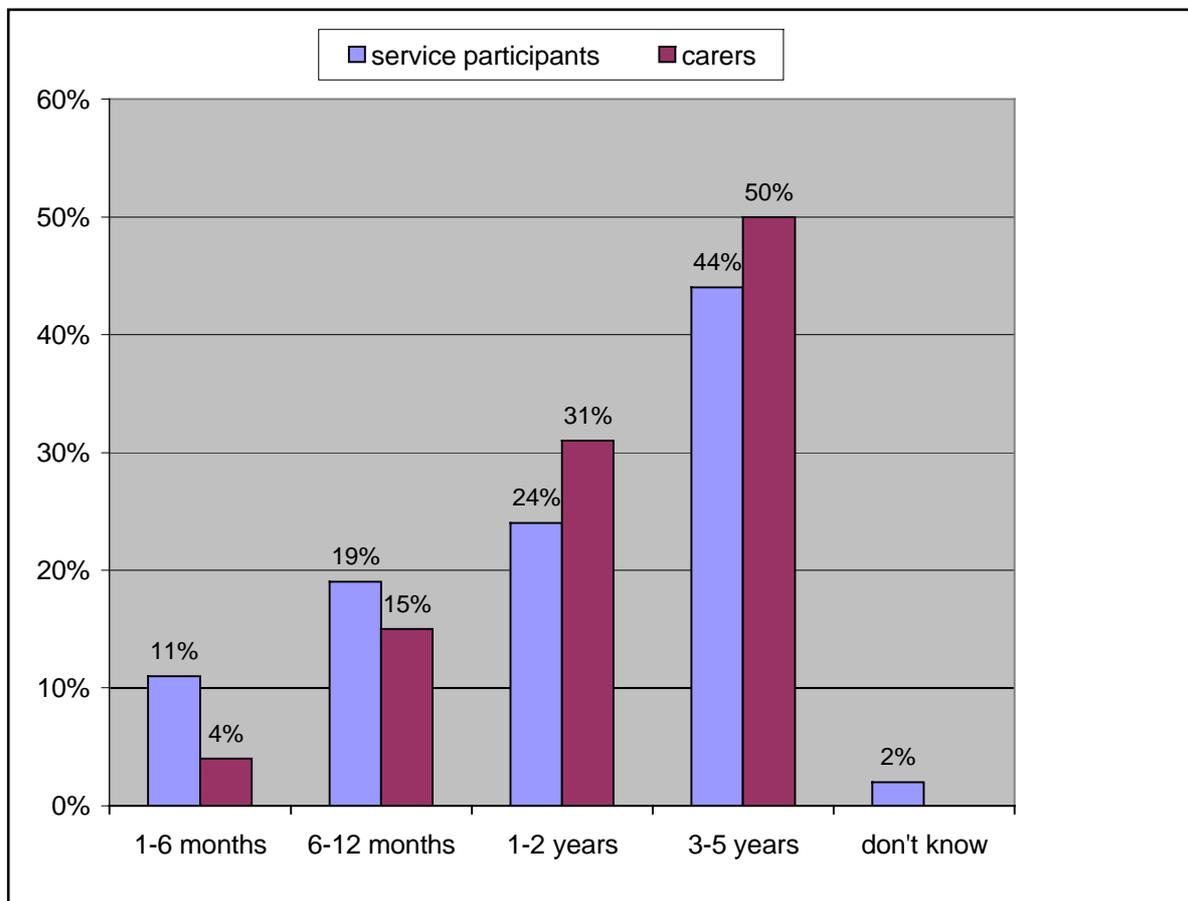
All information provided by the service participants and families (questionnaires and notes) were stored in a locked drawer and the information has been anonymised in this report to ensure as much as possible that individuals cannot be identified.

## 4 RESULTS

### 4.1 LAC provision

Respondents had received support from their LAC for a considerable amount of time. Of the 54 service participants and 26 carers, around half had received support for between 3 and 5 years (44% of service participants and 50% of carers). A further 24% of service participants and 31% of carers received support for between 1 and 2 years.

**Figure 1: Length of time received LAC service**

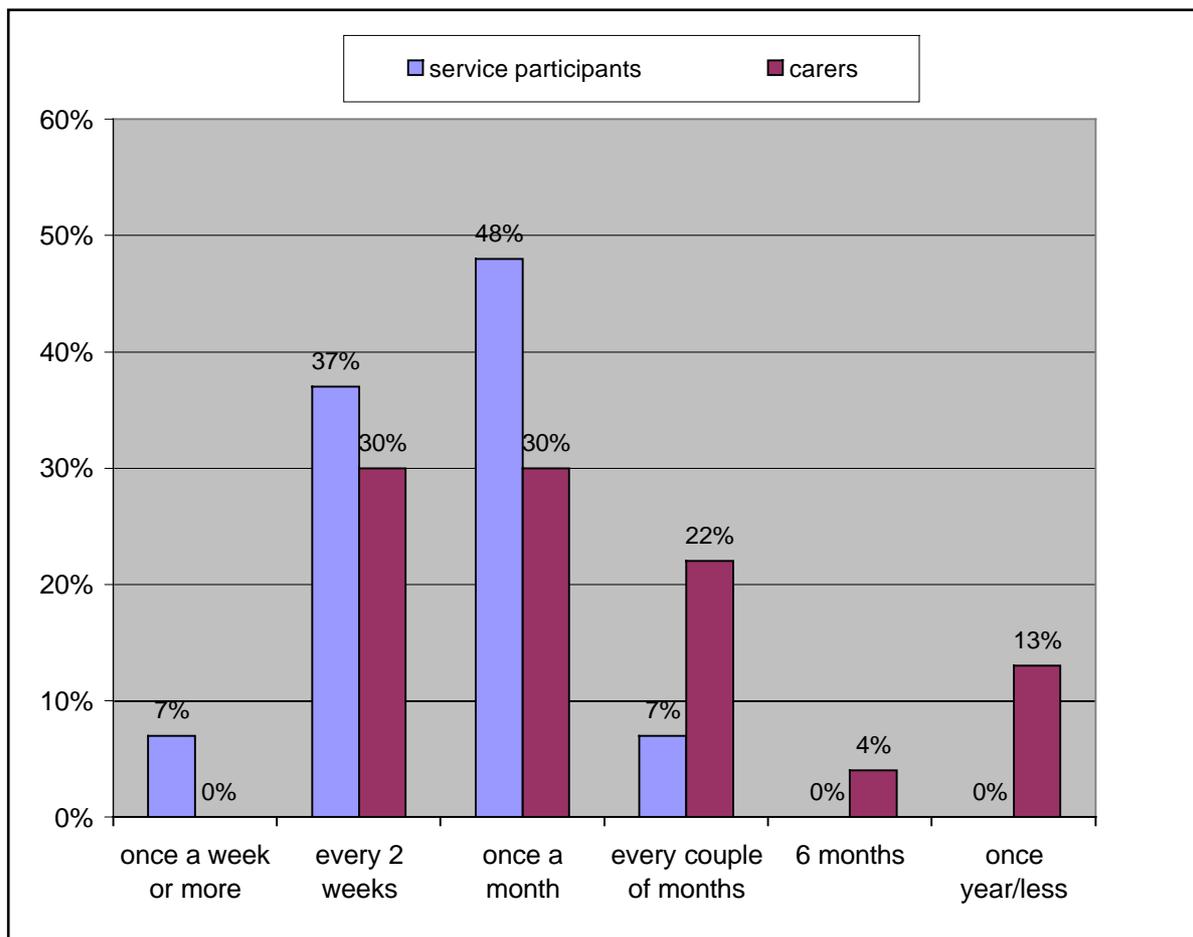


Respondents: 54 service participants / 26 carers

## 4.2 Frequency of contact with LAC

The vast majority (92%) of service participants saw or spoke to their LAC at least once a month. Carers' contact was less frequent with 60% in contact at least once a month, see Figure 2.

Figure 2: Contact with LAC

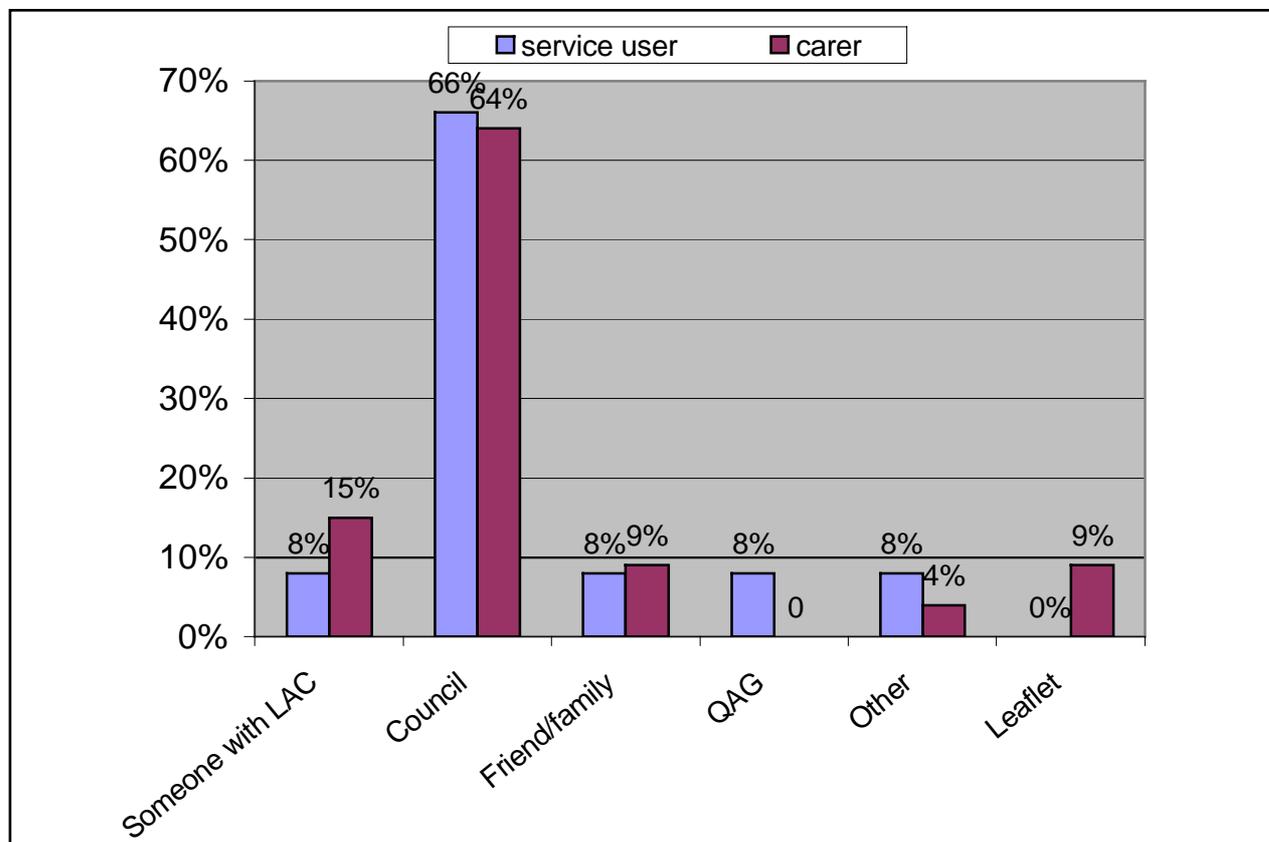


Respondents: 54 service participants / 26 carers

### 4.3 How people found out about LAC service

Around two thirds of service participants (66%) and carers (64%) found out about Stirling Council's LAC service from someone who already worked at Stirling Council. A further 15% of carers and 8% of service participants heard from someone who already had access to a LAC (Figure 3).

Figure 3: How people found out about LAC service



Base: 54 service participants / 26 carers  
QAG = Quality Action Group

#### 4.4 How quickly LAC initially got in touch and provided a service

Most service participants (83%) and all carers felt their LAC got in touch and provided a service quickly. Of the 4 service participants who felt their LAC didn't get in touch quickly, 2 gave reasons why i.e. having to wait several months because they were put on a waiting list or due to staff sickness.

#### 4.5 Service participants – Joint Improvement Team Talking Points outcomes

The service participants were asked if they felt their LAC helped them with different aspects of their lives.<sup>4</sup>

Appendix 5 indicates the findings for each question in terms of the percentage and number of service participants who responded to them. It may appear that the 'yes' responses are not very high. However, on closer examination it can be seen that up to 48% of respondents felt that some of the questions were *not applicable* to them. This applied to both service participants with learning disabilities and those with mental health issues and related mainly to the **Quality of Life** outcome questions.

It is worth noting this, for future use of the Talking Points approach with people with learning disabilities or mental health issues (and their carers). It also highlights perceptions that these areas did not apply to service participants.

Table 3 shows the findings of service participants who answered 'yes', 'no', or 'don't know'. Those who said 'not applicable' and didn't respond to certain questions have been removed to highlight the findings of the 'actual' responses. This indicates that the *vast majority* felt their LAC *did help* them with various aspects of their lives that related to the Joint Improvement Team Talking Points outcomes. The **highest** areas where respondents said 'yes' are summarised below:

##### Quality of Life outcomes:

- LAC helps if people treat you badly = 93%
- LAC helps you feel less lonely = 86%
- LAC helps you to try and know more people = 82%

##### Process outcomes:

- Each question had between 85% and 100% of respondents stating yes (Table 4)

##### Change outcomes:

- LAC helps make you feel more confident = 93%
- LAC helps make you feel happier = 92%
- LAC helps you to worry less about things = 89%

This indicates very high incidence of LACs supporting individuals. In addition, several service participants automatically gave examples of how their LAC had achieved these outcomes. These were very positive and are shown in Appendix 6.

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<sup>4</sup> The questions were based around the outcomes important to service participants and carers as defined by the Joint Improvement Team's 'Talking Points' approach. The brackets in the tables show the outcome measure which each question relates to. The outcomes are shown in Appendix 3

**Table 3: Service participants – Does your LAC do this? (excluding ‘n.a.’ responses)**

<b>Quality of life outcomes</b> <i>[Joint Improvement Team outcomes in brackets]</i>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Total responses</b>
If people treat you badly, help you to deal with this <i>[Dealing with stigma/discrimination]</i>	93%	3%	4%	40
Help you feel less lonely/isolated <i>[Seeing people]</i>	86%	7%	7%	43
Help you to try to get to know more people <i>[Seeing people]</i>	82%	13%	5%	44
Help you to try getting into college or training <i>[Having things to do]</i>	77%	8%	15%	26
Help you to live the way you want to live <i>[Living as you want]</i>	77%	9%	14%	43
Help you to try and take part in activities <i>[Having things to do]</i>	75%	15%	10%	40
Help you feel safer <i>[Feeling safe]</i>	71%	6%	23%	40
Help you to live where you want to live <i>[Living where you want]</i>	71%	17%	12%	43
Help you to try get a job <i>[Having things to do]</i>	65%	10%	25%	26
<b>Process outcomes</b> <i>[Joint Improvement Team outcomes in brackets]</i>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Total responses</b>
Treat you with respect <i>[Treat you with respect]</i>	100%	–	–	53
Treat you as an individual <i>[Treat you as an individual]</i>	100%	–	–	52
Listen to you <i>[Listened to]</i>	98%	–	2%	53
Ask you what you want <i>[Having a say]</i>	98%	–	2%	52
Help you if you have problems <i>[Responsiveness]</i>	96%	2%	2%	54
Help you if your needs have changed <i>[Responsiveness]</i>	94%	4%	2%	48
Do what they say they are going to do? <i>[Reliability/Responsiveness]</i>	92%	8%	–	51
Help you and your family make choices <i>[Having a say]</i>	87%	9%	4%	47
Help you get access to services <i>[Responsiveness]</i>	85%	7%	8%	46
<b>Change outcomes</b> <i>[Joint Improvement Team outcomes in brackets]</i>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Total responses</b>
Help you feel more confident <i>[Improved confidence]</i>	93%	2%	5%	53
Help you feel happier <i>[Improved confidence] + [reduced symptoms]</i>	92%	–	8%	50
Help you to worry less about things <i>[Improved confidence]</i>	89%	6%	5%	47
Help you to try to learn new things/skills <i>[Improved skills]</i>	79%	10%	11%	42

## 4.6 Carers - Joint Improvement Team Talking Points outcomes

The carers were asked questions about how the LAC service had impacted on their lives and also on the lives of the person they cared for<sup>4</sup>. The findings are shown in Appendix 7. Similar to the service participants, it may appear that the 'yes' responses are not very high in some areas. However, at closer examination it can be seen that up to 56% of carers felt that some of the questions were *not applicable* to them. These were different, and applied to more areas than those identified by the service participants i.e. quality of life for cared person (and carer) outcomes and managing the carer role outcomes. Again, this is worth noting for future use of the Talking Points approach with people with learning disabilities or mental health issues (and their carers).

Table 4 shows the findings of those carers who answered 'yes', 'no', or 'don't know'. Those who said 'not applicable' and didn't respond to certain questions have been removed to show the 'actual' results. The *vast majority* felt their LAC *did help* them with various aspects of their lives that did relate to the Joint Improvement Team Talking Points outcomes. The **highest** areas where respondents said '**yes**' are summarised below:

### Quality of life for cared person

- LAC helps if people treat family member badly = 94%
- LAC helps family member feel less lonely/isolated = 89%
- LAC helps family member try to learn new skills = 81%

### Quality of life for the carer

- LAC helps carers' relationship with family member be more positive = 76%
- LAC gives carers opportunities to have more spare time = 72%
- LAC made a difference to carers' health and well being = 71%

### Managing the carer role

- Put you in touch with other agencies = 86%
- Giving you the opportunity to think about different ways of caring = 77%

### Process

- LAC treats family member with respect = 100%
- LAC treats family member as an individual = 100%
- LAC listened to family member views = 100%

Questions around the 'process' outcomes and 'quality of life of cared for person' were rated highest by carers – highlighting their perceptions of the service as a supporting, person centred approach, which reacts to changing LAC circumstances whilst appreciating the carers' knowledge and expertise. Some carers gave some examples of how their LAC achieved the above – these are shown in Appendix 6.

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<sup>4</sup> The questions were based around the outcomes important to service participants and carers as defined by the Joint Improvement Team's 'Talking Points' approach. The brackets in the tables show the outcome measure which each question relates to. The outcomes are shown in Appendix 3

**Table 4: Carers: Does you LAC do this ? (excluding 'not applicable' responses)**

<b>Quality of life for the cared person outcomes</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Total responses</b>
If people treat your family member badly, help them deal with this	94%	6%	-	16
Help family member feel less lonely/isolated	89%	7%	6%	18
Help family member to try to learn new things/skills	81%	10%	9%	21
Help family member feel more confident	78%	22%	-	9
Help to try to get family member to know more people	77%	18%	5%	22
Help family member worry less about things	76%	24%	-	21
Help family member feel safer	76%	12%	12%	17
Help family member live the way they want to live	76%	12%	12%	17
Help family member to live where they want to live	76%	12%	12%	17
Help family member to try getting a job	71%	18%	11%	17
Help family member to get into college or training	65%	18%	17%	17
Help family member feel happier	58%	6%	35%	31
Help family member take part in activities	40%	20%	40%	25
<b>Quality of life for the carer outcomes</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Total responses</b>
Help make your relationship with your family member more positive <i>[Positive relationship with person cared for]</i>	76%	18%	6%	17
Give you opportunities to have more spare time <i>[A life of their own]</i>	72%	22%	6%	18
Help make a difference to your health and well being <i>[Maintaining health and well being]</i>	71%	23%	6%	17
Help you to feel less isolated <i>[A life of their own]</i>	64%	29%	7%	14
Help you have more time to have social contact with people <i>[A life of their own]</i>	55%	36%	9%	11
<b>Managing the caring role outcomes</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Total responses</b>
Put you in touch with other agencies <i>[Partnership with agencies]</i>	86%	10%	5%	21
Giving you the opportunity to think about different ways of caring <i>[Choices in caring]</i>	77%	8%	15%	13

**Table 4 (continued):**

<b>Process outcomes</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Total responses</b>
Treat your family member with respect <i>[Valued/respected]</i>	100%	-	-	26
Treat family member as an individual <i>[Valued/respected]</i>	100%	-	-	26
Listen to your family member and take their views into account <i>[Having a say in services]</i>	100%	-	-	26
Treat you with respect <i>[Valued/respected]</i>	96%	4%	-	24
Recognise your expertise as a carer <i>[Expertise recognised]</i>	96%	4%	-	24
Help you and family make choices <i>[Having a say in services]</i>	96%	4%	-	24
Help you if you have problems <i>[Flexible and responsive to changing needs]</i>	96%	4%	-	24
Help you and family if your needs have changed <i>[Flexible and responsive to changing needs]</i>	96%	4%	-	24
Treat you as an individual <i>[Valued/respected]</i>	96%	-	4%	25
Ask family member what they want <i>[Having a say in services]</i>	92%	-	8%	26
Do what they say they are going to do? <i>[Accessible, available and free at the point of need]</i>	92%	8%	-	25
Listen to you and take your views into account <i>[Having a say in services]</i>	92%	4%	4%	26
Helped you get access to services <i>[Responsiveness]</i>	78%	17%	5%	18

#### 4.7 Other perceived benefits of LAC service (service participants/ carers)

The service participants and carers were asked open questions<sup>5</sup> about the service they received. Similar themes arose across the 3 questions, and also relate to some of the Joint Improvement Team Talking Points outcomes. This stresses that these outcomes are important, as respondents were not prompted in these questions. This section provides summary tables.<sup>5</sup> The full comments can be seen in Appendices 8-11.

##### 4.7.1 Other support LACs provide

When asked if LACs do anything else, examples of being assisted with practical issues, being given invaluable emotional support and having someone to trust were given, mainly by service participants (Table 5).

**Table 5: Other support**

Category	JIT Talking Points outcome relates to	Service participant	Carers
LAC helps with various practical issues	Responsiveness	10	5
LAC provides invaluable emotional support	Listened to / having a say	8	-
Service participants view their LAC as a friend	Listened to / reliability	8	-
LAC helps service participants participate in activities	Having things to do	6	-
Service participants can contact LAC at any time	Responsiveness / reliability	4	-

see Appendix 8

##### 4.7.2 How individuals' lives had changed since receiving LAC service

The vast majority (85%) of service participants and 65% of carers felt their lives had changed since they first met their LAC. Some reasons were given, again having invaluable support from LACs was mentioned. Some service participants felt happier and more confident as an outcome of the service (Table 6).

**Table 6: How lives changed**

Category	JIT Talking Points outcome relates to	Service participant	Carers
LAC provides invaluable support	Listened to / having a say / reliability	17	6
Service participants felt happier / more confident	Improved confidence	16	3
LAC helped get access to information and services	Responsiveness / reliability	7	-
Carer has more time for themselves	Quality of life for carer	-	2

see Appendix 9

<sup>5</sup> Does your LAC do anything else for you?; Has your life changed since you met LAC, if so how? and What did your LAC help the most with?

<sup>5</sup> The figures in tables are the number of responses

### 4.7.3 What LAC helped with most

LACs helped most with providing invaluable support on an ongoing basis, helping service participants and carers get access to information and services, helping with sorting out finances and introducing service participants to activities and socialising (Table 7).

**Table 7: What LAC helped with most**

Category	JIT Talking Points outcome relates to	Service participant	Carers
Providing invaluable ongoing support	Listened to / having a say	38	16
Getting access to information and services	Responsiveness / reliability	18	24
Assisting with finances	Responsiveness / reliability	13	-
Service participants now participate in activities	Seeing people / improved skills	13	-
Service participants felt more confident	Improved confidence	11	3
Service participants now have more social interaction	Seeing people	8	-
LAC provided support to carers at meetings	Listened to / having a say	-	6

see Appendix 10

### 4.7.4 Any other comments

When asked if they would like to say anything more about the LAC service, 33 service participants and 20 carers took the opportunity to give praise and thanks to their LAC. In particular they stressed they were happy with the service, that their LACs listened to them, were compassionate and were a great support to them (Table 8).

**Table 8: Further comments**

Category	Service participant	Carers
The LACs were compassionate and supportive	16	11
Service participants and carers were satisfied with the service	10	9
Service participants felt they couldn't cope without the service	6	-

see Appendix 11

#### 4.7.5 Support received from other organisations

The service participants (and carers) were asked if they (or a family member) received support from other organisations, whether their LAC made it easier for them to get this, and also since first seeing their LAC, how much support they now needed from the other organisations.

Only a small number of service participants reported receiving support from other organisations. In particular:

- NHS Forth Valley (14 responses)
- Wolfcraig training (11 responses)
- Social work (8 responses)

Generally, they already had this support in place before they met their LAC and they tended to continue to receive the same level of support from the organisations. The tables in Appendices 12 and 13 present the full findings. The number of responses to this are very small, so caution should be taken when interpreting results.

The carers responses differed<sup>6</sup> in that some stated their family member received support from PLUS.

- PLUS (11 responses)
- Social work (10 responses)
- NHS Forth Valley (8 responses)

#### 4.8 Areas for improvements

When asked if there was anything their LAC could do better, 29 service participants responded. Of these, 19 said no and gave praise and thanks once again to their LAC. A further 7 people felt their weren't enough resources provided for the LACs e.g. LACs were overworked and there is no central office provided (previously Cameronian Street). Another 3 people felt the service should be advertised more to allow others to become aware of it (Appendix 14).

Four carers felt that sometimes their LAC didn't do what they said they were going to do. This was something that disappointed them, (Appendix 14 and Appendix 6 'LAC does what they say'). Another carer felt that more work could be done with their family member in terms of getting them access to activities in their community. The full list of comments is shown in Appendix 14.

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<sup>6</sup> It may be that some carers responded to the survey on behalf of themselves as a carer and a younger family member

## **4.9 Stakeholders survey results**

As previously stated in the methodology section, only 24 out of 77 stakeholders responded to the survey (31% response rate). This means the confidence levels of the findings are not high and the results should be treated with caution.

### **4.9.1 Perceptions of what LAC service does**

Stakeholders generally felt the LAC service provides support for service participants and families, working with them to meet their personal needs, and lead fulfilling lives in the wider community. This is achieved by linking with agencies to access a range of appropriate services. Some felt the service adopts a person-centred approach and promotes inclusion to provide a better quality of life service participants. A small number felt the LACs acted as advocates for individuals.

One stakeholder felt that working relations between LAC and social work (learning disabilities) were not effective. Another stakeholder was unsure of the role of LAC and felt they had not seen any evidence of outcomes. The full comments can be seen in Appendix 15.

### **4.9.2 Length of time stakeholders worked with LAC service**

Half (12 stakeholders) had worked alongside the LAC service for between 3 and 5 years. A further 38% (9 stakeholders) did so for between 1 and 2 years. Another 8% (2 stakeholders) had worked for less than a year and 4% (1 stakeholder) said don't know.

### **4.9.3 Type of work stakeholders do with LAC service**

The stakeholders mainly worked collaboratively with LACs, to provide a co-ordinated personalised approach to accessing and providing services for service participants and families. Examples included working in education, social work, adult learning, anti-social behaviour management and carers support. The full list is shown in Appendix 16.

### **4.9.4 Working with LAC service made stakeholder role easier**

A mixed response was given, with 45% (11 responses) stating that working with the LAC service did make their role easier. Over a third, 38% (9 responses) said it did not, whilst 17% (4 responses) did not know.

### **4.9.5 Benefits of stakeholder role and LAC working together**

Having opportunities to work differently alongside the LAC service, to share knowledge and consider new ways of delivering services were seen as benefits by some stakeholders. Working collaboratively to ultimately provide better outcomes for service participants was also seen as beneficial. The full comments are shown in Appendix 17.

### **4.9.6 Benefits of LAC service to wider community**

Only twelve stakeholders responded to this - the main benefit they identified was the LAC service encouraged inclusion within the wider community. This involved helping to provide a better understanding and awareness of the needs of service participants, overcoming barriers and including service participants' voice in the community. The full comments can be seen in Appendix 18.

#### **4.9.7 Improved outcomes LAC service provides for service participants**

Over half (54%, 13 responses) felt the service does provide better outcomes for service participants. This focused on service participants and their families receiving a person centred approach from LACs, including having strategies in place to cope, enabling them to be more confident in expressing their views and be more independent. The full list is shown in Appendix 19.

#### **4.9.8 LAC helps to reduce funding pressure on other Council services**

Almost half (46%, 11 responses) agreed that funding pressures on other Council services are reduced by the LAC service. A further 17% (4 responses) disagreed with this, whilst 21% (5 responses) did not know.

#### **4.9.9 Barriers between stakeholder role and LAC working together**

Stakeholders gave a few perceived barriers. The main one was confusion with regards to their understanding of the role of LAC and how they should be working together. A lack of LAC resources e.g. time, being unable to contact LACs and the service not being involved in more strategic discussions were also seen as barriers. The relationship between some LACs and stakeholders was seen by three respondents as being negative.

Some felt there were no barriers and gave positive feedback on the service e.g. service participants and carers expressing a desire for more LACs, and a shared vision between LAC and Anti Social Behaviour services. The full comments are shown in Appendix 20.

#### **4.9.10 What LAC service could do differently**

Less than half of the stakeholders gave a response as to what the LAC service could do differently. More collaborative working with services was suggested, along with LACs having more influence on mainstream service provision. Clarification of the LAC role was requested. One suggestion was made to improve the information recording and monitoring process, without jeopardising the LAC staff working closely with individuals. Appendix 21 shows the full list of comments.

#### **4.9.11 Future role of LAC service**

The LAC service was seen as playing a crucial role in the changes in the balance of care. It was seen as working alongside partners to provide valuable support to service participants. Ultimately the goal is to provide better outcomes for service participants and their families, it was felt by some that the LAC service should continue to develop using the person-centred approach it already adopts. See Appendix 22 for the full comments.

#### **4.9.12 Other comments**

Three stakeholders took the opportunity to praise the service in terms of it providing excellent value for money, it being rated highly in a recent Social Work Inspection Agency report, and it providing the 'Service with a Smile' course. It was seen as providing a platform of trust and helped remove barriers for service participants accessing services. The comments are shown in Appendix 23.

#### **4.10 Future ongoing evaluation**

In terms of how an ongoing evaluation of the LAC service should be conducted, it is recommended that the evaluation is carried out every 2 years. A few considerations need to be discussed between the Research Team and LAC Manager. For example, some of the Joint Improvement Team outcomes were not applicable to some people and the stakeholders survey response rate was low.

## 5 CONCLUSIONS

This evaluation has revealed that Stirling Council's LAC service does indeed meet the Talking Points outcomes important to service participants and carers as defined by the Joint Improvement Team. There were very high incidence of this occurring for service participants and carers. In particular, the process outcomes of treating them with respect, as an individual, listening to them and asking what they want. Other areas included helping service participants deal with discrimination, to feel less isolated and to get to know more people. In turn, this made individuals feel more confident, happier and worry less about things. The carers felt the service helps their relationship with their family member be more positive, gives them opportunities to have more spare time and made a difference to their own health and well being.

However, several service participants and carers felt some outcomes were not applicable to them, this is an interesting finding and worth noting. This should be borne in mind when using the Talking Points approach with people with learning disabilities or mental health issues (and their carers) in the future.

Service participant and carer perceptions of the service were very high. The vast majority of both felt very positively about their experiences. A common theme that has arisen throughout the evaluation has been the continual, compassionate support and understanding that LACs have provided. This is very important to individuals and has provided an avenue for them to feel genuinely listened to and supported; they can talk openly to their LAC and have great trust in them. The LACs having access to information and services and also encouraging individuals to take part in activities has been of immense help in their lives.

There was very little criticism given by service participants and carers. However, some suggested areas for improvement were based around the issue of a feeling that some LACs did not always do what they said they would do, which led to disappointment and frustration. The other issue was related to resources, wishing there were more LACs with more time to spend with people.

The stakeholder survey attracted a low response, so the results should be treated with caution. It was felt the LAC service provides support, working on a person-centred approach to promote inclusion amongst the wider community. Perceived benefits of the LAC service included stakeholders working alongside the LACs, considering new ways of delivering services, providing a basis for service participants to express their views and be more confident.

Stakeholders highlighted some concerns. There was confusion in the stakeholders' understanding of the role of LAC and how they should be working together. A lack of LAC resources was seen as a barrier and some wanted the LAC service to be more involved in strategic discussions. Some suggestions were made with regards to what the service could do differently, in particular clarify the LAC role, work more collaboratively with services and have more of an influence on mainstream care provision. The service was seen as playing a crucial role in the future care provision and ultimately providing better outcomes and quality of lives for people.



# Evaluation of Local Area Co-ordination Service 2009

**Service participants face to face  
Questionnaire**

## You and Local Area Co-ordination

**Q1 How long is it since you first met [LAC name]?**

1-6 months	6-12 months	1-2 years	3-5 years	Don't know
<input type="checkbox"/>				

**Q2 How often do you see or talk to [LAC name]?**

Once a week or more	Every 2 weeks	Once a month	Every couple of months	Every 6 months	Once a year or less
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3 How did you first find out about [LAC name]?**

Somebody who has a Local Area Co-ordinator told you	<input type="checkbox"/>
Somebody from the Council told you	<input type="checkbox"/>
A friend or someone from your family told you	<input type="checkbox"/>
Quality Action Group	<input type="checkbox"/>
Council website	<input type="checkbox"/>
Leaflets	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>

**Q4 When you first asked to see a Local Area Co-ordinator, did they get in touch and give you support quickly?**

Yes	No	<b>If no, what happened?</b>
<input type="checkbox"/>	<input type="checkbox"/>	

## Your Local Area Co-ordinator

**Q5 Does [LAC name] do any of these? If you think some don't really matter to you, just let me know. [Interviewer, tick 'not applicable' if the respondent says any of these don't matter/ apply to them]**

		Yes	No	Don't know	N. A.	*	Comments
a	Treat you as an individual / person	<input type="checkbox"/>					
b	Treat you with respect	<input type="checkbox"/>					
c	Ask you what you want	<input type="checkbox"/>					
d	Listen to you and take your views into account	<input type="checkbox"/>					
e	Help you and your family make choices	<input type="checkbox"/>					
f	Help you if your needs have changed e.g. Since you first met [LAC name], has she/he helped you with different things?	<input type="checkbox"/>					
g	Help you if you have problems	<input type="checkbox"/>					
h	Does [LAC name] do what he/she says they are going to do? e.g. Did [LAC name] say they'd help you with anything? Did they do it?	<input type="checkbox"/>					
i	If people treat you badly, does [LAC name] help you to deal with this?	<input type="checkbox"/>					
j	Has [LAC name] helped you get access to services e.g. help you with your money, or sorting out where you live, or your health?	<input type="checkbox"/>					

**Q6. Does [LAC name] do anything else for you, that I haven't mentioned?**

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### Impact on your life

**Q7 Which of these has [LAC name] helped you with in your life? If you think some don't really matter to you, just let me know.**

**[Interviewer, tick not applicable if the respondent says any of these don't matter].**

**How you feel**

		Yes, Helped	No, didn't help	Don't know	N.A.	*	Comments
a	<b>Making you feel more confident</b>	<input type="checkbox"/>					
b	<b>Making you feel happier</b>	<input type="checkbox"/>					
c	<b>Making you feel safer</b>	<input type="checkbox"/>					
d	<b>Making you feel less lonely/isolated</b>	<input type="checkbox"/>					
e	<b>To worry less about things</b>	<input type="checkbox"/>					

### Choices in life

		Yes, Helped	No, didn't help	Don't know	N.A.	*	Comments
g	To have more choices in your life	<input type="checkbox"/>					
h	To try to learn new things / skills	<input type="checkbox"/>					
i	To live where you want to live	<input type="checkbox"/>					
i	To live the way you want to	<input type="checkbox"/>					

### Access

		Yes, Helped	No, didn't help	Don't know	N.A.	*	Comments
k	To try to get to know more people	<input type="checkbox"/>					
l	To try getting a job	<input type="checkbox"/>					
m	To try getting into college or training	<input type="checkbox"/>					
n	To try taking part in activities e.g. sports, clubs	<input type="checkbox"/>					

**Q8 Is there anything [LAC name] could do better?**

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**Q9 Has your life changed in any way since you first met [LAC name]?**

Yes

No

*If no, go to Question 11*

**Q10 How has your life changed?**

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**Q11 What things has [LAC name] helped you with the most? Can you tell me up to 3 things?**

1.
2.
3.

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**Q12. I've got a list of organisations you might know. Can you tell me if you get any support from these or attend any of them for e.g. classes**

**Q13. Has [LAC name] made it easier for you to get help and support from [name of organisation]?**

**Q14. Since you first started seeing [LAC name], how much help/support do you need from [name of org]? Same, or less or more ?**

		Q12	Question 13				Question 14				
		Yes, gets help	I had help before LAC	Yes, LAC made it easier	No, didn't make it easier	Don't know	Need same support	Need more support	Need less support	Don't Know	Comments q12/13/14
	<b>Ask all respondents:</b>										
1	<b>Key Housing (housing association)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	<b>NHS Forth Valley e.g. GP, consultants</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	<b>Lets make it Better</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	<b>Artlink</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	<b>RNIB</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	<b>Social worker</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<b>People with MH:</b>										
1	<b>Stirling &amp; District Association of Mental Health (SDAMH) (Organisation helps/supports people with mental health problems)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	<b>Other</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

		Q12	Question 13				Question 14				
		Yes, gets help	I had help before LAC	Yes, LAC made it easier	No, didn't make it easier	Don't Know	Need same support	Need more support	Need less support	Don't Know	Comments q12/13/14
	People with LD										
1	ILS - Independent Living Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Enable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Care Solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Scottish Society for Autism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Richmond Fellowship Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Wolfcraig Training (Employability)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Riverbank Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	PLUS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Streets Ahead	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q15 Is there anything else you'd like to say about [LAC name] ?**

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# Evaluation of Local Area Co-ordination service 2009

Carers  
face to face Questionnaire

## You and Local Area Co-ordination

**Q1 How long have you and your family had contact with [LAC name]?**

Less than 6 months
6-12 months
1-2 years
3-5 years





**Q2 How often do you have contact with [LAC name]?**

At least once a week
Every 2 weeks
Once a month
Every couple of months
Every 6 months
Once a year or less







**Q3 How did you first find out about Local Area Co-ordinators?**

Somebody who has a Local Area Co-ordinator told me or my family member

Somebody from the Council told you about it

A friend or relative told me about it

Council website

Leaflet/written information

Other (please state)

**Q4 When you and your family applied for Local Area Co-ordination, did you get support and help as quickly as you thought you would?**

Yes

No

If no, what happened?

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## Your Local Area Co-ordinator

**Q5 Does [LAC name] do any of the following?**

		Yes	No	N.A.	Comments
a	Treat you as an individual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b	Treat your family member as an individual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c	Treat you with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d	Treat your family member with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e	Ask your family member what they want	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
f	Take your family member's views into account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
g	Take your views into account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
h	Help you and your family member make decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
j	If your family member's needs change, does [LAC name] respond to this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
k	Help you sort out problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
l	Recognise your expertise as a carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
n	Do what he/she says they are going to do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
o	Put you in touch with other agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q6 Is there anything else you would like [LAC name] to do?**

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## Impact on life

**Q7** Which of these has [LAC name] helped YOUR FAMILY MEMBER with? If you think some do not apply, just let me know.

### How they feel

		Yes	No	N.A.	Comments
a	To gain more confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b	To feel happier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c	To feel safer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d	To feel less isolated/lonely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e	To worry less about things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
f	If people treat your family member badly, does [LAC name] help them deal with it?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Choices in life

		Yes	No	N.A.	Comments
g	Giving them more choices in life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
h	To try and learn new skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
i	To live where he/she wants to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
j	To live the way he/she want to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Access

		Yes	No	N.A.	Comments
k	To try to get to know more people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
l	To get a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
m	To get into college or training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
n	To get access to services e.g. housing, care, health, benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
o	To try and take part in activities e.g. sports, clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q8** Is there anything that you feel your Local Area Co-ordinator could do better?

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## Impact on your life

**Q9 Which of these has [LAC name} helped YOU with in your life? If you feel they don't apply to you, just say**

		Yes	No	N.A.	Comments
a	<b>Giving you opportunities to have more spare time</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b	<b>To get more time to have social contact with people</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c	<b>Helping you to feel less isolated</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d	<b>Giving you the opportunity to think about different ways of caring</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e	<b>Helping to make your relationship with your family member more positive</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
f	<b>Made a difference to your health and well being</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Anything else?**


**Q10 Has your family's life changed in any way since your contact with your Local Area Co-ordinator?**

Yes

No

*If no, go to Q12*

**Q11 How has it changed?**

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**Q12 Can you tell me up to 3 things that [LAC name] helped you with the most?**

1.
2.
3.

**Q12. I've got a list of organisations you might know. Can you tell me if your [family member] gets any support from these?**

**Q13. Has [LAC name] made it easier for you to get help and support from [name of organisation]?**

**Q14. Since you first started seeing [LAC name], how much help/support do you need from [name of org]? Same, or less or more ?**

		<b>Q12</b>	<b>Question 13</b>			<b>Question 14</b>		
		<b>Yes, gets help</b>	<b>had help before LAC</b>	<b>Yes, LAC made it easier</b>	<b>No, didn't make it easier</b>	<b>Need same support</b>	<b>Need more support</b>	<b>Need less support</b>
a	<b>Streets Ahead</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	<b>Riverbank Centre</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	<b>PLUS</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d	<b>RNIB</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e	<b>Wolfcraig Training (Employability)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f	<b>ILS - Independent Living Service</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g	<b>Key Housing</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h	<b>Richmond Fellowship Housing</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		Q12	Question 13			Question 14		
		Yes, gets help	had help before LAC came long	Yes, LAC made it easier	No, didn't make it easier	Need same support	Need more support	Need less support
i	Enable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j	Care Solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k	NHS Forth Valley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l	Scottish Society for Autism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m	Stirling & District Association of Mental Health (SDAMH)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n	Lets make it Better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o	Artlink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p	Social worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q	Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q15 Is there anything else you'd like to say about [LAC name] ?**

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Thanks very much

### Appendix 3: Joint Improvement Team's Talking Points outcomes

**Table 1. Outcomes Important to Service users**

<b>Quality of Life</b>	<b>Process</b>	<b>Change</b>
Feeling safe	Listened to	Improved confidence and skills
Having things to do	Having a say	Improved mobility
Seeing people	Treated with respect	Reduced symptoms
Staying as well as you can be	Treated as an individual	
Living where you want / as you want	Responsiveness	
Dealing with stigma/discrimination	Reliability	

**Table 2. Outcomes Important to Carers**

<b>Quality of life for the cared for person</b>	<b>Quality of life for the carer</b>	<b>Managing the caring role</b>	<b>Process</b>
Quality of life for the cared for person	Maintaining health and well-being	Choices in caring, including the limits of caring	Valued/respected and expertise recognised
	A life of their own	Feeling informed/skilled/equipped	Having a say in services
	Positive relationship with the person cared for	Satisfaction in caring	Flexible and responsive to changing needs
	Freedom from financial hardship	Partnership with services	Positive/meaningful relationship with practitioners
			Accessible, available and free at the point of need

#### **Appendix 4: Stakeholders questionnaire**

1. What do you think the Local Area Co-ordination service does?
2. What type of work do you do alongside the LAC service?
3. How long have you been working alongside the LAC service?  
Less than a year, 1-2 years, 3-5 years, don't know
4. Has working alongside LAC service made your role easier?  
Yes, No, Don't know
5. What are the benefits of your role/service and LAC working together?
6. What are the barriers (if any) between your role/service and LAC working together?
7. Do you think the LAC service helps to reduce funding pressure on other Council services?
8. Do you think the LAC service provides better outcomes for service participants?
9. Do you feel the LAC service provides benefits to the wider community? If so, explain
10. Are there areas where the LAC service could do things differently? If so, please give examples
11. How do you see the future role of the LAC service developing?

**Appendix 5: Service participants – JIT outcomes. Does LAC do this? (incl n.a.)**

<b>Quality of life outcomes</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>N.A</b>	<b>No response</b>
Help make you feel less lonely/isolated [Seeing people]	69% (37)	6% (3)	6% (3)	19% (10)	2% (1)
If people treat you badly, help you to deal with this [Dealing with stigma/discrimination]	69% (37)	2% (1)	4% (2)	20% (11)	6% (3)
Help you to try to get to know more people [Seeing people]	67% (36)	11% (6)	4% (2)	15% (8)	4% (2)
Help you feel safer [Feeling safe]	67% (36)	2% (1)	6% (3)	<b>22% (12)</b>	4% (2)
Help you to live the way you want to live [Living as you want]	61% (33)	7% (4)	11% (6)	<b>17% (9)</b>	4% (2)
Help you to try and take part in activities [Having things to do]	56% (30)	11% (6)	7% (4)	<b>24% (13)</b>	2% (1)
Help you to live where you want to live [Living where you want]	44% (24)	11% (6)	7% (4)	<b>33% (18)</b>	4% (2)
Help you to try get a job [Having things to do]	37% (20)	6% (3)	15% (8)	<b>39% (21)</b>	4% (2)
Help you to try getting into college or training [Having things to do]	37% (20)	4% (2)	7% (4)	<b>48% (26)</b>	4% (2)
<b>Process outcomes</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>N.A.</b>	<b>No response</b>
Treat you with respect [Treat you with respect]	98% (53)	–	–	–	2% (1)
Listen to you and take your views into account [Listened to]	96% (52)	–	2% (1)	–	–
Ask you what you want [Having a say]	96% (52)	–	2% (1)	–	–
Treat you as an individual [Treat you as an individual]	96% (52)	–	–	2% (1)	2% (1)
Help you if you have problems [Responsiveness]	94% (51)	2% (1)	2% (1)	2% (1)	–
Do what they say they are going to do? [Reliability/Responsiveness]	87% (47)	7% (4)	–	4% (2)	2% (1)
Help you and your family make choices [Having a say]	76% (41)	7% (4)	4% (2)	7% (4)	6% (3)
Help you if your needs have changed [Responsiveness]	83% (45)	4% (2)	2% (1)	7% (4)	4% (2)
Help you get access to services [Responsiveness]	72% (39)	6% (3)	7% (4)	11% (6)	4% (2)
<b>Change outcomes</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>N.A.</b>	<b>No response</b>
Help you feel more confident [Improved confidence]	91% (49)	2% (1)	6% (3)	2% (1)	–
Help you feel happier [Improved confidence] + [reduced symptoms]	85% (46)	–	7% (4)	6% (3)	2% (1)
Help you worry less about things [Improved confidence]	78% (42)	6% (3)	4% (2)	13% (7)	–
Help you to learn new things/skills [Improved skills]	61% (33)	7% (4)	9% (5)	19% (10)	4% (2)

## Appendix 6: Service participants/carers - JIT Talking Point outcomes Qs.

### Service participants – examples of what LACs did

Does LAC help you get access to services? (19 comments)
Bus fair concession
Compensation from DLA
Helped me with DLA. Helped daughter with tax forms. LAC helped me with money and debt. LAC looking into our benefits
LAC tried to get me DLA but my GP stopped it
LAC been helping me fill in housing forms, DLA form and income maximisation officer
Sorted all out for me. LAC sorted out DLA and everything back (all benefits) incapacity benefits etc.
Tried to help me get DLA but got turned down
Counselling
Evening Classes, activities - socialising and making friends
LAC contacted people who can help. LAC's have come out to talk to me
Helped join Quality Action Group
Helped me start applying for benefits, get on touch with other people. Tried to encourage me to do things adult learning and college at Springkerse.
Home care started charging and help with gas and electricity bills
Housing but also for SDAMH
If I need help LAC's can fit me in. They don't pigeon hole me in.
Open Secrets for counselling and QAG
LAC sorted my rent out for me. LAC got me in touch with people at housing.
LAC sorted out money, benefits for us
Help with housing

Does LAC help you to try to get to know more people? (19 comments)
QAG Smile training
My son has not yet started his evening classes and is waiting on information, LAC not given it yet
Got to know individuals - drama, disability groups
LAC encouraged me to go to cooking classes. I go to all therapy
LAC tried but not taken it on board yet
I shut down for a while, didn't see anyone. Husband doesn't see anyone. It's our choice, LAC couldn't really help us
Information on groups to join
Introduced me to people, maybe go walking
LAC did but I'd got to the stage where I could do it myself
LAC got me out of the house to an English class but I became ill and was in hospital
New people at gardening
Only place I go to is round to my mum's, I'm not a mixer
QAG
LAC spoke about doing it but didn't
LAC tried to get me out to meet people and go to curling
LAC tries to help. I'll talk to anybody so don't need much help there
LAC tried but it's not working
Yes, the right people to talk to
I don't like too many people together

**Does LAC help you to try taking part in activities? (16 comments)**

Already in stageschool PLUS

Badminton but timing wasn't right. Sports centre

Crawford Hill Drama Group (Braehead)

Drama on a Friday

Gym/swimming at the Peak

LAC does try to suggest things but can't go unless training is right for people.

I am not good at mixing with people

If I was healthier I would take up a lot of choices LAC has given me. I like arts and crafts

In the process of taking part in activities, etc.

LAC is trying to get him involved in group sports

No. I need LAC as someone to talk to and LAC does that

Only if needed

Quality action group, Baptist Church

LAC has provided information

LAC spoke about it but it never came up

LAC takes me for lunch, shopping

**Does LAC help you to worry less about things? (16 comments)**

Again when I see LAC, LAC helps me look at things in a far more sensible way

LAC told me what's out there too choose

I turn to my parents for help

Helped fill in incapacity forms

I get worried about things, depends what the problem is

I haven't got a worry when I see LAC

LAC reassures "don't worry about it"

Knowing there is people there to help. Being able to ask LAC

Only a phone call away

LAC would try to help me worry less

LAC helping us with bankruptcy

LAC taken a lot of the burden off my shoulders

LAC tried but I just worry

When I'm wound up LAC helps me

When my cousin died LAC helped me to worry less

When there was no one else/support, I could pop to LAC office

**Does LAC help you if you have problems? (15 comments)**

LAC excellent at helping me with problems

At start before anyone was helping - homeless benefits

I realise LAC doesn't have the magic wand

Every time

Got into the Gardening group

Helped with pathways to work issues. Provided excellent advice

I can phone LAC at any time

I had problem that someone was staying with me, didn't want them there - LAC sorted it out

I had problems at work, spoke to LAC about it

LAC helped us with bills, sorting out problems with the electricity

LAC helped me with problem with rent and Council Tax

Other support workers assist with other tasks

LAC talks me out of my problems - if LAC can't deal with it LAC passes it to someone who can

When I need to talk LAC, they'll be there when they can

Yes, big time

**Does LAC help you to try learn new skills? (14 comments)**

8 week course opened doors. 1st time I'd done anything on my own for ten years

Garden, Kings Park

LAC getting me into computers

Help with Employability

Helped stay focused on QAG / Smile training

I did that myself - joined Edzone. LAC built up my confidence to do things

LAC is going to take me to computer classes

LAC encourages me to learn new stuff

LAC tried to get me to do it myself but I want LAC to help me more

Sports leadership awards, 1 week course

Training to be a volunteer

Tried to encourage me but not yet got that far

Going to evening classes

We have discussed it but as I said, I don't mix, not confident

**Does your LAC help you if your needs change? (13 comments)**

All I have to do is ask – LAC will help. LAC's brilliant. LAC is not pushy, LAC takes things easy.

Been helping me especially with children. They are in care just now, LAC comes to social work meetings

Every time

LAC did that today for me

Helped at school and college

Helped when father died, LAC adapted to situation

I never had any help before. So I had chance to talk to LAC, things have changed since then

If I pack in Streets Ahead, LAC will help me

LAC adapts to my situations

LAC is there for all of us, not just me

LAC is trying to get occupational health to come and look at bath

LAC is very versatile

When father died, adapted to situation

**Does LAC help you feel happier? (13 comments)**

Yes, by avoiding stress

First real conversations I had for years were with LAC. It was very nice

I have good and bad days

If I'm ok in myself. Depends how I'm feeling

LAC helped us to feel more settled

LAC made me feel like someone cared who isn't a relative

It's ok when LAC is talking to me - when I get all my problems out I feel better. When I go home it goes back to normal, I go down

I'm now moving on in life since LAC got involved

LAC helped me to feel not as bad

The family are more content since LAC came along

When I can talk to LAC about my problems it does make me feel better

Without LAC I wouldn't know how to deal with problems

Yes, by helping me to think on a positive side instead of a negative side

**Does LAC help you feel less lonely/isolated? (12 comments)**

Again, when I see LAC and the visits are regular I do

At times I was isolated and I didn't want to see anyone. LAC made me realise that the people who wanted to see me only wanted to help. I was hiding away from them and didn't want to see them.

Being depressed is a lonely state to be in. You think only you can deal with it but LAC makes you think otherwise

Having no job makes him feel stuck and isolated

I don't feel lonely, I'm mostly with people

I'm my own person, don't mind too much. LAC is a pal, I get anxious when LAC doesn't come

LAC has helped us to get out more and feel better in ourselves

Knowing support is there really helps

Never felt isolated or lonely with LACs help

LAC make time to slot me in whenever LAC could

We are working on that just now

Yes LAC does, I can get out and about now - got a scooter and a ramp

**Does LAC help you to try to get a job? (11 comments)**

Confident enough to do myself

Due to my health I'm not fit to get a job

Employability does that

Employability has helped him

Helped with volunteering work with a view to get paid work later if she loses current job.

I went to employability

In the process of trying to get a job

Not as LAC but did in Employability

LAC offered for when the time is right

Somebody else - Employability - got me a placement

Yes, employability

**Does LAC help you to try getting into college or training? (10 comments)**

Computer course at FV college

Couldn't bring myself to go to college or training. LAC and I have discussed all of those questions

Helped with application forms x 2

In the process of getting into college

LAC is going to look into getting some courses such as cookery and drama.

Not interested - treated badly at Alloa College

Open door, would like to in future

Open Learning - Stirling. LAC tries to encourage me to go along every few months.

LAC spoke about going to courses with me but it never happened

**Does LAC help you and your family make decisions? (10 comments)**

At times LAC may suggest something e.g. volunteering work.

Every time

Gives ideas i.e. sports for kids

LAC tells me what's out there. I make decisions. If I need help I can ask LAC

LAC tries to help me

I find it hard to say no, LAC helps me to work round that

Life changing choices

LAC even got me on holiday. LAC has been fantastic

LAC puts me on the right track

LAC there for all of us, not just me

**Does LAC help you feel more confident? (10 comments)**

Already confident - made DVD with Stageworks

LAC made me feel I'm worth something - I'm not a nobody

I don't feel that every system is against me, that there is light at the end of the tunnel

I feel I have got more confident. I used to put myself down a lot

It's hard to separate what makes you feel confident. Any help I have received from LAC has made a positive difference.

On occasions, but it's a difficult job for one person

Voluntary work. LAC pushed for me to get a bus pass. Didn't want to go out to do anything. No point in going out

Yes, at social worker meetings LAC'S been a good help to me

Yes, definitely. LAC will sit and listen to me

Yes, very much so. I'm a lot more confident since I met LAC

**Does LAC help you to live where you want?(9 comments)**

I am now in homeless accommodation but will soon get a home

LAC helped me to get a home

Got me into accommodation

Given option LAC would help, but not required

Helped with flat, but would prefer back and front door

LAC helped us move from our old flat

LAC knew exactly the type of housing I was suited for

Put me in touch with housing officers. I'm staying in a place that is quiet, struggle to see how it could be better

This is housing remit – LAC tried to help though

**Does LAC do what say they are going to do? (9 comments)**

Always does

Every time

LAC has never let me down. If LAC says they are going to do something, they do it.

I've never been let down

Occasionally LAC doesn't do things they say

Probably tries to. LAC does as much as they can

LAC forgets about things: LAC was going to take me to find out about courses, get my son a card to show police but none of these have happened

LAC puts it in diary

Sometimes

**Does LAC help you feel safer? (9 comments)**

LAC is a person outside the family to speak to and has become a good friend and a mind full of knowledge

I came to Stirling, didn't know anyone. I arrived in a state. Don't know what would have happened otherwise

I feel safer going out

I feel there is a point of contact

I never feel safe

LAC helped us deal with the neighbours

LAC guides me when I'm high – brings me back down

Tried through counselling

Very much so. When I go outside I don't feel safe, LAC encouraged me to go out for 5 minutes

**Does LAC help you deal with discrimination? (8 comments)**

LAC try and console

Helped with housing situation with housing department. Still require accommodation with facilities for disabled people.

I don't really tell LAC, I'd like to deal with it myself. If I can sort it out myself I don't tell anyone

I try to cover all that up but if I need to I'll tell LAC. I trust LAC a lot. LAC has a heart of gold

Problem with women who runs SDAMH, LAC helped with that

LAC makes me laugh at things. LAC makes me feel worthwhile

This has not happened but sure LAC would look into it if it did

When I was in homeless accommodation LAC used to come and check it then get it fixed

**Does LAC listen to you and take views into account? (7 comments)**

LAC does listen, maybe too carefully. LAC listens then reminds you later, almost holds you to things

LAC gives me support and courage. LAC takes me out in car

LAC very good at that

LAC really listens. LAC has great communication

Sometimes LAC does listen, sometimes LAC doesn't. LAC doesn't have the time.

Sometimes LAC does, sometimes LAC doesn't

Yes, LAC doesn't force their opinions on us

**Does LAC help you to live the way you want? (7 comments)**

I still have too many problems to do with that but LAC has helped me

I'm not living the way I want to or anywhere near it, but a bit closer than I was.

I realise I can't get perfect house – happy living in the Raploch

LAC has been helping me to get away from my clutter around the house, that's helped me

LAC tries, but I say one thing, I still feel I am being undermined by my partner and my son

LAC helped me to live a better life than what I had

The way things are at the moment isn't the way I want it to be but on the road with LAC's help

**Does LAC help you have more choices in your life? (6 comments)**

Yes, college and transport

Yes, advice on bringing up kids and receiving training

I'm not staying in my bed, I'm getting more active

Sensory Centre Camelon

LAC tries to help me have more choices

Voluntary work, bus pass. Increased areas of my life

**Does LAC ask you what you want? (5 comments)**

Always asks me what I want

LAC tries to suss out situation at each time with me. Trying to give me support

Yes, LAC doesn't impose ideas

Yes, LAC tries to get me involved in things

**Does LAC treat you as an individual? (3 comments)**

LAC helped get DLA. Lots of continuity

I like LAC, I would like to be treated by LAC all the time

LAC treats me like a friend

**Does LAC treat you with respect? (3 comments)**

A lot of respect. Some folk look down their nose at you - the team doesn't

Definitely, lots of respect

First time for a long time that someone treated me nicely

## **Carers – examples of what LACs did (JIT Talking Points outcome questions)**

### **Does LAC made a difference to carer's life? (3 comments)**

Yes, by being there for me and listening to me at a very low time. LAC made me feel LAC was on my side

Definitely, by having someone to talk too

LAC does so much for me and son or my daughter. I would just like to thank LAC.

### **Does LAC help if your family's need change? (3 comments)**

I've asked for help with benefits but LAC couldn't help

LAC helps with writing letters, filling forms. LAC takes family member to training centre. Reading bus timetables and maps

Progressed rather than changed

### **Does LAC put you in touch with other agencies? (3 comments)**

LAC treated my son as a normal human being. Social workers say they'll do things then don't

LAC organised jobs to help her doing volunteer work with people like herself

LAC comes along to school review to give support and make sure all our concerns are taken care of.

### **Does LAC help make your relationship with family member more positive? (2 comments)**

LAC has made me more stronger and positive - it helps me deal with my family member

LAC made me feel positive about the job I'm doing and the decisions I had to make about my son.

LAC eased my guilt

### **Does LAC listen to you and family member and take views into account? (1 comments)**

Listens/comes back with positive stuff

### **Does LAC help if family member is treated badly? (1 comment)**

Yes, by speaking up on his behalf – making sure people recognise him as an individual

### **Does LAC help give you opportunity to think about different ways of caring? (1 comment)**

LAC spent a lot of time talking to me about our circumstances and ways of coping with it

**Appendix 7: Carers – JIT outcomes. Does LAC do this (incl. n.a.)**

<b>Quality of life for the cared person outcomes</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>N/A</b>	<b>No response</b>
Help family member feel happier [Quality of life for cared person]	72% (18)	8% (2)	4% (11)	16% (4)	4% (1)
Help to try to get family member to know more people [Quality of life for cared person]	68% (17)	16% (4)	4% (1)	12% (3)	-
Help family member feel more confident [Quality of life for cared person]	68% (7)	8% (2)	-	24% (6)	4% (1)
Help family member to try to learn new things/skills [Quality of life for cared person]	65% (17)	8% (2)	8% (2)	19% (5)	-
Help family member worry less about things [Quality of life for cared person]	64% (16)	20% (5)	-	16% (4)	-
Help family member feel less lonely/isolated [Quality of life for cared person]	64% (16)	4% (1)	4% (1)	28% (7)	-
Help family member try to take part in activities [Quality of life for cared person]	62% (10)	19% (5)	4% (10)	15% (4)	-
If people treat your family member badly, help them deal with this [Quality of life for cared person]	58% (15)	4% (1)	-	<b>38% (10)</b>	-
Help family member feel safer [Quality of life for cared person]	54% (13)	8% (2)	8% (2)	29% (7)	-
Help family member live the way they want to live [Quality of life for cared person]	52% (13)	8% (2)	8% (2)	<b>32% (8)</b>	-
Help family member to live where they want to live [Quality of life for cared person]	52% (13)	8% (2)	8% (2)	<b>32% (8)</b>	-
Help family member to try getting a job [Quality of life for cared person]	48% (12)	12% (3)	8% (2)	<b>32% (8)</b>	-
Help family member to get into college or training [Quality of life for cared person]	44% (11)	12% (3)	12% (3)	<b>32% (8)</b>	-
<b>Quality of life for the carer outcomes</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>N/A</b>	<b>No response</b>
Help make your relationship with your family member more positive [Positive relationship with person cared for]	50% (13)	12% (3)	4% (1)	<b>35% (9)</b>	-
Help make a difference to your health and well being [Maintaining health and well-being]	48% (12)	16% (4)	4% (1)	<b>32% (8)</b>	-
Help you to feel less isolated [A life of their own]	36% (9)	16% (4)	4% (1)	<b>44% (11)</b>	-
Give you opportunities to have more spare time [A life of their own]	50% (13)	15% (4)	4% (1)	<b>31% (8)</b>	-
Help you have more time to have social contact with people [A life of their own]	24% (6)	16% (4)	4% (1)	<b>56% (14)</b>	-

(continued):

<b><i>Managing the caring role outcomes</i></b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>N/A</b>	<b>No response</b>
Put you in touch with other agencies [Partnership with agencies]	<b>72% (18)</b>	8% (2)	4% (1)	16% (14)	-
Giving you the opportunity to think about different ways of caring [Choices in caring]	42% (10)	4% (1)	8% (2)	<b>46% (11)</b>	-
<b><i>Process outcomes</i></b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>N/A</b>	<b>No response</b>
Treat your family member with respect [Valued/respected]	100% (26)	-	-	-	-
Treat family member as an individual [Valued/respected]	100% (26)	-	-	-	-
Listen to your family member and take their views into account [Having a say in services]	96% (25)	-	-	-	-
Listen to you and take your views into account [Having a say in services]	92% (24)	4% (1)	4% (1)	-	-
Ask family member what they want [Having a say in services]	92% (4)	-	4% (1)	4% (1)	-
Treat you as an individual [Valued/respected]	92% (4)	-	4% (1)	4% (1)	-
Treat you with respect [Valued/respected]	88% (23)	4% (1)	-	4% (1)	4% (1)
Recognise your expertise as a carer [Expertise recognised]	88% (22)	4% (1)	-	8% (2)	-
Help you if you have problems [Flexible and responsive to changing needs]	88% (23)	-	4% (1)	8% (2)	-
Do what they say they are going to do? [Accessible, available and free at the point of need]	88% (23)	8% (2)	-	4% (1)	-
Help you and family make choices [Having a say in services]	88% (23)	4% (1)	-	8% (2)	-
Help you and family if your needs have changed [Flexible and responsive to changing needs]	88% (23)	4% (1)	-	12% (3)	-
Helped you get access to services [Responsiveness]	56% (14)	12% (3)	4% (1)	28% (7)	-

## Appendix 8: Service participants and carers – other support LACs give

### Service participants

<b>1. LAC provides help with various practical issues (10 comments)</b>
LAC helped me with noisy neighbours. LAC got help from the Council and told me about carers' week at the Peak. LAC spoke to someone there for me. LAC helped with appeal for DLA. I wanted carpets for the house and LAC phoned social security for me and got a form. LAC went to doctors with husband; LAC's a great help. LAC trying to get us a more suitable house.
LAC said they will get help with housework.
LAC takes me to Sainsbury's for a coffee. Sorted all benefits for me, took 5 minutes to sort out everything. LAC been a friend to me - I'm glad to see LAC when LAC comes to visit me. LAC come to GP and my son with me. Does everything in LAC powers to help. LAC goes out of LAC's way to do anything to help you.
Promoted a DVD - drama club. LAC helped a lot with that. LAC is really nice. Helps out with a lot of stuff.
How to go about getting benefits. If LAC didn't know about something LAC would find out and point in right direction.
LAC helps me. LAC was going to get me into SADMH, to see if I can get out and about. Not heard from SADMH yet. Got in touch with Social Work to get a carer a couple of days a week
LAC helped to get counselling
Writing letters, filling in forms and provisional license
LAC helps me with reading, writing, letters
LAC helped me get my buggy and taxi card. Helped me get buggy home – dismantled it + put it in their car.

<b>2. LAC provides invaluable emotional support (8 comments)</b>
LAC has helped me with crises, when I've been low. LAC has helped me resolve things - got intense support from LAC to get it sorted.
LAC always tries to encourage you. Helps me plan things. When I never had any help LAC helped with a couple of things. LAC stays longer than they should - doesn't get lunch.
Provides support by understanding and allowing me to talk through difficulties and suggesting possible pathways
When I first came to Stirling and had no help LAC was a great help, LAC made all the difference
Main thing I get from LAC is comfort, LAC helps to make me feel better
LAC tries to show people the problems I am dealing with. LAC listens to me talking about my physical disabilities and how frustrated I am by them. LAC seems genuinely interested in my problems and struggles.
LAC lets me talk and it feels I'm not going mad. LAC identified something in me and has got me to go and see someone. LAC went with me to my outpatient appointment. LAC helped to split me into different people to do the different things I need to do
Helped me be more positive. LAC is a lifeline - if I'm feeling down I know I can phone LAC and talk to LAC any time of day. I like LAC's down to earth approach. LAC took an interest in my family. LAC has been brilliant to talk to.

### 3. LAC is a friend (8 comments)

Anything I've got a problem with, LAC will deal with the lot for me. LAC is going to help me with my garden. I can tell LAC anything; it's all in confidence. I look at LAC as a good friend.

LAC gets in touch and talks to me to see how I'm getting on if they haven't seen me for a while. I try to hide depression but LAC knows in my voice. LAC is a good friend.

LAC has become a good friend and I look forward to visits

LAC gives us lots of advice on what to do. If LAC misses an appointment they will come as soon as they can. LAC is a friend, we would miss LAC if we didn't see them.

LAC is a good friend, I don't look at LAC like LAC is a worker. LAC there if I need LAC. LAC is like a sibling, I couldn't cope without LAC

Just wonderful. Really happy and a good friend.

LAC is a good friend, LAC always there to listen and help.

LAC is more like a friend, LAC goes beyond the call of duty, LAC would do anything to help us. Looking at money, housing etc

### 4. LAC takes service participants to activities (6 comments)

I told LAC i liked athletics, LAC helped me get into it

Activities and evening classes

Takes me to Quality Action Group and sports clubs

LAC takes me for a bar lunch once a month

Buys me tea occasionally

Glasgow to concert at SECC. Sorted transport concession

### 5. Service participants can contact LAC any time (4 comments)

LAC has been there for us all the time, out of hours. It has been a tremendous help.

LAC is just there - any time

It is really good to know I have someone to talk to when I need to (at any time). This contact is very valuable to me.

I can pick up the phone any time and talk to LAC. LAC helped me with football, maybe getting into it. LAC helped me - listened to me.

## Carers – other areas of support LAC provide

### 1. LAC provides help with various practical issues (5 comments)

Advised me on practical things e.g. Dogs Trust

Helped me get a job, around my hours for caring for son

Helps me with understanding letters

If I need help I can phone LAC, that makes a big difference

A range of things, housing, waste at side of property, sons taking up basketball

## Appendix 9: Service participants and carers - how lives have changed

### Service participants

1. LAC provides invaluable ongoing support (17 comments)
Definitely changed. It's the biggest help I've had. Someone who listens to me, focuses on my needs. They ask what help I need instead of me being told what I need. They meet individual's needs. They have the knowledge about what to do to meet meets.
Getting out and about - not stuck in the house.
Confidence is coming back and has helped self-esteem. Guidance is fantastic; the advice is spot on and constructive. There are never any negatives with LAC, it's all positive advice. LAC recognises what the whole process is about and where I want to go
I feel a lot better in myself. I know LAC is there. Yes I (husband) feel better knowing there is support available from LAC.
It couldn't have got any worse. LAC always tries to help and do other things
It is good to see LAC, I feel so relaxed speaking to LAC and I have said I ain't good at mixing with people but LAC makes you feel so relaxed and explains things clearly to me, takes away a lot of my worries.
It's nice to talk to someone who wants to listen to me
There for us, friend of family, help with bereavement process
LAC is there for us. Considered a friend of family. Helped with father dying
LAC made me look at things in a different light - very much so. I don't think anyone could just do their job because they have patience for people of all walks of life
LAC was a very big help to me with money worries. There was an issue I was able to talk to LAC about, I hadn't told anyone else - LAC was extremely good. LAC very good at calming me down, LAC has got to know me well
LAC has kept me on a straight and narrow, keeps me out of trouble. If I'm ready to explode LAC will calm me down
I have been diagnosed with Asperger's. My LAC has helped me to understand this and see it in a more positive light which has also encouraged me to take control of it and move ahead free from too much concern about the stupid prejudices of the world
I have someone who shows me much optimism and its nice to trust someone, which is hard to do. LAC is like a rock. I feel someone is rooting for me.
Helped me a lot, helped my family
I feel confident I can talk to LAC and I know it won't go any further
LAC helps me when I need help
2. Service participants feel happier/confident (16 comments)
I feel more confident in myself x 2
We are happier. We're seeing light at the end of the tunnel. We are getting more confident and feeling better. We are relaxed when LAC is around and told us that not everyone is judging us. We started going out for walks, don't bother what folk say.
I've been a lot more confident in myself. Just knowing LAC there any time I need LAC, can pick up the phone
I've got a better life and I'm more happier in my life since LAC started working with me
If I go out now I am not scared
I'm much happier. I can look forward to things happening. I've got LAC to talk to.
I'm happier. Knowing my comfort blanket (LAC) is there. I think the LAC service is great
From the day before I met LAC til now there is no comparison, much more confident
I am much busier and have a clearer path and feel now as if I have a future, I also feel much more relaxed and under less pressure. I feel happier in myself and more confident in my own abilities and open to new possibilities
I am not living in a damp rat flat anymore. My medication is keeping more stable. I am happier and feel I do have something to contribute. I was very isolated.
I'm happy now
LAC helped/convincing me to go on holiday myself, I would never have done that myself.
I'm in a better place. Learning to manage my illness better.

Meeting more people, getting out more, try new things x 2

### **3. LAC helps gets access to information and services (7 comments)**

I have got a job and my housing situation is less uncertain, although housing remains an ongoing issue.

LAC got me a home and a job, LAC is great

Yes helped with buses, bus pass and now cheaper. Problems with buses e.g. not working - LAC sorted this out.

If I wanted info LAC gives it to me

More positive now, I was going downhill all the way. I probably wouldn't be here if it wasn't for LAC. LAC has been my rock. I wouldn't have been able to access services without LAC.

Difficulty with neighbourhoods and would like them to be removed. Life is brilliant otherwise. LAC has helped with appointments with lawyers.

I feel better - now going to QAG meetings, which I never knew about prior to meeting LAC.

### **Carers – how life has changed**

#### **1. LAC provides invaluable ongoing support (6 comments)**

Supportive at school reviews and able to challenge on our behalf

I have more information and feel less isolated. Also my LAC does more than care manager

I have a peace of mind knowing I'm not alone if something goes wrong

I now have backup from a professional person who helps us with all the "red tape"

My husband died, we've had to pick up the pieces and my LAC has been there for all of us, throughout my husband's illness and since his death in December. LAC continues to support us, LAC is a great friend to the family now.

For the good. Helps you feel you can do things. Mine and my family's life was not nice - I was so scared of everything. LAC has never let us down

#### **2. Carer/ service user feel happier/confident (3 comments)**

LAC has helped my daughter to have more confidence

More confidence/stronger. Learnt new skills, seems happier and more confident

I feel much stronger as a parent

#### **3. Carer has more time for themselves (2 comments)**

LAC has made social services more aware of the difficulties at home and we now have more support, allowing me to have time away 4 hours a week

My family member has been introduced to different groups/classes, giving her more social activities. LAC has given my family member another life-line making her less isolated and less dependent on family. I have more time for me.

## Appendix 10: Service participants and carers - what LAC helped with most

### Service participants

1. Providing invaluable ongoing support (38 comments)
Giving advice on different things
Having someone who would sit down and treat you like a human being - had more confidence in me than I did in myself
LAC helped me cope with the deaths in my family
Helped me with s.w. meetings. LAC helps me to get a break during the meetings when I'm upset
Just coming to see me and being there
LAC helped with my relationship with my daughter
To talk about my problems. I can open up to LAC. Certain things I can't tell my partner or GP
Trusting someone again. Practical advice
Understanding my health, not judging me and someone who is only at the other end of the phone if I am really upset LAC can calm me down
Understanding
Sorting out Stirling Council's incompetent and discriminatory occupational health unit
Stopping me feeling sorry for myself. LAC gets me out of bed
Trying to keep encouraging me, when some people might give up.
Bereavement
Helping to decipher and move forward in my career path
Talking about work experience
Fell out with mum, long time ago. LAC helped me
Being able to access help and advice
I appreciate LAC helped with personal things, not really LAC's job. When I've not been well and not had appointment with h LAC, I've been able to speak to LAC.
Help and support to try some things I like that are completely different from things I would otherwise try
If i need anything LAC will be there for me. LAC is very kind and very open.
Helping with my mum
I can talk better to LAC, talk openly
Helped with court case and appointment at lawyers
Relationship worries - helping with this e.g. partner children mother
Seeing the positives, even though I can be extremely pessimistic
My mental health - it was in a bad place
Being very supportive, LAC is genuinely interested
LAC won't give up trying with me, even with my health problems. LAC tries to get me out there and make friends and laugh. I trust I'm not being judged, LAC is not condescending
Help with my family
Helped me to think I'm not constantly overreacting. I've had to deal with courts - LAC helped me to see things from their point
LAC can help me with things I can't do myself
Knowing that someone is there. It's not LAC's job to be there 24 hours a day, but LAC is.
LAC is there all the time for us
LAC is a good listener
Realising that i am entitled to help and getting it
To be positive - counselling is better than popping pills
LAC helped me with supported contact with my daughter i.e. someone else there with me when I see daughter, as daughter gets aggressive with me

<b>2. Getting access to information and services (18 comments)</b>
Homecare
LAC helped me to get my bus pass
Transport
Pathways
Problems with buses, jobs
Information on what's out there - courses
Helped me to find out about things for autism, which might help me with court
The help and advice – led me to where I am today. I didn't know services exist
Get a job x4
Working with social worker/employability and getting job
Started ball rolling for daughter to get a job
Getting homeless accommodation
Getting me a house x 2
Helping me find a place of my own
Council housing

<b>3. Assisting with finances (13 comments)</b>
Benefits
Bus pass - can now travel cheaper
Controlling money - practice the budget properly so I don't get into debt anymore
Getting over big problem with money/police
Gives me support on how to save my money
Husband's DLA
Sorting out finances and form filling
Giving advice on money worries
Getting DLA allowance - has changed my life
Money problems
LAC helped with my finances, rent, council tax
Our bankruptcy
Filling out forms, getting me help with benefits

<b>4. Service participants now participated in activities (13 comments)</b>
Activities/clubs
Being able to participate in activities I wasn't able to do
Getting back into sports competitions
Confidence to meet other people e.g. QAG
Getting into Quality Action Group
After hour activities
Going to groups
Getting me into more groups i.e. gardening
Involved in some groups – involved in the community partnership committee
After hours activities / good listener
Reading and writing
Learning new skills, on an exciting journey and grabbing all opportunities available, etc
Trying new things

**5. Service participants felt more confident (11 comments)**

Helped with my confidence

Increasing self esteem

My confidence. Getting me out of the house

Well being - confidence, self esteem, reassurance not being judged

Health - appointments at Doctors and help groups

Making me feel that I'm as worthwhile as anyone else is. LAC helped me with my self-esteem.

LAC help change my attitude to what I can do

Believing in me and helping me to believe in myself

Can do things myself

Confidence

Making me feel better about myself. That's what LAC does.

**6. Having more social interaction (8 comments)**

Getting me out a bit more

Meeting more people x 2

Time with family

Chat and a cup of tea

Took me for tea and coffee in town in car

Getting out more, seeing people

Helping to improve my social integration and finding activities in order to feel less isolated.

**Carers – What LAC helped most with****1. Getting access to information and services (24 comments)**

Access to resources

Finding out more about services/help out there for our family member and as a family

Finding out opportunities for my child

College applications - recently. That is the first contact I have had with LAC for over two years

Getting me help from a social worker

LAC has helped by easing the burden of responsibility - we can phone LAC if we have a problem.

LAC has given information to access what is due and necessary

Helping me accessing employability

Obtaining a bus pass for my son

Putting me in touch with other services

Contacting Employability

Training courses

Took my son to college on first day

Getting in touch with services

Getting my son into a place of his own

He has also given support where support is due - e.g. applying for benefits

Form filling

Independent Living

Expertise and knowledge of autism has been very beneficial

Information for help

Liaising with employer

A source of information

Knowing there is someone knowledgeable to provide advice

Liased with other professionals involved with my son

Provision of information regarding varied supports, benefits etc

**2. Providing invaluable ongoing support (16 comments)**

Getting support for son

Having somebody else for my daughter to talk to other than myself

Being a sounding board and providing advice

A listening ear

Reassurance

Responding to me very quickly

Support for me and my son

Giving my son someone to talk to outwith family

Not judging me, that's very important. I was judged very quickly by social worker

Putting things into perspective when a "crisis" occurs

Not stopping the service now son has own place

Providing emotional support

Someone to talk to who totally understands my problems

Support throughout our bereavement

Being able to take a small step back

Without LAC's help I don't know where I'd be now

**3. Providing support at meetings (6 comments)**

My boys transition from school to college – attending the interviews

Parental support at Review meetings and following up on queries etc., with statutory agencies

Speaks for me at meetings when I become emotional

Back up at meetings

Help with dealing with social workers

Giving me support. I'm now finding my voice to stand up to shout for help from services and at meetings

**4. Service participants felt more confident (3 comments)**

Confidence in herself - boost self esteem

Self confidence to meet people

Boosting confidence of family member - very important

## Appendix 11: Service participants and carers – any other comments about LAC

### Service participants

<b>1. LACs are compassionate and supportive (16 comments)</b>
LAC is really good. Helps a lot of people with families. Does a good job.
LAC is a really supportive person. LAC takes peoples questions and suggestions on board. Always tries to meet if LAC not got prior engagements.
LAC is nice - helped with almost everything. Always there when needed.
Nice person
Nice to talk to LAC. Nice to be taken out
LAC is kind at helping
Considering I normally have difficulty with new people I meet LAC, made me feel at ease very early. LAC shown me that I can find a way to express myself. If I just want a rant I can talk to LAC, LAC is there when I want to see them but if I don't want to, that's ok
Only that the friendly, non-judgmental, and supportive approach is really useful. Especially at times when the rest of the situation gets me down and things look hopeless.
Easy to talk too. Happy to speak to LAC for advice
Really grateful to LAC and LAC is able to help whenever required.
It's great to have LAC - someone to talk to, someone to help me
LAC is very kind, helpful and genuine. LAC interested in people.
LAC is great; I can't praise LAC enough. I had a problem with my house help and her attitude towards me. LAC sorted it all out.
I'm agoraphobic so it's difficult to get out of the house. LAC couldn't do enough for me, LAC really helped me through a bad place and was very supportive. In the beginning, LAC was there right away (after asking to see an LAC). There is nothing more LAC could do.
LAC already helps more people but I recommend LAC to others who I met with issues/problems. Can't say a wrong word about LAC, very good. I would say so if I was unhappy, but I'm not.
LAC is nice and very helpful and LAC can't do enough for you.

<b>2. Service participants satisfied with LAC service (11 comments)</b>
Glad we met LAC. Nice person, helped a lot. Amazing... to sum up in one word
Big thank you!
Good service – I'm pleased with it
Happy with LAC, helps get in touch with other people
LAC is doing a good job
LAC is a really good, hard worker
No negative comments. Very happy with the Service LAC is providing
No, happy with everything
Quite happy
I find the team very helpful and good.

### 3. Service participants felt they wouldn't be able to cope without LAC service (6 comments)

If it was to go it would be very badly missed and is very much needed. They listen to people - other parts for the Council could learn from them.

LAC was there for us at the hearings, to give family support. LAC is invaluable to us, LAC is a family friend now. LAC finds solutions for us. We definitely want this service to be well funded and for LAC and the rest of the team to keep helping us.

This is short but true: Would be lost if never had LAC, LAC has been great help to me

Wouldn't be where I am without LAC. Couldn't read/write - now at adult learning classes. LAC is lovely - does things for my mum too. LAC is an angel, I'd give 10 out of 10. Wouldn't know what to do without LAC.

I don't know how I'd cope without LAC. I don't want to be put under anyone else apart from LAC. If the LACs weren't there, where would people like us be? I wouldn't trust Social Workers, not as far as I could throw them

I know I'm not alone. LAC has prevented me from going into a crisis, They have provided enough help to prevent me needing other services. It is saving money - LAC is keeping people well.

### Carers – any other comments

#### 1. Carers satisfied with LAC service (11 comments)

It is a very valued service and very worthwhile, long may it continue

The service is truly person centred and LAC demonstrated that. There is recognition of the job that Carers do by LAC. LAC responded quickly, I didn't have huge bureaucracy to go through. LAC will be still asking me how things are/show concern, without prying. There isn't a sense of being abandoned.

Thank you

Keep up the fantastic work

LAC has always had time to make sure family member is put at ease, less stressed and has problems sorted out. LAC finds out family members interests and offers classes/groups for members to attend. We appreciate all that LAC do for us

Necessary service. Good to know they are there even though family member is very independent. Accessible and easy to talk to if there are any issues. Likes the fact that the visits can be informal and at home.

Not got problem with it, If I need help they are always there. LAC is brilliant with me

Speaking to LACs has brought out a bit more of my son. I always get asked if LAC can do anything for me or just listen, but don't like talking about myself, just as long as son gets help. Thank you

Doing a great job. LAC does a fantastic job, there's nothing LAC doesn't know and if there is something LAC can't answer, LAC finds out

We as a family are generally happy with the service we get from our LAC

#### 2. LACs are compassionate and supportive (10 comments)

Approachable and available whenever required

LAC has been a very positive influence in my son's life and we are grateful for LAC time and advice especially as we know there are many others in far greater need of LAC's help.

LAC has done so much for me in a quiet way. LAC leaves saying 'you know where I am if you need me'. LAC has gone out of their way to help. LAC makes me feel at ease and has the ability to think ahead. I was supposed to get a SW years ago - they only came twice a year, then LAC came along - got the SW more involved

Friendly, easy to get to talk to, good listener

LAC has been a great help and like a friend to both my daughter and myself

LAC was a real rock of support for me and helped me through a very tough time

My LAC is the best help and helps us all to see that there is help out there. Sometimes if it wasn't for my LAC we would know nothing

We look forward to seeing LAC. LAC is a kind person.

Our LAC is well liked by our family. LAC has given us lots of support, thorough advice and information. LAC is indeed an asset and we feel we can call LAC up anytime with problems in between monthly visits.

## Appendix 12: Service participants – support received from other organisations

Q12. Do you get any support from these organisations or attend any of them for e.g. classes?

Q13. Has your LAC made it easier for you to get help and support from [name of organisation]?

Q14. Since you first started seeing your LAC, how much help/support do you need from [name of org]? Same, less or more ?

*\* figures in table are number of responses*

	Q12	Question 13			Question 14			
	Yes, gets help	I had help before LAC	Yes, LAC made it easier	No, didn't make it easier	Need same support	Need more support	Need less support	Don't Know
NHS Forth Valley	14	6	4	1	7	-	1	-
Wolfcraig Training	11	5	6	-	7	2	-	1
Social worker	8	4	2	1	3	-	3	1
Stirling & District Ass of Mental Health	7	3	4	1	3	1	2	-
Enable	7	2	1	-	3	-	2	-
Independent Living Service	4	3	1	-	2	1	1	-
PLUS	3	3	1	-	-	-	-	-
Lets make it Better	2	2	1	-	-	-	-	-
Riverbank Centre	2	-	-	-	-	-	-	-
Artlink	1	1	-	-	-	-	-	-
Scottish Society for Autism	1	-	1	-	1	-	-	-
Streets Ahead	1	-	-	-	-	-	-	-
Key Housing	-	-	-	-	-	-	-	-
Royal National Institute for the blind	-	-	-	-	-	-	-	-
Care Solutions	-	-	-	-	-	-	-	-
Richmond Fellowship Housing	-	-	-	-	-	-	-	-

**Appendix 13: Carers – support received from other organisations**

**Q12. Does your family member get any support from these or attend any of them for e.g. classes?**

**Q13. Has your LAC made it easier to get help and support from these?**

**Q14. Since your family member first started seeing LAC, how much support do they need from this organisation?**

*\* figures in table are number of responses*

	Q12	Question 13			Question 14			
	Yes, gets help	I had help before LAC	Yes, LAC made it easier	No, didn't make it easier	Need same support	Need more support	Need less support	Don't Know
PLUS	11	9	2	-	5	-	3	2
Social worker	10	6	3	1	7	3	1	-
NHS Forth Valley	8	6	1	1	5	1	2	-
Enable	7	2	3	2	1	1	1	2
Key Housing	7	2	5	-	1	1	1	1
Other	6	3	1	2	2	-	1	2
Stirling & District Association of Mental Health	5	1	3	1	1	-	1	2
Independent Living Service	5	3	-	2	1	-	1	2
Scottish Society for Autism	5	3	2	-	1	2	-	2
Wolfcraig Training	4	-	2	2	-	-	-	2
Artlink	3	1	1	1	-	-	-	3
Streets Ahead	2	-	1	1	-	-	1	1
Lets make it Better	1	-	1	-	-	-	-	1
Royal National Institute for the blind	1	1	-	-	1	-	-	-
Richmond Fellowship Housing	1	1	-	-	-	-	-	-
Riverbank Centre	1	1	-	-	1	-	-	-
Care Solutions	-	-	-	-	-	-	-	-

## Appendix 14: Service participants and carers – areas for improvement

### Service participants

<b>1. No, with positive comments (19 comments)</b>
No. They do as much as they can
Does a good job. Happy with service. Easy person to talk to. LAC makes time to see them.
Don't think so, most things being dealt with
No, can not think of anything
No, LAC always asks if there's anything they could do
LAC couldn't do a better job. LAC is first class and down to earth
No, LAC stays longer than they should do - you get the impression that LAC never stops
No, LAC tries their heart out for me
No, LAC doing a brilliant job
No, I'm quite happy with the way it is at the moment
No, LAC has been a massive help to me
No, LAC is very good
No, LAC can't do any better. LAC has helped + brought more into my life than my own brothers and sisters have. Sometimes I won't go out of my house unless I'm with LAC
No, LAC is great
No. LAC doing everything they can do. Happy with support
LAC could move in with us
LAC is doing the best they can
LAC doing really well. LAC's aim is to take one step at a time and to sort out problems one at a time.
No, LAC is very good and a nice person.

<b>2. Resources (7 comments)</b>
My biggest criticism is that LAC seems overworked and forgets what we've spoken about and then it's not followed through. I really like LAC though. LAC constantly takes calls from mobile phone when with me. I can be saying something that is really important at the time.
LAC could have more time with me. It's not LAC fault, they have lots of people to see.
Council should make it easier for the LACs e.g. give them parking space permits, money for coffees
Although the personal service is excellent it can sometimes be difficult to contact the LAC as there does not seem to be a central contact point for phone or email especially as the Cameronian St Office was closed without warning.
We've lost Cameronian Street office. I used to meet LAC there. I wish there was somewhere like that we could meet.
LAC does a good job. They don't get enough praise for the job they do. LAC should get a pay increase. LAC has got a challenging job, when they go into people's homes they could do anything. They should employ another LAC.
LAC has been extremely helpful in getting me through this stage in my life. LAC encourages me to do things, to get up in the morning. It would be good if there were more LACs. If there were more LAC's they would have more time to spend with people.

**3. Advertise LAC service more (7 comments)**

Didn't know about LAC service, just told by luck by DSS. Not advertised enough.

They should let more people know about the LAC service (stated by 5 people)

No. Anything I've asked has been answered, LAC has gone out of their way to help me. I don't think there is enough awareness of the great service they provide for people. There will be people in the area who don't know about the services that are available.

**Carers – areas for improvement****1. LAC follow through what they intend to do (5 comments)**

I'd like LAC to do the things LAC says LAC will do. e.g. phone me weekly, not leaving 6-8 weeks between calls. When someone tells you something you believe them, the only support we have is LAC but not really getting it.

LAC has said they'll get in touch with other agencies: Employability, music groups, group support, people with special needs but nothing ever comes of it. Seems to make promises but doesn't follow through. Difficult to tell if it's workload or just hasn't done it.

I was told that the boys would get into volunteering, didn't happen

I don't know - I've had promises made and not delivered. I don't know why. LAC said they would take family member to places, they'd phone and find out. LAC never mentioned it again. Would be nice if something more came of the talk

More direct work with young person in accessing community activities

## Appendix 15: Stakeholders survey – what LAC service does

### 1. Supports service participants and families to access services and promotes inclusion (11 comments)

Supports individuals in accessing community activities that are relevant to them

Supports people with learning disabilities to access mainstream services

Assists people to become more included in their own community provide assistance and advice to people to access services etc

Working with individuals to meet their needs in relation to support required

Works with people with disabilities

Supports service participants to live fulfilling lives in the wider community, supports people to be actively involved in the wider public agendas

LAC helps, supports and co-ordinates people with disabilities to gain access to employment, support facilities and help with ensuring that they are not discriminated against in terms of their rights, access to benefits, employment etc

The service works with people with learning disabilities and mental health issues and their families to support inclusion, access to services and opportunities and increase quality of life It liases with agencies and service providers to develop services

Enables people to overcome difficulties they face and give them the support they need to increase their independence and progress towards their goals. It also supports services / opportunities to be more inclusive and aware of how to support people to access them.

Supports people with learning disabilities and mental health problems, and their families, to promote inclusion and increase opportunities for an improved quality of life

Support individuals and families to access the resources, services, support options available to them. Champion the rights of the people needing extra support or services.

### 2. Supports people in a person-centred way (6 comments)

Supports people in a very person centred individualised way.

It provides a person centred approach and access to services both statutory and voluntary for people who experience barriers to participation.

LAC works with individuals who have learning disabilities or mental health issues. It provides a person centred approach and allows the individual and their family to be independent and have control over decisions affecting their lives.

Support to client with learning disability and mental health issues. Support is wide ranging and based on individual needs.

It provides a personalised support and information service to people of all ages who are living with disability, long term conditions, mental health issues and/ or are old and frail. The service often helps people overcome barriers to accessing services, and helps people challenge discrimination where this arises. LAC promotes equality and inclusion and operates on the principles of personalisation. The service is modelled on the pioneer model in Australia devised and leads by Eddie Bartnik. The Stirling LAC is award winning and is seen as being at the forefront of LAC in Scotland. It received extremely favourable reviews in the national review of LAC.

It is a service that supports both individuals and families, linking with other agencies to access appropriate services. LAC is also about circulating information, avoiding crises situations where possible, but also looking at service available in supporting individuals to make choice in their life. Promoting a personalised approached (PCP), breaking down barriers, allowing people to access appropriate services. Providing an alternative service to social work, challenging the boundaries in how we support people or families.

**4. Supports service participants/ families and acts as an advocate (4 comments)**

Home-visits to vulnerable adults & children in the community, they listen, assess the situation and advocate, co-ordinate to secure services to support the people in the community

Supports young people with additional support needs and their parents to: be aware of their rights and benefits act as an advocate on their behalf when they are unable to express their view express their view about factors which affect them gain access to services appropriate to those needs

Supports people of all ages who have a learning disability or mental health difficulty to access services in their local communities. Acts as an advocate for people where there is a difficulty for example being banned from the local swimming pool. Assist people through the transition process.

Acts as a link between users and their families and/or carers and statutory/voluntary/external organisations..., providing info., advice, advocacy, help in general.

**5. Working relations with social work (LD) not effective (1 comment)**

Linking people into local services. Influencing local groups to accommodate the various service user needs. LAC currently contacts social work with quite unrealistic expectations. When these expectations are not met, more senior management are contacted with a view to changing workers' decisions. Relationships with LAC are not good, particularly within the LD team who were allegedly described as something offensive by one LAC. Diagnosis is not the remit of the LAC. I would suggest that this is made plain to the LAC who seems to consider themselves an expert in the diagnosis of [a condition].

**6. Unsure of role of LAC (1 comment)**

Despite years of contact with the service I cannot really say what it does in concrete terms. Staff describe themselves as 'supporting' individuals and families, but I have no direct evidence of the outcomes.

## Appendix 16: Stakeholders survey – work done alongside LAC service

<b>1. Work collaboratively with LAC and service participants (20 comments)</b>
Focused "hands on" personal development with shared clients within an agreed timeframe.
Normally deal with the same client and where there are concerns, Housing Services work very well alongside LAC to get the best outcome for the client
We attend meetings in common.
Meet with worker to ensure co-ordinated approach. Joint visits with workers.
I make referrals to LAC and attend meetings jointly to discuss issues. joint visits as part of collaborative work.
Work in education to support children & young people with additional support needs. We have parents & children in common. We should be working together to find solutions.
Supporting the way forward and assisting in evaluation when included
Involved with LAC through PCP training, Stirling Implementation Group developing services within Stirling area for people with learning disabilities.
Involved in person centred approaches. A worker supported a group of service users in continuing independent meetings.
Linked regularly to the service manager to develop a framework for the implementation of Person Centred Planning Attendance at the Stirling Implementation Group and Person Centred Planning Sub Group Partnership working with all the team on the strategic planning of services Worked with one of the co-ordinators to jointly facilitate a community care induction session
I have been a member of the local branch of Enable ( totally separate from Enable Homes ) for many years. We provide totally voluntary support to people with L.D. in the Stirling area, and their families, in all aspects of their lives. This includes confidential informal counselling, linking to other organisations, inc., the LAC service, providing social outlets such as the Friday Club, BBQ's, Disco's etc. I also serve on various groups such as the S.L.I.G., Stirling Partnership for Carers etc.
I work with partnerships that LAC is part of, to help partners share practice / knowledge, and help them develop their responses to new strategies or initiatives.
I am manager of the Antisocial Behaviour Resolution Team. The ASBR team work with LAC when we identify that an individual we are receiving complaints about or whom we suspect is being targeted by bullies could require support from LAC. LAC also refer cases to us, if a service user has mentioned that they are being bullied or are the victim of ASB.
Provision of adult learning opportunities
Provide specialist services
Have introduced a 'Service with a Smile' programme for Stirling Council employees to increase understanding of people with learning difficulties. This programme has 3 benefits: 1. improved employee awareness of learning disability issues 2. provide income to trainers who have a learning disability 3. promote self confidence of trainers in their abilities
Care management (CM)
Take referrals from them to deliver support services to Carers and the vulnerable people that they care for e.g. one to one personal support for unpaid Carers, benefit checks for Carers and the vulnerable people they care for. Also basic advocacy, assistance with form filling, income maximisation, Carer assessments, information & advice on services available and how to access them etc.
Link in terms of health and employability as and when requested to become involved.
I have been involved in the planning and development of LAC I have worked alongside LAC for more than 5 years
<b>2. Not collaborative working (1 comment)</b>
As little as possible

## Appendix 17: Stakeholders survey – benefits of role / LAC working together

<b>1. Opportunities to work differently (11 comments)</b>
Approach looking at the problems, interests, and opportunities for people from different but overlapping directions.
Share experiences and good practice
We can quickly identify the issues regarding complaints/individuals and work in partnership to deal with the issues that have arisen. We pass on information to relevant services and make sure that all appropriate services are aware of the issues and agree as to how we will provide support services to tackle the problem.
Improved understanding of learning disabilities and provision of a Council employee service
The local area co-ordination service takes a lot of pressure of social work by working with people who would benefit from support and advice but are not high enough tariff to qualify for a service from social work. This means that they prevent crises in some cases and provide early intervention.
The development of LAC is part of a wider strategic direction of support services delivered by Stirling Council. I contribute to the strategic planning and development of LAC as part of a bigger picture, and with particular interest on its relationship with community care.
Supportive of individuals taking the focus away from Service Provision
Opportunities to network
Should open up community links that we don't have access to
Makes me aware of the innovation and good practice going on there so I can encourage the sharing of it with other services.
There are opportunities to consider new ways of working /delivering services which build on the assets people requiring services have to offer. This is an ongoing challenge and cultural shift in organisational planning and delivery and it is important to identify how this can be supported in a joint way.

<b>2. Working collaboratively to provide better outcomes for service users (8 comments)</b>
In the strategic planning of services becoming more person focussed it was fundamental to work in partnership with LAC, who have a proven ability to work strongly with these principles and values already at their core.
Potentially could achieve far wider range of progress with/for client.
They identify unpaid Carers in the community allowing them to access services to support and assist them to provide care to the vulnerable person.
To attempt to ensure that service meets individual needs
Ensuring service users needs are appropriately assessed, met and evaluated
Ensure both workers are working jointly for the client's benefit.
Discussion about appropriate services and supports and how my service can be involved or how the client might manage in particular environments. LAC are in position to let others know the support needs of the client which i have determined.
Shared knowledge, shared common goal, LAC can often put a realistic slant on things, client sees that the Council as a whole wants to help

<b>3. No perceived benefits (3 comments)</b>
We should be working together to find solutions & not seen as opposing sides of the coin.
None
If LACs stuck to their remit, they would greatly benefit the service user and would help the caseworker/care manager to provide a good service to clients

## Appendix 18: Stakeholders survey – LAC benefits to the wider community?

### 1. LAC encourages inclusion in wider community (9 comments)

Yes because the core of LAC is about inclusion, about people participating in their local communities as they so wish, about overcoming barriers to achieve personal goals and aspirations.

The approaches and interventions that the service use are very natural and it enables community members to see the service users being included in their communities, with positive outcomes. It also challenges the community to see things from the service users perspective.

In helping to have problems made more transparent and tackled, it contributes to a better understanding and awareness by the wider community of the needs of people with L.D., which in turn leads to wider acceptance with consequent mutual benefits to all.

The inclusiveness role is key here: a diverse community where all services and opportunities can and do include everyone would be a much more tolerant and healthy place - and the LAC service is helping to build that community.

Yes. Their service includes all people therefore they are able to identify problems encountered by marginal groups that have not been identified in the past. These groups may require different types of support to ensure supported to live independently in the community & LAC can contribute to this.

Yes, in my role if children/adults with a learning disability become more a part of the wider community through the benefits of receiving LAC then this is exactly the way we should be going and the general community perceptions of disability will improve.

Yes - ensuring the voice of the service user is included in wider agendas across the area.

I have seen a number of individuals who are supported by LAC into gainful employment. These people are supported at work and have become confident, independent members of the community. This has a two fold effect in my view, i.e they are financially independent and other community members see what people are capable of doing with a bit of support.

Not sure that I am able to comment on that, I know of one case where the worker has made a big difference to the young person and assisted them into further education.

### 2. Potential benefits (3 comments)

Unsure, should do through promoting access

I think however this would require considerable investment in both multi-agency and community planning and evaluation that included an appropriate cost benefit analysis.

They could - if willing to work jointly with care management

## Appendix 19: Stakeholders survey – improved outcomes for service users

### 1. Service users receiving a person centred approach (9 comments)

Personalised support with positive outcomes defined by service users (and not by services)

Better opportunities and on a more personal level. Giving individuals another voice.

A more responsive person centred provision which builds on the strengths and abilities of the service users.

LAC can support individuals to get their views across in terms of their needs. LAC can also facilitate services working together

Bespoke services for clients rather than "tick box" ones/People centred rather than task orientated

Independence and a real say in what they want in their life

More confident to make their needs known, feel there is someone who will listen and be there to back them up if need be. They know they are not going to be turned away or ignored because they don't fit in to an assessment process or have difficulty expressing themselves. Service users' families and other significant people are part of the person-centred planning process; other services do not always plug in to these networks and recognise their importance to the service user. More independent, with strategies to cope for themselves, and able to recognise the progress they have made. Services and opportunities that are more able to include them, where they might otherwise have been brushed off.

It links not just the user but also family members to a range of appropriate supports and community links  
It enables the person to put in the right foundations to ensure they could cope if a similar crisis arose again  
It supports the person throughout all life stages  
It doesn't close cases

Many service users see the service as outside the normal mainstream statutory provision. Families and/or service users often feel it is a less threatening and personal way in to get listened to. Although much of this may be just perception it nonetheless often leads to problems being aired, and therefore more likely to being tackled

### 2. Other (4 comments)

Enables them to be both self sufficient and confident

Better understanding of needs.

I believe that they are of benefit in preventing people who are not high tariff when they present to social work. Therefore they provide a preventative service.

I am sure that their involvement has enhanced outcomes for some people, it would be difficult to say if these outcomes would have been the same by the services alone. An example would be where someone is working with employability, care management and LAC. Long term they have achieved a great deal perhaps having a job however not sure if this could have been achieved by services alone.

## Appendix 20: Stakeholders - barriers between role/LAC working together

### 1. Confusion in roles of LAC and other staff (6 comments)

Sometimes roles confused and duplication occurs

An understanding of what they do. There is concern from some staff within social care that LAC are not monitored or inspected. An example of this was from a Housing Support Organisation who felt that LAC could not help a resident with a specific issue however continued to meet with them with no real outcome.

LAC often come across as critical of CM and do not appear to be willing to work with CM

LAC having a very loose focus as opposed to other agencies specific remit.

Service demands, particularly at the front line of operational service provision make it challenging to continue to meet the expectations of service users at the same time as consider how new ways of working can be supported in a multi-agency way in the future.

Not seen to be on the same side being solution focussed to find the best outcome for parents & young people. No regular meetings or debate about how we can work better together. Lack of knowledge regarding roles.

### 2. Resources (6 comments)

If the true ethos of LAC is eroded then this would be a barrier and would deeply affect the shift in balance of care that is underway on a strategic and operational level. If performance were to deteriorate - there would be considerable issues for community care and children's services to consider. Currently, as I understand it, Community Care funds LAC 100%.

Finding it hard to contact them at the moment - are they understaffed?

No significant barriers, except the usual problems of lack of time to meet. A more structured system of regular meetings might be useful.

Can be difficult to get in touch at times

Statutory services and the local interface

The service has not always taken a lead role in some of the strategic discussions where it could be a really key player if it were more widely visible.

### 3. Relationship between LAC staff and others (3 comments)

Arrogance on the part of some LACs

The local area co-ordinator staff are sometimes unaware of the roles and responsibilities of the professionals they are working with. They are perceived by many staff as undermining of the hard work that is carried out. They present themselves to clients as advocates and often inappropriately wind up clients to demand services that they are not eligible for good reason. There is one member of staff in particular who is very inappropriate in telling people they may have diagnosis of [a condition] and fails to consider the impact on the client.

Different opinions on client needs.

### 4. No barriers - positive feedback (3 comments)

No barriers, but a complimentary service

Haven't encountered barriers but I have heard service users and carers express a desire for there to be more LACs

I am not aware of any barriers regarding our services working together, in fact I think we have a strong relationship and shared vision of how to tackle ASB re LAC service users, whether they are the victims or perpetrators of the ASB.

## Appendix 21: Stakeholders – LAC could do things differently

### 1. More joint/collaborative working (7 comments)

Work with education - to share perspectives, roles & planning for solutions.

Work more collaboratively

More joint working from an early stage.

If working jointly with a "client" then let CM know what they are doing - as often there are pieces of work ongoing with other professionals which can be in conflict

Possible closer crosslinks with other non-statutory organisations.

LACs could influence mainstream service provision and provide genuine opportunities for service users to experience new activities

It would be helpful to have it reporting in to clinical effectiveness structures in Forth valley Stirling CHP which are complimentary to the local community planning partnership critical partnership.

### 2. Clarify role of LAC (2 comments)

Hopefully the new manager will pull things together and clarify the role of the LAC. In previous years, LACs have tried to give the impression that LAC are experts in the LD field and that, in the past nothing has been done for people with LD until the advent of the LAC. This has caused annoyance to workers who have been in the field for years and have made a lot of progress in the field

Overall I think that they are a brilliant and helpful service who are bringing a lot to the community and supporting and complimenting existing services in the council. There are a couple of things that would improve their relationships with other services that they need to address. 1. They are not an advocacy service and if this is going to be part of their role it should be made explicit. 2. They need to recognise the work that is being done by other services, a common complaint of other people is the tendency of Local Area Co-ordinators to 'big themselves up' to the detriment of the services.

### 3. Work with low level service users (2 comments)

They become involved in some complex cases where there are already numerous professionals and this is often not helpful. In cases such as these they hinder relationships between professionals and families and sometimes between agencies. I think that they should be directed to work with low level cases where social work struggles to provide a service.

Individuals or families being supported, providing alternatives not seen as a "Social worker" but more of an advocate.

### 4. More resources for LAC service (1 comment)

Not sure. It would be great if the resource was expanded and more people with a disability were given a chance at being as independent as their abilities will allow.

### 5. Reporting (1 comments)

Recording and monitoring information needs to improve - but the importance of LAC staff working closely with people must not be overshadowed with huge systems of recording or a requirement for large amounts of admin - a balance has to be struck.

## Appendix 22: Stakeholders – future role of LAC service developing

<b>1. LAC service being integral to changes in balance of care services (5 comments)</b>
LAC is integral to the shifting of balance of care strategy. it is well and truly part of the range of support services that we are offering citizens, and it should be encouraged to develop and flourish.
Being more focused on client's goals and working with other agencies to achieve these.
The national objectives and changes within the balance of care see a shift in the reliance of day centres for people with disabilities and a move towards more natural supports. The feedback from families and service users is that they highly value the support of LAC. Service Planners will seek to build on this type of service to expand the capacity.
There is a role for both the social model as well as the LAC. LAC over the years has made people aware that we can do things differently, by supporting the people to achieve their goal but also encouraging individuals to have the confidence to make the choices, working with them rather than for them.
Need to consider its role alongside other sections of the statutory bodies, including health, education, children's services etc. plus its' links with the voluntary bodies, as already mentioned.

<b>2. Continue improving outcomes for service users (4 comments)</b>
I hope it will continue to develop and grow as it has, perhaps becoming more visible and better understood by other services. Crucially, it needs to remain focused on the broadest possible outcome, of improving quality of life for service users - and refuse to get bogged down in paperwork and targets.
I hope it can increase its capacity to provide services to more individuals. It already works closely with appropriate services and needs to capitalise on its excellent reputation.
It is a vital service to ensure that needs of vulnerable individuals are met in a very strategic way, rather than services met to a particular need.
Encouraging services to develop PCP. Overview of service requirements

## Appendix 23: Stakeholders – further comments

LAC have over the years, changed how people see the service, has assisted in developing a service that people involved trust. Has provided a platform for removing the barriers for people accessing services, also reinforce that staff also have to change their own attitudes as the needs of the service change in line with new legislation.
The LAC service provides excellent value for money and was praised highly in the recent SWIA report of Stirling Council's SW Services.
My full appreciation of the extent of their work (Service with a Smile) is limited to my own immediate dealings with them. However, I am supportive of the work I have seen as it really does make a difference to the users (both Council employees and the trainers themselves).