



## Still Listening, Still Learning: Personal Outcomes in 2025 and Beyond

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<p><b>Story title: Championing Just Enough Support</b></p>
<p><b>Overview: Can you tell us what is the piece of work, practice or initiative that you want to tell us about? (who was involved and what was the focus)</b></p> <p>Over the years, dating back to 2016, East Dunbartonshire HSCP has purchased, on occasion, the delivery of Just Enough Support Training, delivered by external consultants. The aims and objectives of the training included:</p> <p>Aim: Proactively develop alternatives to paid support, promoting better outcomes for people and supporting people to be in control.</p> <p>Objectives: Developing alternative to just paid support for people; develop individually designed services at a time of reduced budgets; stay true to our values and principles whilst moving forward; observe what has not worked, consider why not and how we can try it differently; moving from what currently is to what could be and test out impact of ideas on persons and services, considering asset based support; balancing what's important to people whilst providing just enough support.</p> <p>The benefits associated with the training include:</p> <ul style="list-style-type: none"> <li>• Customers and carers will become less dependent upon formal services and will not be over-provided with formal support where it is not necessary.</li> <li>• Practitioners learn and are encouraged to consider sources of informal support and the avenues in which these can be resourced.</li> <li>• Customers and carers are accessing informal community resources requiring less spend on formal services.</li> <li>• Maximisation of community led assets and justification for the development of additional assets.</li> <li>• Application of the Fair Access to Community Care Services Policy.</li> </ul>

This training, which centres around Asset Based Support Planning, working with the individual to identify their strengths and skills, also coincided with the introduction of the local Fair Access to Community Care Services Policy which has a similar focus.

Due to the financial challenges of continuing to purchase external training and the recognition that the training benefitted all social work practitioners working in adult and children/families teams alongside turnover of staff and social work students on placement, the HSCP recognised that there would be a significant benefit if the training could be delivered in-house by trained practitioners.

Two other HSCPs were identified who wanted to follow a similar development pathway and the external training consultant developed a bespoke 'Train the Trainer' programme based on 'Just Enough Support'.

**What have you had to do differently and what made this possible?**

East Dunbartonshire HSCP identified four Social Work practitioners who were interested in developing their teaching skills to help other social work practitioners adapt to asset-based support planning. Funding terms were agreed with the external training consultant and over a five month period, the Social Work practitioners were involved in attending training which would help them train other practitioners in the subjects of: Just Enough Support, Person Centred Thinking Tools, Exploring current and future support planning, person centred outcomes, teaching participants in workshops and the final accreditation was awarded upon observation of delivery of training by the practitioners to colleagues.

Following accreditation as trainers in this subject, the Social Work practitioners have had an opportunity to receive, as part of the agreed contract with the external training consultant, ongoing mentoring and peer support for one year.

A training and development plan was agreed which included undertaking actions involving:

- Reviewing the training course materials and delivery and adapting to a more personalised East Dunbartonshire approach in line with our Fair Access Policy and Support Plan/Review templates;
- Reviewing our Support Plan and Review templates in order that we could capture those outcomes being achieved through the use of asset based supports rather than formally funded social care provision;
- Reviewing the Referral/Screening Template to ensure early intervention/prevention discussions are able to be reported and analysed;
- Monitoring of early intervention/prevention discussions and inputs via the weekly Resource Screening Group meetings;
- Mentoring on this subject with individual teams through group supervision;
- Delivery of twice yearly, in person, asset-based support planning (Just Enough Support) to new Social Work Practitioners, on placement Social Work Students and any other practitioners who would benefit from refresher training.

Social work practitioner feedback from the four training courses, held since late 2023, has been positive with social work practitioners feeling like the training builds on their knowledge and confidence in exploring the customer and/or carer's strengths and skills.

### Has this helped to keep a focus on what matters to people in face of current challenges?

This training helps social work practitioners to aid discussions with customers and carers about building community capacity. Treating the cared for person and the carer as experts in their own circumstances. Helping people to explore and identify their own strengths and skills which can contribute to meeting their aspirations.

### What have you noticed in terms of outcomes or impact?

#### ASSET BASED SUPPORT PLANNING – JUST ENOUGH SUPPORT

##### WHAT IS YOUR TAKEAWAY FROM TODAY'S TRAINING?



This training, alongside our Fair Access Policies, clearly defines East Dunbartonshire HSCP's commitment to building on customers and carers' experience, strengths and skills, supporting them to be active citizens in their own communities.

The training is very closely aligned with the aims and objectives of the Fair Access Policies giving Social Work practitioners confidence and knowledge in this area.

The development of our local Support Plans and Reviews of Support Plans recording which support identification and analysis of customers/carers achieving outcomes across a variety of domains – both formally funded and those met through other assets, strengths and skills.

### How did this make you feel?

As one of the people involved in developing the original Fair Access Policy, through the development of the train the trainer programme and its continued delivery across the HSCP Social Work practitioners, I feel that East Dunbartonshire HSCP has embraced the resources required to help its practitioners develop in the area of Asset Based Support Planning (Just Enough Support) in turn supporting people to consider their own skills and strengths rather than the focus being on the negatives. Good outcome focused conversations.

### What have you learned through this?

Aside from the analysis which evidences customers and carers achieving their identified outcomes, we have learned that Social Work practitioners, placing themselves forward to undertake this Train the Trainer accreditation, are also invested in helping individuals to live their best lives, to realise that they have strengths and skills that can be nurtured. The delivery of this training to other Social Work practitioners from their peers (instead of external training consultants) also helps to embed the approach.