The Institute for Research and Innovation in Social Services (IRISS)

2025

IMAGINING
THE FUTURE

SUPPORT
IN SCOTLAND

A CREATIVE
EXPLORATION

Project workbook

Introduction

This data workbook has been prepared as a repository for key research, opinion, and views expressed in relation to the Imagining the Future Scenario Project, exploring Scottish society and support in 2025.

The purpose of the workbook has been to act as a key resource for delegates attending the scenario build workshops during 2014 and then used to capture the learning to emerge from each workshop. The workbook then became part of the evidence-base for constructing the final 2025 scenarios. It is important to approach this workbook knowing that it is not exhaustive and has been organised by themed chapters as a simple way of filtering and organizing the learning, views, assumptions and research: *social, technological, economic and business, environmental, political, ethics, values and standards and general*. Moreover, the reader may feel that some of the commentaries set out in the summary columns would be better placed under a different theme. There is no way of filtering all the information with exacting precision. However, the aim was for the data workbook is to be accessible and useable to all.

Readers of the workbook can simply read the issue summaries, or for a closer examination, refer to the source links supplied.
The materials contained within the workbook have and will continue to be drawn from a number of sources:

i) Imagining the Future (Phase1) essays exploring citizenship, workforce and enabling technology (IRISS, 2013)
ii) A series of themed driver workshops
iii) Community perspectives on support and care in the future
iii) Phone interviews with key experts.
iv) Baseline modeling of Scottish workforce in 2014
v) Desk-based research

Background to the project

The Institute for Research and Innovation in Social Services (IRISS) has led this national scenario planning project (Imagining the Future) exploring social services, support and community, in 2025. We expect this scenario project to be used by policy-makers and practitioners alike to reappraise planning assumptions for social services in the short and medium term.

(Last updated 7 November 2014)

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Key Sources / explanatory notes on specific ideas discussed in the Imagining the Future Scenarios

Note one: Southcentral Foundation (SCF)(the basis for Life centres in scenario 2) is an Alaska Native- owned not-for-profit health care organisation serving nearly 60,000 Alaska Native and American Indian people in Anchorage, Matanuska-Susitna Valley, and 60 rural villages. SCF's Nuka system of care is built around the value of shared responsibility and is relationship-based. Its vision and mission is focused on physical, mental, emotional, and spiritual well being and working together as a Native community. SCF provides more than 90 health programmes through its network of services which include the Alaska Native Medical Centre. The ANMC provides a 150-bed hospital in addition to outpatient and primary care services. SCF's board of directors and around 54% of the workforce are made up of customer-owners. The overhaul of services by the SCF has led to significant decreases in primary care visits and hospital admissions as well as higher staff retention and increased consumer satisfaction.

Note two: Co-operative housing is is well established in parts of Europe. In Estonia, nearly 10,000 co-operative housing organisations own 60% of the country's houses and they account of one in five homes in Sweden and Poland, the concept is, though, relatively new to the UK. The first new build co-operative housing scheme in the UK was the Springhill Cohousing scheme in Gloucestershire, which has won awards for its design and contribution towards creating a sustainable community. Other successful schemes include the Community Project on the edge of the village of Laughton in East Sussex.

Note three: German multi generation houses (the basis for Edinburgh Family House)

The German government supports hundreds of multi-generation houses all over Germany. The multi-generation houses are designed to offer an alternative for older people who feel lonely and for young families who need support but have no extended family living nearby. The popular centres - inspired by Mother Centres set up by mothers for mothers - are based around the idea of bringing together under one roof childcare groups, youth centres, mother centres, community centres for the elderly and advice centres that had previously operated in isolation from one another. They *are a key part of its ageing population plan and* have become regarded as an important example of new concept of a modern welfare state where conventional state provision is combined with active civic engagement.

*German adopt a grandparent scheme pairs older couples with young families where children have no grandparents or are unable to see their own grandparents.

Note four: Hesos – new generic health and social care workers based on the Esther project, a multi-disciplinary project set up in Sweden involving GPs, nurses, social workers and hospital clinicians to improve patient flow through the care system by co-ordinating the different elements of care and improving communication between care providers.

Social

In this chapter, the focus is on capturing key characteristics of society and support within the context of what we consider important in driving change of the coming eleven years.

Item	Themes	Contact, author, reference	Issues
1	Social Justice	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	The future is not certain, but whatever difficulties we face, we must seek to increase social justice. Social services, at their best, are a powerful means to build a fairer society. This means a society where the unique talents and abilities of each citizen can flourish. This also means a society where there is a strong sense of mutual responsibility and where citizens, families, community and the state can each find their proper roles.
2	Users of social services	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	To understand the purpose of social services we must begin with the experiences of those who depend upon them. Social services are important to all of us, to our families and to our friends, and they are particularly important to: • Disabled children, and children with life-limiting conditions • Families, who provide the vast majority of support • People with learning difficulties • People with mental health problems • People with dementia and other long-term conditions • People with physical or sensory impairments • Older people, especially as they begin to need more support • People at the end of life.

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			The variety of needs is important. There is a risk that social services is only understood through the perspective of one group.
3	Negative experience of using social services, social fabric, prejudice, fear, stigma	Citizenship Essay, Imagining the Future, IRISS (2013); http://www.iriss.org.uk/resources/imagining1	The reality for people, when they find themselves using social services, is that the experience can make them feel like second-class citizens - or perhaps not even true citizens at all. Diminished citizenship is experienced in: 1 Demeaning attitudes and a failure to recognise the individuals' unique worth 2 Lack of basic freedoms and reduced access to the full range of human rights 3 Insufficient income, extra taxes (charges) and inadequate controls over that income 4 Homelessness, although often disguised by institutional residential provision 5 Inadequate care, rather than useful support that the individual control 6 Exclusion or significant barriers to community, work, leisure and a full life 7 Fractured families, lovelessness and isolation. All of this is unnecessary and deeply damaging to our social fabric. Nothing is to be gained by treating people who have an illness or an impairment, as if they are passive objects. It is wasteful and wrong to ignore people's gifts and capacity for contribution. Yet society has struggled to confront its own history of prejudice, fear and stigmatisation. Indeed the kind of thinking that has dominated social policy in the twentieth-century has been woefully inadequate at doing justice to the experiences of disabled people (Duffy, 2010a).
4	Respectful, sustainable positive relationships	Citizenship Essay, Imagining the Future, IRISS (2013); http://www.iriss.org.uk/resources/imagining1	Citizenship provides an account of how diverse individuals can come together in society in respectful and sustainable relationships that ensure: 1 Purpose - Citizens can live with purpose, build on their own distinct gifts and needs and set their own goals. 2 Freedom - Citizens can be free, can make their own choices and shape the best life that makes sense

			to them.
			3 Money - Citizens have enough security of income that they are not unduly dependent on other people but can pursue their own goals.
			4 Home - Citizens are part of the community, they have a safe and private home that they can control and use to build a life.
			5 Help - Citizens need other people, they are not isolated, instead they give other people the chance to help and to share their gifts.
			6 Life - Citizens join in community life, they make a difference within their community and they contribute in ways that make sense of their own gifts.
			7 Love - Citizens are part of families, form friendships, fall in love and have their own families.
			Citizenship does not give us human dignity. Our innate dignity (or worth) exists whatever our circumstances. However citizenship does help us to see that dignity - to feel respect for ourselves and for others. It is a general model of social value, not just for people using social services, and this means it can also be used as a tool for examining many social questions.
5	Education, learning, training	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	Education should play a critical role in bring about the necessary changes. Instead of keeping disabled people segregated in schools and special places, increased inclusion would make disability seem less mysterious and more positive. It would be easier for people to accept impairments as a fundamental fact of the human condition and a reality that will eventually touch all of us.

One obvious area to start would be the whole delivery of training and education. ,Instead of focusing our education efforts only on professionals, professionals should see the education of citizens as part of their primary role - equipping people with the skills they need to tackle the everyday problems caused by ill health, problems in learning or mental disturbance. ,In fact this seems to be one of the primary strategies successfully used in developing countries to tackle health problems and it has often been highly successful (Crisp, 2010).

Moreover, attention to the real skills and knowledge that people need will probably lead to the discovery that many of the best educators will be families, disabled people or other citizens outside the existing professional system. If more education and training were provided by people themselves, not by professionals, then |

			efforts to teach and educate would be more universal and community-focused.
6	Support at home	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	At a more modest level the recent focus on ensuring people are supported at home after a visit to hospital, to ensure people regain old skills and environments are adapted it likely to be an area of continuing importance (Francis, Fisher and Rutter, 2010). In the same way there are many recovery strategies in mental health which appear to offer helpful improvements and which can often be delivered through peer support (Duffy, 2012b)
7	Social innovation	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	Scotland already has a powerful and positive tradition of social innovation to build on. Many of the best innovations in social services today can be seen in Scotland. But the challenge is to go further. This is both about increasing the capacity to innovate and the commitment to move away from institutional models of care and disempowering systems.
8	Increase inequalities	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	In the future, we can expect demand to have grown if population predictions are correct and inequalities are exacerbated by austerity measures. In the area of criminal justice for example, Scottish Government projections suggest a 20% increase in prisoner numbers by the end of this decade (Christie, 2011). This is despite recent successes in reducing probation and social enquiry reports by 8% between 2009/10-2010/11 and reductions in one year reconviction rates over the last eight years (SSSCb, 2012).
9	Family carers	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	In 2025 we can expect the current unpaid workforce to be ever more important. Family carers provide a much bigger source of care than the state ever can – approximately 77% of the total social services workforce (SSSC, 2012b) or around one in eight of the population. It is estimated that they contribute somewhere between £7.68 billion to £10.37 billion every year (Scottish Government, 2010), with this comparable to the total cost of the NHS (Buckner and Yeandle, 2011). Without their help, the health and social care system in Scotland would be unsustainable. Currently the unpaid workforce includes: • An estimated 657,300 carers including a substantial number of young carers (Scottish Government, 2010b) – and numbers may be significantly higher as not all choose to identify themselves • An estimated 3,3000 foster families (Fostering network, 20 March 2012, Fostering in Scotland)[1]

			• Approximately 1.2 million adult volunteers in Scotland in 2008/9 based on Scottish Council for Voluntary Organisations estimates - with a third of childcare centres having unpaid volunteers (Scottish Government, 2010c).
10	Role of family as provider	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	We may also want to signal some caution about the role of families in providing care. Many older people live alone and are not geographically close to family members, with a recent report finding that over three-quarters of over 75s are lonely (WRVS, 2012). We have also moved away from single-earner households in the main (Philpott, 2012) and have more intensive jobs (Overell et al, 2010), making it increasingly difficult for families to balance work and look after children and older parents (or meet fostering shortfalls). This has implications for how childminding and family nurse partnerships can help as much as reablement programmes for older people. It also begs the question as to whether wider society can provide unmet needs –with community connecting and strengths-based approaches offering one potential solution.
11	Community-based approaches to social work	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	Mapping and co-ordinating peoples' personal and community networks, whether small or large, could be the new starting point for care planning and not an optional extra in the future (2020PSH, 2013). The Barclay Report (1982) in England identified community-based approaches to social work as the solution to rising demands and unmet needs. At the time, however, many saw its proposals for the social work profession as romantically aspirational, 'wild and woolly', undeliverable (Rhodes and Broad, 2011) or nothing new (see for example Kilbrandon, 1964; Seebohm, 1968; Griffiths, 1988). Since 1982, however, many of Barclay's ideas have been re-visited and built upon. These emphasise the importance of engaging with communities and not just individuals to help design and commission more responsive and joined up local services that might also help regenerate communities and reduce inequality (Griffiths 1988; Ferraro 2003).
12	Community sourcing, coproduction, people powered health and wellbeing programme	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	At its core, what Yapp and Howells call 'Community Sourcing' is the co-production between individuals, public agencies, local associations and business to build social and economic capital. If members of the social work profession are to support this, Rhodes and Broad (2011) argue that the language of contracts, tenders, competition, specifications and monitoring will need to change – although the detail around *what* will replace it is sketchy. In this scenario, however, Personal Assistants, micro-providers, social enterprises and third sector organisations may form part of the answer in providing the 'granularity in local service design' by giving power back to communities. That this will be challenging and likely to involve some accountability of the

			workforce to central government to ensure resources are not being wasted is acknowledged.
			By 2025 we might also hope to be better informed about co-production in the commissioning of services and how to make this a success. Investment in this area has recently been announced (May 2013) by the Scottish Government which has funded the People-Powered Health and Wellbeing Programme to take forward and learn about co-production in action. Nevertheless, we can imagine that these approaches may break down professional and 'client' barriers and those between service provider and user, worker and volunteer.
13	Child poverty, inequalities	Seven questions for the future, (IRISS, 2013): If you could ask the Oracle about society and social services in Scotland in 2025, what would you ask?	I would ask the Oracle if Scotland is socially just in 2025; would there be less child poverty, would inequalities have been addressed. At present these things are seen as intractable in society. Are they still intractable in 2025 or had we actually managed to do something about it?
14	Systems, joined up, better outcomes, greater independence	Seven Questions for the Future (IRISS, 2013): What would be a favourable outcome for social services in 2025 in Scotland?	We are responsive, we are cohesive, we are joined up that leads to prevention. We use the language of doing things to people rather than doing things with people. If we get it right, we are co-producing better outcomes. We have really good person-centred services for people who need them and they are barrier free and stigma free and are as good as anything a family could supply. One of the outcomes would be that social services are very small element of support services. For people who receive care they would have more control over their lives and who they involved in their lives, and there would be a greater emphasis on family and the broader community supporting someone rather than for social services providing services. One outcome would be that many more people will live healthier, longer and more independent lives. People will be able to play a fuller part in society with enhanced social lives. One outcome, in terms of children's care, would be a reduction in need for the level of support for vulnerable children; numbers of children who are being hurt or abused or neglected would decrease and the impact of that would be healthy, happy lives for children who would then go on to break the cycle of poverty and deprivation and harm in the next generation. The impact of getting it right would be better quality of life for people but also greater independence. This

			would be the case at a personal level but at a societal level it would mean more cohesive and people less dependent on society, with would lead to more cohesive and communities in which people live.
15	No social services, true integration	Seven Questions for the Future (IRISS, 2013): What would be a favourable outcome for social services in 2025 in Scotland?	The most radical favourable outcome would be that social services didn't exist anymore, that people who have particular needs, particularly elderly people, but also people who have got particular chronic long term condition needs, would just be integrated into the rest of society - they wouldn't need to be singled out to have specific things done for them. Their care would be much more integrated into community and society, so families or communities would be a much more caring and compassionate place. That coupled with the way services are organised would see health, social care and local government much more integrated so that it was a seamless experience for people who have particular care needs.
16	No social services, parity of esteem between health and social services	Seven Questions for the Future (IRISS, 2013): What would be a favourable outcome for social services in 2025 in Scotland?	There would be no need for social services at all, or it would mean their role would have changed. It could be that social services becomes part of the health service. That may lead to seeing social services as a valued and positive contributor instead of the kind of Cinderella service option of last resort. I would like to see social services being a positive contributor, around things like community empowerment, community enablement and also really dealing with the things that genuinely no-one else can deal with; even is we get it right by 2025, there is still going to be children who are abused and there's still going to be adults that have nobody to care for them so we can't pretend that there's not going to be some services needed. However, if social services could focus on the people that need them most instead of getting distracted by the things that other services or other parts of the community haven't dealt with properly. I think that would result in there being less frustration, and a better use of public money.
17	Business as usual, nothing changes, unfavourable outcomes, social unrest	Seven Questions for the Future (IRISS, 2013): What would be an unfavourable outcome and what wider societal **impacts** might there be?	An unfavourable outcome would be business as usual. We are still in the position of having to deal with adverse consequences of failure from the past. For example, the exclusion of individuals, those who 'fail' at school, get excluded from school. They perhaps start misusing alcohol and may end up offending and in jail. They see their lives as finished because they see themselves as never being able to get a job. That's a trajectory that far too many young people are on, if we are get it right and get appropriate support in at the beginning, then you prevent that happening. It's entirely feasible that over the next 20 to 30 years, we could shut more than one prison because it's not needed. You know the creativity that then becomes part of society is greatly enhanced. If you can't do it with 5 million people, I would be very disappointed. We continue what we are doing just now. It would be just absolutely terrible and I envisage people being very reliant on the meagre crumbs that we have on our table falling on to them and people really and not having much control over what they can do, when they can do it and what support for them might look like. I can also see a lot of social isolation for many older people. The unfavourable outcome of all this is, if you look at it broadly, a lack of social cohesion and riots and

			destruction of our streets. A less extreme outcome would be that things still haven't changed and nobody has actually tried to change it. If in twelve years time we are still saying that things have to change but failing to act then we are wasting public money and people's lives. There will be people who could have had different lives and they haven't because we haven't got off our backsides and just tackled the hard problem. So it could be more of the same or it could be actually worse. There's less money and society's problems are getting worse, therefore it's more of the same, only worse, there are more children in poverty, more old people with nobody to look after them. The worst outcome is inaction and possible planning for the status quo without any change being effected to address some of the values such as engagement with the public in terms of the debate, child poverty and social justice.
18	Isolation in home environment, communal responsibility to deliver care	Seven Questions for the Future (IRISS, 2013): How will culture and institutions need to change?	In terms of providing support at home, there needs to be consideration of where people actually live. Are they living in communities that are more integrated and where support is available? There are unintended consequences of that because it may be that by providing support for an older person at home, they are simply trapped in their existing community. If all you do by providing care for people is to change their bed and put on a cup of tea then they are just as trapped in that setting as they would be if they were segregated.

We have ducked then the issue about the community's responsibility and where community learning and development sits. We are missing part of the jigsaw. If we go down the road of providing more support and care for people to help them to live longer, happier, healthier lives in their own homes then we actually need to attend to the social side of it. We have to stop thinking if we deal with people's medical needs the rest will follow, because it doesn't automatically.

It's about place shaping. There is a big place shaping discussion to be had about how we can manage individuals, their vulnerability and how society responds to that vulnerability within real community contexts. |

TECHNOLOGICAL

This chapter focuses on technology as a key enabling driver of change.

Item	Themes	Contact, author, reference	Issues
1	Information generation and storage	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	As recently as ten years ago the amount of digital data or information we could store was strictly limited by the capacity and cost of storage media: tapes, floppy discs and hard drives. The cost has fallen so much that today there is, effectively, ample space to store all the data that we can create. The challenge is to store it securely and in such a way that it can then be retrieved quickly when needed and from any location. We can now easily access bus and train timetables online, the Kindle has created a huge market in e-books and even the Argos catalogue is expected to be available only as a digital download. Cloud storage is the term used to describe a world in which we no longer keep our data (documents, books, photos, video) on our own devices. Instead we store them on cloud services such as Flickr, Youtube, Google Drive. We can even keep personal data such as receipts using services such as http://www.immobilise.com/ which offers an online portfolio for your personal belongings. And Final Fling is an example that enables us to plan for our death. If entire identities are effectively digitised and stored in this way, people who have not allowed their data to be created and warehoused in this way will be seriously disadvantaged. They could be forced to join an underworld of digital refuseniks who are unable to apply for jobs, for a passport, for a driving licence and for welfare payments.
2	Stratification and analytical techniques	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	As recently as ten years ago the amount of digital data or information we could store was strictly limited by the capacity and cost of storage media: tapes, floppy discs and hard drives. The cost has fallen so much that today there is, effectively, ample space to store all the data that we can create. The challenge is to store it securely and in such a way that it can then be retrieved quickly when needed

			and from any location.
			We can now easily access bus and train timetables online, the Kindle has created a huge market in e-books and even the Argos catalogue is expected to be available only as a digital download. Cloud storage is the term used to describe a world in which we no longer keep our data (documents, books, photos, video) on our own devices. Instead we store them on cloud services such as Flickr, Youtube, Google Drive. We can even keep personal data such as receipts using services such as http://www.immobilise.com/ which offers an online portfolio for your personal belongings. And Final Fling is an example that enables us to plan for our death. If entire identities are effectively digitised and stored in this way, people who have not allowed their data to be created and warehoused in this way will be seriously disadvantaged. They could be forced to join an underworld of digital refuseniks who are unable to apply for jobs, for a passport, for a driving licence and for welfare payments.
3	Communication technologies	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	Perhaps even more dramatic have been the improvements made in mobile communications. Third Generation (3G) phones allow us to use the Internet 'on the move' via smart phones and tablet devices. Fourth Generation (4G) began rolling out in 2012 offering faster access. By 2025 one can confidently predict that wireless communications will be available across the UK and with a bandwidth which can support both audio and video services. Effectively, anyone who wants to speak to people will be able to do so, and the only people who will not be able to do this will be those who wish to hide or to avoid contact.
4	Internet of things	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	As more and more devices acquire an internet address we talk about the 'internet of things': 'equipping all objects in the world with minuscule identifying devices' (http://en.wikipedia.org/wiki/Internet_of_Things). These things might include buildings, the home, healthcare and transport, healthcare providers, cars and emergency services, locations such as industrial parks, hospitals, car parks and police stations, and devices such as tablet computers and cash machines. The development of small and relatively low-cost medical devices for measuring relevant vital signs or

			medical parameters, such as pulse rate and blood sugar level, means that individuals can take their own measurements and then take responsibility for understanding their meaning (with appropriate support where necessary) and modifying their behaviour accordingly.
5	Resisting technology	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	There are likely to be some people who rebel against the need for measuring their own condition daily and for ever. They could view the measurement regime as being a restriction on their own lives, preventing them from doing what they want to do because of the need compete with their own measurements. This could lead them to walk away from treatment regimes, resulting in a sudden decline in their well-being.
6	Social networking	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	Social capital[2] refers to the collective or economic benefits derived from cooperation between individuals and groups and highlights the importance of social networks that link family, friends, neighbours and communities. Wellbeing can be affected by connectivity: people who have low social capital are likely to be lonely but also are more likely to reject public health initiatives such as flu jabs which could be beneficial to their health and well-being. The number of older people who live alone has been increasing for many decades. By 2025, two out of every five older people are likely to live alone. Their quality of life may depend on them being able to build strong social networks. Traditionally these networks were built on neighbourhoods, clubs and pubs, and religious groups. Meetings became social events and absence either signified a rejection of the group or a trigger for other members to begin to visit. But what happens when a network starts to disintegrate because of death or geographic dispersal or because the individual loses physical capacity? Can web-based social network compensate by nullifying geographic separation or by building new networks? … The lifetime of major social networks is likely to be limited to a few years as new business models emerge and new promotional strategies offer benefits to subscribers. This may offer an opportunity for new networks to be created to deal specifically with those people who are excluded in any way, including those who will be referred to social services for assessment and support.

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[2] 'Just as a screwdriver (physical capital) or a university education (cultural capital or human capital) can increase productivity (both individual and collective), so do social contacts affect the productivity of individuals and groups' http://en.wikipedia.org/wiki/Social_capital

7	Entertainment	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	In the future, it must be assumed that all entertainment media will be held in the 'cloud[3]' and will be downloadable to an appropriate device on payment of a fee provided that a communications contract is in place. The pre-requisites will be • A device (eg PC, laptop, tablet, Kindle) • A contract with a telecoms provider (eg BT, Virgin, Sky) for broadband • A contract or contracts with media provider(s), (eg Netflix, iTunes). Those who lack any of these components may be entertainment excluded.
8	Cash and money, alternatives	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	Such cards are already used by social services as a means of providing claimants with a means of receiving self directed care and support. By restricting use of the card to outlets that can provide care and support services, opportunities for spending the cash inappropriately are restricted. It follows that many users of social services will need to have a smart phone as well as a card that can be used to buy services. In the future, smart phones may be provided as a loan item to claimants for social care. This could include a digital wallet facility, as well as the communications and information ecosystem that would allow these people to receive a whole range of other services that would prevent their social exclusion and which could be used directly to provide them with information and access to entertainment.
9	Biometrics and fraud prevention	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	Over the next ten years, with more sophisticated databases and image processing facilities, the cost of implementing advanced biometrics will fall, enabling their application across more diverse areas and in more social opportunities. Potentially, cameras will use cloud-technologies to provide individuals with instant recognition of anyone approaching them in the street. This could prompt a name or the occasion when they were last seen or spoken to as a secondary method of control in much the same way as Internet banking seeks to avoid fraud. This has the potential to remove the need for passwords and might then be the basis

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[3] This means the material (book, film or whatever) is stored in a remote computer (the cloud) and downloaded (or 'streamed') to your device on demand and possibly only temporarily.

			of machine-based communication either in front of a laptop or tablet device or when using a smart phone. There will need to be special measures introduced to support people with any form of disability as they might well have one or more sensory deficits. Similarly, people may struggle to communicate following a stroke or a serious accident. Nevertheless, it may be reasonable to conclude that such systems will be both available and acceptable within the next 10 to 12 years and could remove many of the identification and fraud issues currently plaguing social care reviews.
10	Health information	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	Health records in the form of written documents, x-ray images and clinical observations are an important means of making all interventions efficient and safe. Increasingly people have many different conditions (comorbidities) and may be treated by several specialists. As these physical records are moved, inevitably some get lost: estimates suggest that one in three records is 'lost' at any one time. The best resource for information about a patient is his or her primary care record which is held by the GP. The UK was an early adopter of electronic primary care records and can be proud of the way that these have enabled population-based information to be collected and analysed. Scotland (and to a lesser extent Wales) has led the way in ensuring that all these records are accessible through anonymised approaches that allow researchers to examine trends and improve analysis of performance. Fundamental to this has been the allocation of a unique identifier. At the same time, individuals can access these records both to check for accuracy and to see what their doctor has said about them. This has the potential to make people more responsible for their own conditions, and might lead to better self-care and changes in behaviour that might reduce the incidence or severity of chronic conditions that are related to lifestyle. In the future, we can expect the primary electronic health record to be linked with hospital administration systems, picture archiving systems and other records held by hospitals so that appropriate medical staff can have access to all relevant data. When the social care record is added to the mix, then this will mean fewer but shorter and better assessments for social workers and for healthcare staff. They will know circumstances and factors that could

			influence the choice of approaches. This supports the idea of there being only one record consisting of several components, all of which are accessible by an appropriate professional at any time and in any place. The ambitions described above are not limited by technology: most of the interoperability issues between rival commercial record systems have been resolved and database providers are being compelled to support joint working. The English NHS Mandate requires Trusts to effectively replicate arrangements already in place in Scotland and in Wales and this will go a long way towards achieving a genuinely paperless NHS well before 2020. With new biometric identification technologies, individual records will be available to out-of-hours physicians and to those working in an A&E department irrespective of the consciousness state of a patient.
11	Telecare	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	New telecare and telehealth technologies will produce potentially significant more volumes of data which are currently held in different places and owned by different organisations, rarely the patient. These data will also need to be shared, but only in a manner that is acceptable to everyone. Patients may not want all their mental health information published in a form that can be viewed by social workers. GPs may not want to have access to all the data that might suggest that there is a domestic crisis to which he had neither the wish nor capacity to respond. Monitoring systems that support the '**quantified self**' may also offer data that may, or may not, be added to the full record. The future of health information might therefore be about providing individuals with the means of producing relevant information, storing it somewhere secure, and then viewing it at a later time but in a format (or with advice) that is acceptable.
12	Future of HealthCare	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	The strains on our healthcare delivery system are becoming enormous, as they are in other developed countries, as a result of an aging population, rising expectations and unhealthy lifestyles. The necessary changes will require a **significant shift in resources from secondary care, where unit costs are high, to community care** where people can generally be treated at home. The future must therefore necessarily involve efficiencies in hospitals and in the way that people can be treated in less expensive locations, ultimately in their own homes. Hospitals will use more sophisticated diagnostic tools including scanners of all types to non-invasively probe inside people's bodies. This will result in more day cases and hospital stays (already averaging under a week) to even shorter periods with on-going

			support provided in intermediate care settings that might include hotels, care homes or the person's own home if it is clean, safe, secure and has all the necessary amenities (include access to the Internet). Advances in medical technology will allow more treatments to be delivered in the home. This will mean fewer visits by clinical staff and fewer opportunities to attend primary care centres. Pharmacists will become suppliers of information as well as drugs, so the balance of care will shift significantly away from doctors who will work in different ways relying increasingly on telemedicine to bring the specialist to the patient for an online consult. For example, if a patient complains of nausea and severe headaches, a virtual consultation can be offered almost immediately and without having to send a patient with a potentially serious and acute condition on a potentially long journey to a hospital.
13	Gadgets and DIY healthcare	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	Medical devices that monitor vital signs are mature and have been miniaturised so that they can be used in the home by individuals with little or no medical training. Indeed, blood sugar monitors are being produced specifically for use outside the hospital and in such a way that they can be used reliably by people, with advice and training being provided online via YouTube. Many medical monitoring devices do no more than produce a single measure which the user may record or respond to. Others link wirelessly to smart phones allowing data to be stored and entered into a personal health record where trending opportunities existing. Indeed, individuals can easily enter their data into an app running on their laptop, tablet or smart phone. This trending information may be useful for self-care and could be passed on to a physician though the volume of data produced in this way, and doubts about the quality of the data, are likely to persuade GPs to discount data produced in this way.
14	Telecare	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	Telecare services developments over the past decade include standalone items such as automatic lights which have achieved significant efficiencies, especially for people who are frail and prone to falling, and to those suffering from mild cognitive impairment, epilepsy and anxiety. People who have long term conditions, including chronic conditions such as diabetes and hypertension can also be managed more effectively through telecare support. The benefits of telecare services include a relief of stress for family caregivers, enabling them to continue to provide unpaid support while holding down a job and maintaining their quality of life. New developments enable continuous monitoring of behaviour and smart devices tat can, for example,

			remotely control the cooker, the water supply and door entry. Such monitoring may detect incidents early and prevent emergencies arising. Devices are becoming smaller and easier to embed quickly within the home environment, making them more acceptable and less noticeable. Longer battery life means less frequent maintenance visits. The monitoring centre becomes an information hub, offering both advice and a vehicle for checking that someone is coping, especially following a trigger event such as a stay in hospital or the illness of an informal carer. New systems utilise web technology that allows family members to be more proactive in the monitoring of their relatives. This can lead to greater interaction with them, especially when the relatives live a considerable distance away (perhaps in another country). These next generation systems might include video conferencing and the use of tablets, smart phones or smart TVs, but when an emergency response is required (perhaps to lift someone up after a non-injurious fall) there remains a need for human intervention. The future of telecare might therefore include an increasing dependence on volunteers from the community to provide the required support. Social networking may need to be used to support telecare technologies.
15	Mobile healthcare	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	Social care apps are available already to deal with problems of sensory deficit: • Guiding a blind person through GPS navigation and reading signs through apps linked to the device's camera • The microphone can be used as a hearing aid • Speech recognition software can be used either to replay speech at a slower speed or for translation into a language of choice • Speech can also be selected for people who have a stammer or who have a problem with their larynx • Apps are becoming contextually aware, recognising situations and locations, and are thus becoming a personal assistant for people with disabilities. By 2020 it is therefore possible that a smartphone may be prescribed for people who need social care,

			together with a range of apps that have been selected to meet their assessed needs. Whilst smart phones, tablet devices and apps may become an important part of an individual's personal support armoury, the potential of mCare will be limited only by an individual's ability to make use of all its functions. Each device could become a part of an individual's personality, supporting them to improve behaviour, take exercise, avoid temptation and manage their own health and well-being. Potentially, mCare could become the most important element of social care and support within 10 years.
16	Artificial sensing	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	New treatments will deliver sight recovery or restoration over the course of the next 10 to 20 years.
17	Robotics	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	We may recoil at the idea of personal care being delivered by robotic devices, but it is likely that within a decade, personal assistants will exist to assist with household tasks. These are unlikely to be humanoid and are more likely to be machines dedicated to helping frail people to support their own weight and to carry trays of food around the home.
18	Smart domestic appliances	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	"green" technologies are quickly maturing and are likely to be standard in the next 10 years. Other smart household appliances are already appearing on the market and may soon become common in UK homes. - Robovac devices have sensors to enable them to detect dirt on carpets and to adjust their operation accordingly. - Refrigerators can read bar codes or RFID tags to identify their contents and their "use by" dates enabling them to inform the owner that they should use the products before they are out of date. They can be linked to the Internet to reorder items as they are consumed or to suggest menu options for the individual based on their preferences or according to the diet required to manage a condition. - Ovens will automatically switch off if they are left without attention for too long, and drying machines will set times automatically. Devices may be linked so that they are more efficient, and report maintenance issues so that they can be

			repaired (perhaps remotely) before they suffer a catastrophic breakdown.
19	Personal and home security	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	CCTV has moved into the home to record movement, but monitoring the footage is time consuming and often not practical. Cameras are now available which provide an instant video feed to a smart phone when movement is detected. These may have intercom capability, allowing someone to remotely speak to an intruder sometimes before they have gained access to a building. This may serve as a deterrent and, when fitted alongside simple devices that switch lights on randomly around the home, may force burglars to go elsewhere. Bogus callers are a perennial problem for vulnerable people. Video door bells can be configured to display images and record the words of visitors before they are admitted, allowing remote monitoring centres to oversee the situations and use image recognition software to confirm the bona fide of visitors. Such arrangements may become commonplace over the next 5 or 6 years, significantly improving the safety of people living independently .
20	Personal safety	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	In the future, monitoring systems will be more sophisticated and will have sensors and local intelligence to identify activities. In this way, reminders can be issued before an emergency occurs. This 'smart kitchen' approach may become an integral part of homes of vulnerable people. A prototype system has been developed at the Culture Lab in Newcastle. Sensors have been embedded into cooking utensils enabling the kitchen to identify what the person is trying to cook or prepare. It can provide interventions as messages on an instruction screen. Accidents also occur out of doors. People with dementia might become lost and may have poor road safety awareness. Location devices based on GPS have advanced from large and heavy receivers that were used on ships and boats to small battery-operated devices that can be carried in the hand or in handbag. The current generation of locators have limited battery life and are rather too large to be secreted about a person's clothing, while devices that are integrated into a wrist-watch are rather clunky and unattractive. Within 10 years, the technologies will have matured and will be much smaller so that they can be embedded in shoes, in walking sticks, hats or any other item of clothing. Power requirements will have reduced so that

			energy harvesting from the movements of the individual will be sufficient to keep these products working for several weeks without the need for recharging. The devices will not simply indicate to others where the individual happens to be, but will provide subtle guidance cues to direct them home.
21	Seamlessly, big data	Seven questions for the Future, (IRISS 2013): If you could ask the Oracle about society and social services in Scotland in 2025, what would you ask?	I would ask if we are really working seamlessly in 2025 and are we using the kind of tools that are being developed for getting an overall view of how society works, and by that I am particularly thinking of big data. The Patient Safety Programme is an example of where we are using real time data; tracking on a day-to-day basis. There is absolutely no reason why we can not use those same tools to be much more effective in service delivery more generally.
22		Seven questions for the Future, (IRISS 2013): What lessons can we learn from the past?	There are lessons from the past that can help us as we try to move forward. There are lots of technical things we can learn, mistakes that have occurred in information technology, the way in which people have been allowed to go separate ways and then the difficulties of bringing them back together again. There is a need to be hard nosed about things and get on with what we know is likely to work.

ENVIRONMENTAL CONDITIONS

This chapter focuses on the environmental conditions for those working in social services between now and 2025.

Item	Themes	Contact, author, reference	Issues
1	State control	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	We identified citizenship for all as an appropriate goal of social services, but when it comes to policy and practice the focus of attention quickly narrows. Instead of thinking about the whole population we focus our attention on professional staff. Instead of thinking about the capacities of the whole population we focus on public expenditure. In other words, while we talk about citizenship, we only use the tools of state control. This path is neither necessary or sensible. It relies on a one-eyed vision of society. It has lost sight of all the many other goods that are not paid for by taxes and which may not even be financial. It has confused society with services.
2	Innovation, real wealth	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	Innovation offers us a real alternative to increased rationing, burden-shifting, consumerism or managerialism, the solutions that have tended to dominate recent social policy. Instead innovations focus on a wider set of resources - and social innovations often focus on our real wealth. Social innovations tend to: 1 Make the best use of our gifts, aspirations and skills 2 Increase our assets, our money, our free time and our savings 3 Develop vibrant and accessible communities 4 Encourage stronger relationships between people 5 Sustain the human spirit In fact increased innovation is not just a useful method for achieving citizenship for all, it is actually a strong indication that greater citizenship is being achieved. Human beings are naturally innovative and when they can act freely, with both rights and duties, they will innovate.

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| 3 | Self-directed support, innovation | Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1 | Self-directed support is not only an innovation in itself, it is also the source of further innovations. When people know what they are entitled to and can use the funding flexibly then they will often spend that money in ways which are more creative and appropriate than the old system which was locked into funding fixed services (Duffy and Etherington, 2012). For instance, as the data in Figure 9 demonstrates, people with flexible budgets often move away from using traditional services altogether. Instead many will focus on getting more personal support, accessing the community or supporting themselves, each other or their families. In other words - using and developing their real wealth.

However it is very important to note that the details of how self-directed support is introduced are vitally important - poor implementation will lead to increased waste and no improvement in outcomes (Duffy, 2011a, 2012a, 2013b). |
| 4 | Relationships, value, professional relationships | Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1 | In the twenty-first century we will need to start becoming much more mindful of our relationships with other people. It is certainly not the case that people are simply becoming inevitably more isolated, lonely and disconnected. The fact that a vast section of the population of Scotland are providing support to their children, their family or friends demonstrates that love, duty and relationships still matter.

However it is true to observe that social services are often not sensitive to the damage done to relationships in their work (Rhodes, 2010). Here are just a few of the problems that are created by systems that don't always focus on the value of relationships:

- Families often experience limited support, until they reach crisis point, then family support is completely replaced with residential care.

- Women go to prison for minor crimes, rather offering appropriate support the system funds both their stay in prison and the cost of putting the children into care.

- Rather than linking people into community associations, clubs or friendship groups the system has invested in day centres.

- People are not supported into work and miss the chance to make new friends and experience new responsibilities.

- Some people, especially people with learning disabilities are not given the education or the opportunity |

			to enter into loving sexual relationships.
5	Professional and citizen, inner dimensions of human change	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	Often social services have developed in ways that seem to undermine the possibility of relationship between the professional and the citizen. The development of more transactional approaches, like care management, may have contributed to a loss of capacity for social workers and others to form the kind of relationship that can be genuinely transformative. What is at the heart of many of these innovations is a willingness to pay much more attention to the inner dimension of human change. Exciting systems, models, initiatives or organisations fail because the people implementing them have lost sight of what they were really trying to do. With failure comes new funding, regulations, bureaucracy and management - all of which repeat the same failing pattern. Increasingly social innovators are looking inward. They are seeking to both ensure that their own work has more integrity and that they listen more closely to the dreams, aspirations and real needs of those they support. At its best concepts like Recovery and Person-Centredness help us avoid damaging professional definitions of need. Instead people's own journeys, dreams and aspirations are validated. We see this same approach in an important innovation imported from Australia to Scotland - Local Area Co-ordination. This can help people define solutions on their own terms, building on their own real wealth (Broad, 2012).
6	Unsustainable model, welfare state, taxation, resources, innovation	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	The future for social services in Scotland is in our hands. It will defined by the actions of Scottish people, within local and community groups, professional associations, organisations and Scottish government. It is possible that there will be no progress. If we remain attached to an unsustainable model where every social problem requires more funding from the tax-payer then progress will cease. Equally if we fall into the opposite trap of seeing the welfare state or taxation as the problem we are likely to make things even worse. The way forward depends upon stepping out of a simplistic less-or-more paradigm and instead asking some different questions. In particular: • We need to clarify our purpose. If we see citizenship and the realisation of people's human rights as the goal this makes our task both more feasible and more respectful of the experiences of disabled people. • We need to rethink our resources. The 5.2 million people of Scotland are our greatest resource - with all their gifts, skills, knowledge, time and energy. We need sustainable approaches for getting the best

			from ourselves and each other.
			We need to innovate. When there is no more new money the only way of improving value is to do things differently, design things better and to embrace fresh thinking. Scotland will not develop by sticking to solutions and structures that were defined in the 1940s.
7	Communication, trust between groups	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	Perhaps even more fundamental than values themselves are the people who hold them. For innovations to come to life there needs to be communication and points of understanding and trust between different individuals and groups: •Different disability groups •Charities and advocacy organisations •Service providers •Local government The paradox is that innovation and the necessary opportunities to realise those innovations depend on trust within and between these groups. However often the relationships within and between these groups have been damaged and fear closes down opportunities for innovation. Partly this may have been caused by the very process of competing for funding. When central government is the primary source of funding then it is natural that each group will seek to push itself forward ahead of other groups.
8	Growth of private sector,	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	Within the *social services* workforce in Scotland, there has been a rapid growth in the numbers of private sector and voluntary sector workers - rather than a decline in the number of public sector employees (SSSC, 2011; 2012a). However, the most likely scenario is that by 2025 the number of public sector employees will have shrunk considerably. This will be the result of public sector reform combined with an ongoing commitment to the outsourcing of services (begun in the 1990s) and the roll out of self directed support. This will require further disinvestment in large block contracts to provide more personalised, flexible, integrated, diverse and cost effective services. We might imagine that by 2025 the role of the public sector will primarily be that of commissioner rather than provider.

			Nevertheless, there are some parts of the workforce that are likely to remain exclusive to the public sector, primarily because they are required by law to fulfill statutory duties. By 2025 it is also likely that we will continue to see a mixed economy of care (albeit with a smaller public sector).
9	Alternative providers, rural,	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	A higher level of public sector employees in some areas is down to a lack of alternative providers. Private companies are interested in more profitable areas and tend to avoid more regulated client groups. Rural populations, for example, do not offer the same economies of scale as urban ones, with access to travel and the costs of this also an issue. In the future, this may be less applicable to new business areas such as telecare and online support (with significant public investment already made in this area).
10	NGOs, social enterprises	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	In the less developed countries of the Global South, third sector, non-government or voluntary organisations are the major deliverers of welfare. The first world has taken notice, envisioning a future scenario where third sector organisations (Scottish Government, 2012) and social enterprises have a significantly larger part to play, swelling this workforce. These organisations potentially offer the following advantages: • The ability to offer a different approach and ethos between a profit driven private sector and the one-size fits all public sector. • They are non-government or non-statutory organisations and 'do not need to exist' – and as such they are more flexible and adaptable. • They are more 'customer-focused'. • They can be for profit or not for profit – with the former reinvesting surpluses to support their social objectives. • They are competitive on price because they do not need to generate profits for stakeholders. • They are *generally* regarded as more dynamic and innovative pioneers who are more responsive to change, can plug gaps and co-operate with public authorities.
11	Person-centred care, redefined relationships	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	If Scotland is to deliver on expectations, the future workforce will need to provide more person-centred care that will require relationships with those receiving support to be re-defined. This will need to be true across health and social care, perhaps with a new and shared language to describe this.
12	Role of the	Workforce Essay, Imagining the	With respect to assessment, this will require a shift away from the 'expert' culture and mindset of

	professional	Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	professionals and the commissioning of services geared to meeting outcomes for people *as identified by them* (Miller, 2012) - rather than focusing on what 'goes in' to services. In accord with the principles of personalisation and self directed support, the role of the professional will become less about being a 'fixer' of problems and more about being a co-facilitator of solutions (Boyle et al, 2010), promoting collaboration and co-production (Morgan and Ziglio, 2007) based on mutual respect. Perhaps, most significantly, this involves doing things 'with people' rather than 'to them.' If this vision for 2025 is to be realised, current barriers to relationship-based care need to be overcome. These include: insufficient time for listening to people and building relationships; continuity of care; a lack of equality or respect; system blocks and silos; professional protectionism. Perhaps the most important skills the future workforce needs to develop, however, are those around listening and communication. If the workforce is to respond to the rising numbers experiencing dementia - projected to double in the next 40 years - then we can imagine that future workers will have been trained in new communication approaches eg dementia diaries, talking mats or multi-media storytelling to overcome communication challenges. In 2025, we might also imagine that workers may understand and apply more 'assets-based' approaches, with the sector building evidence on the success of this approach between now and 2025.
13	Care management of the future	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	In the future, we might consider that personalisation or self-directed support will provide the opportunity for social work to focus on 'good' rather than 'bad' care management, based on holistic and person-centred (rather than tick box) approaches. This is the 'therapeutic role' referred to in Changing Lives (2006), freed from bureaucracy, risk aversion, and mechanistic and technical approaches. In another scenario, self-directed support may be responsible for *increased* levels of bureaucracy and poor use of human resources based on emerging evidence from England (Slasberg et al, 2012). We might also imagine other future scenarios where care management is broken down into differnt parts – with a range of implications for the workforce.
14	Personal Assistants	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	Personal Assistants provide a new breed of flexible social services worker, marking a shift away from agency-based employment of paid carers to direct employment by the person receiving care. The employer has a free choice about who to employ with no regulatory requirements on these workers. Accessed through self

			directed support, the emphasis has tended to be on the quality of the relationship and not just on agreeing tasks around personal or domestic care to support participation in social activities, employment, education or training (as and when this is required). It is difficult to estimate the future size or popularity of the Personal Assistant workforce. While Scottish Government data (2012) indicates that there are 4,730 Personal Assistants in Scotland, the proportion of Personal Assistants in care packages has fallen: out of 2,291 people in receipt of SDS in 2007, 63% of direct payment packages included a Personal Assistant; by 2012 this was 39% (out of a total of 5,409) (SSSC, 2012a).
15	Personal Assistant workforce	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	In 2025, the anticipated rise of a Personal Assistant workforce may also present new business opportunities and roles for others: • Direct payment holders could be offered services such as payroll, insurance, reference or PVG checking as well as training for themselves and Personal Assistants (assuming this was resourced through self directed support). This is something that some third sector agencies already do, for examples Centres for Independent Living. It has also been proposed that in the future, this could be a role for re-invented local authorities (Yapp and Howells, 2013). • Independent brokers offering advice and support to clients may employ Personal Assistants directly. • More Personal Assistant agencies may be set up (possibly registered for inspection by the Care inspectorate). A recent study reported that just under 10% of Personal Assistants were recruited via an agency and that, overall, just over 20% of employers had contracted with an agency for part of their hours (Reid Howie Associates, 2010). In the future, agencies could address needs for ad hoc or emergency/ holiday/ sickness cover. These may be similar to agencies set up to provide 'just in time' childcare – although childminders need to be registered whereas Personal Assistants do not.
16	Generic health and social care workers	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	By 2025 we might imagine that there may be many generic health and social care workers to promote rehabilitation and provide seamless, more immediate and holistic care in a homely setting. Most often, this would be with older people with complex needs where the line between medical and social care is blurred (Taylor, 2001). Evidence to date shows that the responsibilities of these workers varies, but includes: simple nursing tasks such as catheter care, stoma care, wound dressing and routine administration of medication; personal care and assistance with daily living eg shopping, nutrition, engagement in social activities and safe usage of equipment (RiPfA, 2008). Some generic workers may also be responsible for record keeping and monitoring and providing feedback on a person's progress and working with a range of health and care

			professionals as part of a multidisciplinary team. Others foresee generic workers taking on more responsibilities including helping people: develop life skills to plan for their future; get involved in developing their support plan; connect to their communities and get involved in the design of local services through forums and groups. If Scotland were to adopt the Swedish 'Esther' model of integrated care, generic workers would provide a 'Welcome Home' package for anyone discharged from hospital. This can help ensure that everything is in place (and re-admission is avoided) by ensuring the home is tidy, food is in the fridge and the right medication, alarms and networks are provided.
17	Advocacy, independence	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	By 2025, there may have been changes to *who* is delivering advocacy. While advocacy fits well with the core values of social work to help people achieve self-fulfillment, relationships between social workers and the people they are supporting can be compromised with social workers torn between managing scarce resources and representing the views of the person they are supporting (Beresford and Croft, 2004). Independent advocacy has also been shown to be important where relationships between people and social workers have been damaged (Featherstone and Fraser, 2012), with this traditionally provided by third sector or voluntary organisations. However, some have accused the third sector of losing its independence and being distracted from advocacy as it competes for public contracts in scarce financial times (Rhodes and Broad, 2011; Alcock, 2012), at the expense of tackling structural inequality or discrimination in society (McCabe, 2012).
18	Registration of workforce	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	We can imagine that by 2025, registration of the vast majority of the social services workforce may have been completed - with or without the contentious inclusion of Personal Assistants. In this scenario, Scotland will have achieved its goal of registering most of the social services workforce by 2020, with registration linked to holding approved qualifications, with the ambition of improving standards, providing career pathways and increasing the status of workers. If this succeeds, it will create a degree-led workforce to bring the social services workforce into line with other professions such as nursing, teaching and medicine.
19	Scotland-specific, registration system	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	The approach in Scotland is significantly different to that in England where providers are required to register with the Care Quality Commission (the equivalent of the Care Inspectorate in Scotland) but there are no such requirements on staff. (The only exceptions are for social workers and managers of care homes.) It is the view in England that there is insubstantial evidence linking qualifications to improved care. Duffy (2013), for example, argues that we need to learn much more about what makes for success in the employment and

training of staff before putting in place regulatory controls that limit peoples' choice of employee and create costly bureaucratic controls. Only time will tell if Scotland or England's approach delivers real benefits - both to workers and to those receiving support.

20	Profile of social service workers	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	• The average social services worker is 43 years old, 10% are over 60 (SSSC, 2012b). • Personal Assistants are on average 40 years old (Reid Howie Associates, 2010). • 84% of the social services workforce is female - rising to 94% for childcare agency staff, 97% of daycare for children workers and 100% of childminders (SSSC, 2012b). • The Early Years and Childcare Workforce along with Early Education and Childcare provision are two areas highlighted by the Scottish Government as needing to recruit more men (Scottish Government, 2011b). • We have no data on: the length of time that social service workers in Scotland stay in a job or the sector; when they enter or leave. • A 2009 SSSC survey indicated that 3% of social services workforce are migrant workers. This may be as high as 5% in care homes for adults (SSSC/Skills for Care and Development 2009). The average age of Scotland's social services workers, coupled with issues around low pay, raise questions around the future recruitment and sustainability of the workforce.
21	Siloed public services	Seven question for the future, (IRISS, 2013): If you could ask the Oracle about society and social services in Scotland in 2025, what would you ask?	I would ask the Oracle how cohesive society is by 2025. Most people in Scotland are pretty clear that the more joined up we are and the less siloed public services are, the more likely they are to deliver for people.
22	Formalised, state dependent	Seven question for the future, (IRISS, 2013): If you could ask the Oracle about society and social services in Scotland in 2025, what would you ask?	I would ask the Oracle if we managed to reduce the need for social services by 2025 or at least less formalised social services in Scotland. We are currently quite state heavy and state dependent and I would like to know if Scotland is now more community based and family based.
23	Personal responsibilities	Seven questions for the Future, (IRISS 2013): If you could ask the Oracle about society and social	I would like to know from the Oracle what is the need for social care in 2025 and to what extent will other factors of society and personal responsibilities help people to avoid and mitigate the need for social care. Also, will the need for social care reduce as people become healthier or less vulnerable by 2025?

		services in Scotland in 2025, what would you ask?	
24	Professional careers, parity of esteem between health and social care.	Seven questions for the Future, (IRISS 2013): If you could ask the Oracle about society and social services in Scotland in 2025, what would you ask?	….I would also like to understand how that perception [of social services] has changed in relation to other public services, particularly in relation to health. So for the last 50, 60 years, the majority of funding in terms of health and social care has gone into the health system as opposed to social care, and it's been a much more attractive career route for healthcare professionals to go into medicine or into healthcare, rather than going into social care. Social care has always been the second cousin, so for example the infrastructure around leadership is very poor in terms of social care, whereas it has been very well developed in relation to health. Salaries are much poorer in social care and money in our society gives recognition to value, for the fact that senior leadership roles are not as well paid, and also on the ground, social care workers are amongst some of the most poorly paid members of our society and yet they do one of the most important work. So it just gives a sense of where our society values social care.
25		Seven questions for the Future, (IRISS 2013): What would be a favourable outcome for social services in 2025 in Scotland?	In terms outcomes for those who receive care, their day-to-day experiences wouldn't be of being shut away in what I call 'container buildings' or 'container activities', but would be much more integrated within the kind of way that everybody else thinks they would live their life, they would go and have coffee in coffee shops, they would go to libraries and museums and concerts and football matches and play sport and go swimming, and that there would be an expectation that people who had care needs.
26	Natural village, integration	Seven questions for the Future, (IRISS 2013): How will culture and institutions need to change?	The idea of the 'natural village' is an interesting notion. People have this idea that older people and younger people need to be kept separate because they have different needs or that young children are noisy when they are out playing and older people don't like it but in fact that's a kind of common lesson that isn't really a firmly held belief. People would rather be in a village like environment, so there is something about segregated communities that would be quite an interesting thing to challenge - if you are building a school, could you also build an entire community around about it rather than surround it by distance from where people actually reside?
27	Place shaping, Canada, learning communities	Seven questions for the Future, (IRISS 2013): What needs to change?	In Canada they see a learning community as not just a cohesive place shaping unit that is democratic and grass roots based, but actually for the community itself, the nature of that community changes through its collective learning as well as the notion individuals learn, it's the notion that a community can learn, and there's quite a lot of work being done around that with both indigenous groups in areas of community in Australia, but also in Canada where they have got this really strong notion of how communities shape themselves and have been a bit more bold in thinking about community empowerment so there's something

			to be learnt from that notion of a learning community.
28	Learning culture, how social care is viewed	Seven questions for the Future, (IRISS 2013): What needs to change?	If you are going to create a learning culture you would require very senior level people to stop demanding answers, outputs and clear performance indicators, that all sits within the paradigm of certainty. Social care needs is not a problem that needs to be solved or fixed. It's an ongoing aspect of life that needs to be worked with. So asking what we are going to do about dementia or how are we going to address the issue of learning disabilities in our community, is really unhelpful. The culture shift will happen when senior leaders start modelling behaviours that they want and start rewarding others for behaving in the way that they want them to behave. One of the problems for social care is that it has been the poor relation in terms of leadership development, and one of the interesting things about social care at the moment is that the most important work happens at the front line. This means that there needs to be an investment and an understanding of what leadership is about right across the social care system and there needs to be a bit of a redressing of the imbalance of leadership pathways for people involved in social care.

ECONOMIC AND BUSINESS

This chapter focuses on the economic and business factors which may impact on social services in 2025.

Item	Themes	Contact, author, reference	Issues
1	Scotland's *real* wealth	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	To find better solutions for the decade ahead we will need to open our eyes to Scotland's real wealth: • Diverse population of over 5 million people • Wide range of talents, skills and abilities • Rich history, reflected in diverse communities and institutions • Wonderful natural environment • Positive values and a commitment to social justice This will require a change in focus, away from seeing solutions that only focus on taxation and professional service delivery and towards solutions that build on all the capacities of the Scottish people.
2	Money illusion, Murray's model	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	Focusing only on money - leads to the 'money illusion' - we focus on the appearance of wealth not on the reality of wealth. An alternative model of real wealth has been developed by Murray (2010). By working in partnership with families of disabled children, she explored the factors that kept a family strong and capable of creating positive solutions. Murray's model of real wealth has the following five elements: 1 Gifts - our needs, strengths, aspirations and skills 2 Assets - money, but also including free time, energy and capital 3 People - our network of family, friends and wider connections 4 Community - accessible groups, jobs, peer groups, services and places 5 Spirit - our inner resources, including a sense of hopefulness or resilience.

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3	Alternatives to taxation	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	However there are other ways of looking at the Scottish population. Life is not all about earning money and paying taxes. Modern Western societies have developed increasingly efficient ways of meeting basic human needs, without excessive human labour. If we look at the capacities of Scottish people beyond the full time employment: • 10% of the population currently offer love and support to people who have an illness or impairment (much more if we include families and children) • About 20% of the population are retired, but don't now need care and support • About 26% of the working-age population are not in full time employment and so have time for other work • 8% of the population have significant disabilities - but they too can earn, volunteer, care or contribute in other ways • The growing population of older people is balanced by a reducing number of younger people, with a subsequent reduction in use of education and other services for children (see Appendix). So, as Figure 7 indicates, if we think about the needs and the capacities of the whole population then a much richer and more positive picture emerges. All of us need each others support, and some people may need more support than others, but there is nothing to suggest that we lack the human capacities to take care of each other and work together to ensure everyone can contribute to their maximum potential and in the way that makes best sense of their own gifts.
4	Individual Service Fund	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	One of the most important Scottish innovations has been the 'Individual Service Fund' which is a system for managing personal budgets within an organisation (Scottish Executive, 2000; Fitzpatrick 2010). This innovation opens up the control of budgets to a much wider group - in the early work this was people with learning disabilities and people with severe mental health problems. It also enables service providers to take on a new and more creative role - designing bespoke services around people and making the best use of limited resources. It means taking a budget and holding it safe within an organisation; management costs are controlled and the budget must be treated as restricted funding - only to be spent for the person's benefit
5	Social enterprises, investment	Workforce Essay, Imagining the Future, IRISS (2013)	We might also note that attempts to grow social enterprises so far have been largely unsuccessful. Despite Futurebuilders Scotland (Scottish Executive, 2004), the launch of *A Strategy and Action Plan for Social Enterprise in Scotland* (Scottish Executive, 2007) and a £93 million investment in the development of social enterprises, a 2008 study revealed that there was 'little reliable evidence on the flow of new social enterprises into the sector, or churn

			of existing organisations within it' (EKOS Ltd, 2008). Success has also been assessed as hard to measure, and defined on a case by case basis (Coburn and Rijsdijk, 2010).
6	Separating support from financing, independent brokerage	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	Some have argued that support planning and brokerage should be independent from resource allocation (Dowson and Greig, 2009; Dowson, 2011). Dowson (2011) makes the point that 'people who require social care won't trust the system until they know whether the professional at the door has come to help them, sell them a service, or ration their funding'. A recent English survey also highlighted how staff are struggling to deal with people who are angry and upset about cuts to their budgets (Community Care survey on personalisation, 2012). Dowson concludes that social workers need to escape this role as there is an inherent conflict of interest between a) assessing needs to allocate budgets and ration public funds and b) putting together a creative and holistic care package that will yield imaginative results and not confine people to specialised services. If others agree, we need to consider who might fulfill the role of independent broker in the future. This could be a trusted family member or friend, but might also be a community or user-led organisation specialising in this area such as Inclusion Glasgow who pioneered the use of Individual Service Funds. In England and Wales, local authorities have been encouraged to use user-led organisations (Cabinet Office, 2005).
			In Dowson's model, independent brokerage is not just about agreeing contracts, recruiting staff or co-ordinating the different elements of the plan. Rather, it includes person-centred planning, evaluating the risks and benefits and gathering information to arrive at a coherent plan. This plan is *then* submitted to the local authority for (final) approval having been given an indicative budget, perhaps using a points based 'resource allocation system'. We might consider that in this scenario, some social workers may wish to re-locate to third sector agencies and that this might not mean the end of care management for social workers?
			The separation of resource allocation and brokerage is also likely to be driven and affected by the numbers taking up self-directed support in Scotland. Moreover, whether or not separation of care management roles proves to be cost neutral (or more or less expensive) is likely to be a significant factor in what happens in the future.
7	Realistic tax system	Seven questions for the Future, (IRISS 2013): What would be a favourable outcome for	One positive outcome might be a more realistic taxation system. At the moment, we want to pay the taxes of America but get the services of Scandinavia, and that's just stupid. There needs to be some public recognition that if you want what you say you want, you have to pay for it, and you pay for that through tax, it's never genuinely free. Another outcome, therefore, might be a bit of realism and a bit more realistic debate with the public.

			social services in 2025 in Scotland?	
8	Universalism, payment, fees for social care	Seven Questions for the Future (IRISS, 2013): What would be an unfavourable outcome and what wider societal **impacts** might there be?	It would be worse in the sense that people with care needs would be either punished by being forced to pay for their care needs in a way which is inappropriate and unequal in relation to their healthcare needs. The whole thrust of thinking at the moment is that social care costs masses and we haven't got budgets for it and therefore we are going to have to find ways of charging people themselves.
			The amount of money people will have to pay out their own savings or out their own mortgages is being capped but obviously there is an issue around providing care for people who don't have any resources. There is an argument about how that sits within the bigger funding strategy for health and social care in deciding what is free and what isn't. An unfavourable outcome would be that this continues as it is because the sums don't add up. Individuals will have to pay much more for social care and that that will widen the gap between health and social care because health is free.
			The other issue is people who haven't got the resources. Within the system there will be even less resources for the state to pay for social care and as a result very many vulnerable people will be living in absolutely horrific circumstances.
9	Attitudes, taxation	Seven Questions for the Future (IRISS, 2013): How does culture and institutions need to change?	One of the things that we need to change is people's attitudes to taxation. There are structural issues in terms of short term funding, so organisations can't get anything longitudinal because they won't get funding for it if it's got to go on an election cycle or an annual spending round, so there is a lack of certainty and it shows a lack of commitment to longer term outcomes. That needs to change.
10	Democratising local communities	Seven Questions for the Future (IRISS, 2013): How does culture and institutions need to change?	The majority of the regulatory function and this kind of cultural institutional shift is could be about strengthening that local democracy and conversation and dialogue and transparency and trust.
			If the Care Inspectorate became, as they are trying to do, the enablers of improvement, rather than the thumpers of badness, then that would actually have better results in the longer term. However, there's something in the middle that has to shift. You can't just suddenly stop what you are doing and hope it's going to be better when you start the new way because there's got to be a transitional period, and transitions that they have resourced and it makes culture change.

POLITICAL

In this chapter, assumptions, questions and impacts of political change are highlighted.

Item	Themes	Contact, author, reference	Issues
1	Policy-making, universalism, entitlement, policy divergence	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	Behind these questions looms a significant level of fear and anxiety about the future. Sometimes policy-makers are even tempted to paint a worst case scenario like this (Hockey, 2012): Expectations on the state grow, while the willingness of the tax payer to contribute declines. So those parts of the welfare system that don't seem relevant to the majority become increasingly narrow, targeted or even punitive. If this is the only way in which we can confront economic realities then we will face extreme difficulties in the years ahead. Recent policy-making in Westminster certainly seems to be trapped by a dangerous mental model which is having an increasingly negative impact on the Scotland. • Public expenditure is perceived as a 'burden' and citizens are encouraged to see existing tax levels as unreasonable and unfair. • Universal services that are seen as valuable to 'everyone' are protected, while cuts are targeted on those that have less popular support - disabled people, benefit claimants, social services and local government (Duffy, 2013a). • The idea of rights and entitlements is coming under attack, politicians are tempted into the use of stigmatising language that picks out some groups as 'undeserving' of public support. This pattern of behaviour has a democratic logic for it appeals to the fears and prejudices of key electoral groups. However it is not likely to be the basis of a fair society and it does not seem like the kind of path that Scotland would want to take. The current strategic objectives of the Scottish Government indicate a much healthier path for positive transformation (Scottish Government, 2007b):
2	Diversity,	Citizenship Essay, Imagining the	One of the biggest challenges for innovation is to accept the possibility of diversity. Without diversity

	innovation	Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	innovation dies. This issue is going to be particularly important as Scotland sets about rethinking the role of local government and its relationship to the NHS. It also relevant to the question of how Scotland might develop its own constitutional arrangements. From an international perspective the UK is possibly the most centralised welfare state in the world. Scotland has a choice of maintaining this model or of shifting to a model where local communities have a much greater level of local control.
3	Social justice, enlightenment	Citizenship Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining1	A logical approach to Scotland's future, and one that builds on its Enlightenment heritage and its commitment to social justice, is to begin to distinguish: 1 **Core human rights** - these would be protected by law that was difficult to change 2 **National Entitlements** - within the framework of rights it would be possible to define specific measures that would be fixed nationally, by some transparent process (e.g. a minimum income guarantee for Scotland). 3 **National Insurance or a system of hypothecation** - financial self-discipline would be increased if entitlements were defined in relationship to a share of national income 4 **Independent National Systems of evaluation** - helping clarify outcomes achieved, costs, patterns of innovation 5 **Local entitlements** - local democratic bodies could set local levels of entitlement (e.g. person budget levels) 6 **Clear local leadership** - democratic structures at the local level to guarantee local strategic oversight 7 **Judicial or quasi-judicial review** - allowing local systems to be challenged if they did not seem to be delivering within the national framework This kind of constitutional approach to innovation and the welfare state might better promote rights and innovation.
4	Social	Workforce Essay, Imagining the	In Scotland, politicians have grown closer to the third sector and have set up various initiatives to support the

	enterprise	Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	growth of social enterprises. By 2025 we can imagine that both will have grown in stature and scale - but this may depend on the success of new commissioning models at local level and finding successful ways of seeding social enterprises.
5	Resources, local authorities, DWP, referendum	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	As an alternative model, Bernard and Statham (2010) have hypothesised that in the future, resource allocation may be removed from council control and passed to the Department for Work and Pensions. This could provide a cheaper and more standardised assessment of needs linked to payments as part of the benefits system. This would ultimately separate resource allocation from support brokerage and planning and lead to a further shake up of central and local government relations and create legislative and political tensions between the UK and Scotland on devolved areas (assuming that Scotland has not voted for independence in the 2014 referendum).
6	Releasing resources, self directed care	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	The Social Care (Self Directed Support) (Scotland) Act 2013 clarifies that local authorities can release resources to support carers in their role to reduce negative impacts on their health and wellbeing. However, if carers are to meet growing needs in the future, it seems paramount that Scotland is able to deliver on this more effectively than at present. If not, we are likely to place further strain on services and may see a resurgence in the need for residential care homes if carers are not able to support their loved ones at home.
7	Homelessness, welfare reform, social capital, BME, Mental Health Act	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	To highlight one area, a recent report concluded that Scotland is unlikely to escape rising homelessness, despite policy commitments to strengthen the statutory safety net and despite reductions in recent years in the number of homeless people and those sleeping rough (Fitzpatrick et al, 2012). The authors identify UK welfare reforms as jeopardising attempts to minimise the levels of homelessness in Scotland, with housing benefit caps and under-occupancy penalties most likely to affect families and children who lack financial and social capital to deal with this. By 2025 we might like to consider that current shortfalls in advocacy will be reduced. At present we have a 'postcode lottery' with shortages most acute for specialist groups such as those with mental health problems or BME groups (Newbigging et al, 2007); other reports have identified the need for additional and separate advocacy for carers (DSDC, 2003). We also have a shortage of trained advocates, particularly in relation to mental health (Scottish Government, 2009), despite the duty on local authorities to provide advocacy to

			those covered by the Mental Health (Care and Treatment) (Scotland) Act, 2003.
8	Regulation, registrations non professional relationships in support	Seven questions for the Future, (IRISS 2013): How will culture and institutions need to change?	We are hearing more about an ageing population and the impact this will have on services. There needs to be changes to ensure that we are on the right trajectory by 2025. Firstly, there has to be a move away from the role which we expect the Government to play in our lives, whether it is local or national government. People's lives have never been as regulated as they are now. There is a high level of state involvement in all our lives and perhaps one of the things we need to consider is moving away from legislating for everything.

This is quite relevant to carers. Ten years ago it seemed like a really sensible thing to be involved in regulating our workforce, so we have statutory registers that people need to go on and if you aren't on it then there are lots of implications, and you can't call yourself a social worker unless you are registered on this particular register etc. This seemed to be a really good idea but when thinking about what we need for the future, for people who require support, what you want is a really good group of payees who potentially work as self employed, so they don't want you registered as a care agency. Do they need to be registered on a care register? How do we move away from this idea of regulation in favour of ordinary relationships?

There are areas in the system that needs to be regulated but it is important that we don't end up missing out on a whole sector of society who could be offering care and support and protection without necessarily being on a government led register.

If we get this wrong, then the harm, which we see currently, would be on a much greater scale. The more negative impact would be an increased number of people dependent on society and there are costs that are associated with this. However, it also creates dissidence in communities and at a personal level, the impact, or the negative impact on people would be that they are stuck in lives where they have very little control, that they are less likely to be able to manage for themselves in society, that they are less likely to be well and to have fulfilling lives, that they are more likely to suffer from mental health difficulties, poverty and neglect. So, the negative side of not getting it right is an increase in that harm that we already see in society in some measure.

In terms of the impact of that on public bodies, we have a system at the moment where we provide care in institutions, increasingly more for people in their homes which is better but we provide care for people in institutions, not by choice, but by necessity so in other words the expertise based congregated, the level of support based concentrated in expert, the net result of that is the creation of these, in societal terms, artificial institutions, whether those are public bodies or care homes or residential care facilities for children, and |

			those are of necessity in order to bring together small numbers of people for the right kind of expertise. These institutions are anti societal. By their very nature they are exclusive from society and so therefore a positive impact of supporting more people at home would be that the number of these institutions would diminish. This would make communities more like the natural villages and less segregated. While this would be good in societal terms, those whose business was in care homes would not think this was a good thing in business terms.
9	Perceptions of care receivers, culture, institutions	Seven questions for the Future, (IRISS 2013): How will culture and institutions need to change?	If people with social care needs are thought to be kind of failures and weak members of society and they should be punished for it, then a lot of social workers take that approach in the day to day relationship with clients. So social workers and care leaders themselves need to go through some kind of process to shift their thinking paradigm and thinking into a new paradigm, which is that people with social care needs are members of society and they have a particular responsibility around enabling them to have a fulfilling life. Institutions would be much more focused on the detail and much less bureaucratic in terms of the way they work, and the culture would need to be one which is much more corrective and collaborative and much of a less hierarchical and directive. Currently, decisions about care services often get made by people who think they know best, usually in professional organisations, but if the culture is going to be one of focusing on the individual and with more focus around the community culture of care and safety and compassion, then any decisions need to be made collaboratively with service users themselves. This has huge implications for what kind of leadership is required and what kind of practice for social workers would be required. It will be much more a practice which is about enquiry based, about asking good questions, about listening and understanding and taking initiatives to be creative and innovative about what individuals need, as opposed to being well organised and simply telling other people what's good for them.
10	Adaptive processes	Seven questions for the Future, (IRISS 2013): What lessons can we learn from the past?	Try and model different adaptive process along the way that change happens, so for example not to try to do massive whole scale change all at once. Rather, try to find some small examples of what it could possibly look like and testing it, prototyping it, working with it as a way to learn how this can be different, not as a way to say this is how it's got to be. It's about learning. In the past, one of the things we haven't done very well in our society is allow change to evolve and emerge as a learning process. What we haven't done is say, this doesn't work, what needs to be different, and the next step is learning and adapting what we need to do next.
11	Learning lessons from the past	Seven questions for the Future, (IRISS 2013): What lessons can we	The lesson from the past is that they don't learn the lessons from the past. It maybe sounds a bit glib but looking at all of enquiries and the things that have happened around social services, they have all said the same things for at least the last 30 years - that people need to talk to each other, people need to share

		learn from the past?	information, people need to trust each other. It's that evidence again, it's to really look at those lessons and what the past is telling us so that we can inform the future because otherwise we have decisions that are made in a kind of knee jerk response to a specific situation and that's something, that never makes for good legislation or good policy or whatever, you absolutely should try and minimise that.
12	Freedom and personal choice	Seven questions for the Future (IRISS, 2013) What need to change now?	With health and social care integration, there is a risk that there might be an over medicalised model, not just over medicalised but a legalistic one as well. More should be done to look at the world in terms of freedom and personal choice. We need to look at how to make people's lives better but from the focus and perspective of that person and on their terms and that involves a re-think of choice, control and risk.
13	Political leadership	Seven questions for the Future (IRISS, 2013) What need to change now?	We need political leadership but people do not want everything that happens in a community to be led by politicians and there is a general mistrust of the establishment. However, if you have each community interest group doing just what it wants to do, that doesn't give you the cohesion and that kind of cohesion supports not just vulnerable people, but all people, so if you have got a more resilient society then vulnerable people within that will be kind of better supported. That kind of very local democratic approach to getting things done does tend to lead to more sustainable changes in society.

LEGISLATIVE

This chapter sets out current and planned legislation that may impact on social services in Scotland in 2025.

Item	Themes	Contact, author, reference	Issues
1	Statutory responsibilities	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	We can probably assume that in 2025 statutory responsibilities and safeguarding roles will stay the same. While the governance framework produced following Changing Lives (2006) does not claim to set out *all* of the functions of the social worker, it does reserve certain areas to them, ie cases involving the care and protection of children or adults, cases relating to mental health, adults with incapacity, or criminal justice. This clearly states that where there are competing needs, risks and rights that need to be balanced, final decision-making and accountability lies with a registered social worker trained for this job – not other partners or anyone else they line manage.
2	Community Empowerment Bill	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	We know that many communities lack skills, knowledge and confidence in becoming involved in decision-making (LTS, 2011). We might consider that in 2025 it could be the job of social workers or local area co-ordinators[4] to build community capacity and broker user-engagement at various steps in the commissioning, design and re-design process. This would support the ambitions of the proposed Community Empowerment and Renewal Bill in Scotland that considers mechanisms for achieving peoples' input eg through Community Planning Partnerships or community councils. It also asks whether or not local people should be able to manage certain areas of public spending, have the right to buy land in urban (as well as rural areas), be able to manage local housing or take on unused or under-used assets or have greater access to allotments (with potential legislative changes to support some of this).
3	Leadership, greater local authority control	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	We might also consider that the future workforce could help people take (managed) risks, develop resilience and (through co-production) create and sustain local social networks that cannot be created through the allocation of personal budgets alone eg to set up time-banking schemes, be-friending and peer support programmes, projects to distribute food that would otherwise go to waste, or local housing campaigns. We can imagine that these could optimise the use of social media or mobile phone networks to connect and

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[4] Local Area Co-ordination is currently funded by local authorities or NHS Boards, but not necessarily in all areas: http://www.scld.org.uk/local-area-co-ordination/what-local-area-co-ordination

| | | | organise people – giving them a stronger voice and helping them maximise their assets.

Duffy (2012) warns, however, that this type of power shift will not happen without real leadership. Others have also cast doubt on the willingness of people to get involved in their local communities. An Ipsos MORI poll (May 2010) revealed that while most people supported the principle of greater local control and involvement in the delivery of services, far fewer were personally interested in getting involved (Defty, 2011). Volunteering research has also highlighted that 'engaged individuals tend to be more highly educated which in turn is correlated with political efficacy and interest' (Musick and Wilson, 2008; Rochester et al, 2010) while the Big Society Audit (2012) identified a gap between the most disadvantaged and affluent communities in the levels of trust between people, community engagement and social action. This has left people questioning exactly *how* to increase levels of voluntary activity across the piste (Wilson and Leach, 2011). |
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| 4 | Less secure employment, business models of private providers, debt, private investors | Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2 | It seems logical to argue that the decline of the public sector may lead to less secure employment conditions in the future. However, we do not possess data on the average lifespan of companies in the social services sector. Nevertheless, we are aware of the high profile collapse of certain private companies such as Southern Cross. To some, this has highlighted how little financial scrutiny there is. Buyouts, bond issues, refinancing and inter-company loans (and even offshore tax havens) can contribute to the complex and sometimes risky financial arrangements of some private investors and companies - making it difficult for local authority commissioners to keep track. These companies are also at the mercy of markets and changing economics. In the case of Southern Cross for example, they were vulnerable to huge rent increases (having sold off their housing stock to rent back for short-term profits). The Independent and Corporate Watch study (2012) of Britain's 10 largest care home providers also found dangerously high levels of debt in some. |
| 5 | Regulation, legal action, risk | Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2 | While Southern Cross was taken over by another operator, some have identified the regulatory hole as an issue. We might imagine that in the future, the Care Inspectorate's call for greater monitoring of the financial viability of employers has been heeded, as has Audit Scotland's advice that councils have contingency plans in case providers close as a way to manage the increased risks of greater private and third sector involvement (Audit Scotland, 2011). Retendering processes may also have changed, taking notice of concerns that they did not identify risk (or were impact assessed) before being taken forward (CCPS, 2008) to avoid service and staff transfer or disruption to services. If unheeded, we might imagine a future where legal action is more than |

			just a threat.
6	Procurement	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	We might also envisage that in 2025 current European Union Proposals for a revised Public Procurement directive (with legislation planned for 2014) has happened. These proposals have been welcomed by CCPS as a positive step towards better procurement of social services, with potentially less frequent competitive retendering and greater focus on quality. However, others regard these moves as anti-competitive and likely to favour long, inflexible and large (sometimes global) companies over SMEs and social enterprises. If true, this could run counter to community connecting and sourcing ambitions to regenerate local communities.
7	Low pay, conditions	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	The Low Pay Commission identifies social care as a low paying sector along with others such as hospitality and retail. This should be understood within a wider context whereby Britain has witnessed the decline of manufacturing and skilled and unskilled manual labour over the last 50 years. At the same time, there has been a rise in managerial, professional and technical jobs as well as growth in relatively 'low skilled' 'personal, sales and customer services, creating a widening pay gap as part of a diverging western wage economy (Philpott, 2012). Social services workers in the main are near the bottom of this scale.
8	Gender, equality if pay	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	Women have also entered the labour market, with pay differentials between men and women widely acknowledged, in significant part due to occupational segregation and different patterns of full and part-time working (ONS, 2012)[5]. Women, as we know, make up 84% of the social services workforce (SSSC, 2012b). UK-wide and across all sectors, we also know that public sector workers earn on average 14.9% more than private sector workers (ONS, 2012). Some private employers in social care have reported feeling embarrassed at the low wages they are able to pay, blaming local authority payment rates which have not kept pace with costs (Rainbird, Holly and Leisten, 2002). While the average pay for a Personal Assistant is above the Living Wage, there are also clear variations across different areas (Reid Howie Associates, 2010). We can speculate that in one future, inequalities of pay across the public/private/ third sector spheres of the social services workforce may have been reduced - if not eradicated. If so, this may be because

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[5] According to the Office of National Statistics, the gender pay gap for full-time workers fell to 9.6% in April 2012. If we look at all employees (full and part time), the gender pay gap is larger: 19.7% in 2012, down from 20.2% in 2011. For part-timers, the pay gap remains negative, meaning women are better paid than men.(Annual Survey of Hours and Earnings, 2012 Provisional Results. Office for National Statistics)

			commissioners have changed their processes, setting budgets in advance of inviting tenders and applying the same best value and quality criteria in all cases. This may be supported by future successes of the Living Wage Movement, which currently commits public sector employers covered by the Scottish Government's pay policy to apply the Scottish Living Wage. However, while the Scottish Government has urged others to follow suit, hopes to extend this to procured services financed by the public purse have not been realised, with some citing legal challenges as a block to this.
9.	Trade union membership, pay and conditions	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	It is also possible that by 2025 trade unions (strong in the NHS) might have attracted more members from social service workers - particularly if job losses and issues around equitable and comparable pay are brought to the fore as a result of the integration of health and social care. The creation of more generic or hybrid roles highlight these challenges and raises questions around *who* the employing organisation should be (NHS, local authority, or Health and Social Care Partnership) and appropriate pay and grading. As to whether we can imagine a future where trade unions are able to secure a framework agreement linking pay to qualifications on the SCQF across health and social care, this is by no means certain. The National Review of the Early Years and Childcare Workforce (Scottish Executive, 2006d) concluded that it was not possible to determine pay and conditions nationally given the range of employers across the public, private and third sectors. Nevertheless, the same review *believed* that a common description of the roles of leaders, practitioners and support workers which could be applied nationally and in different settings, may lead to clearer career pathways and better recognition and reward (linked closely to the registration agenda).
10.	Pay, conditions	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	In another future, we might conclude, more pessimistically, that there are unlikely to be any significant pay increases to social service workers - *unless* there are recruitment shortfalls or *unless* any savings made as a result of integrating health and social care are passed onto an up-skilled, qualified and redistributed workforce. If Scotland's economy does not recover we may see more pay freezes or cuts in hourly rates such as those reported by third sector employers in the social services sector (Cunningham, 2011). As for conditions, 79% of the current workforce are on permanent contracts - although this is significantly lower in some sub-sectors, particularly childcare and nursing agencies. While a substantial proportion of staff are in part-time roles (39% compared with a national average of 28% based on LFS data), there is no evidence to say whether or not social service workers are 'underemployed' or choosing to work fewer hours for their

			own reasons. Nevertheless, a recent study across a range of sectors indicates that the number of people working part-time who want a full-time job has risen from 70,000 in 2008 to 120,000 in 2012 (Joseph Rowntree Foundation, 2013). It may be that Personal Assistants (excluded from this data) may change the face of the future workforce forever, with fears that this casualised and unprotected group of workers may undermine others' terms and conditions. Presently, evidence suggests that a significant minority of Personal Assistants (15%) do not have employment contracts, leaving them vulnerable to mistreatment and legal and personal reprisals (Reid Howie Associates, 2010). We also know that, on average, they work 18 hours a week, but we do not know if they feel underemployed; we do know, however, that many have more than one job, often outwith the sector (Reid Howie Associates, 2010).
			Research by economists and psychologists shows that while a reliable income and job security remain important to employees, people are more likely to engage (and stay) with their organisation if it provides:
			- A clear sense of organisational purpose - Autonomy and scope for discretion and control over their pace of work - A supportive climate - A dynamic workplace with the ability to participate in decision making (Overell et al, 2010).
11.	Professional autonomy, new skill set	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	We might consider that, in 2025, social services workers have been given the professional autonomy they are currently lacking - with workers having less control and influence than they did 20 years ago, notably in social work, education, financial services and hotels and restaurants (Overell et al, 2010). According to (unpublished) this would see a shift to: …
			'nurturing a skills set which will focus on individual and personal creativity and the collaborative skills of co-production… A human rights model of collaborative leadership where the rights and involvement of **all** stakeholders are held in balance…'
			If we are to address failure demand, we should also consider the growing literature that shows that too much stress without control translates into serious health conditions, affecting more employees lower down the pecking order as well as Chief Executives. In the future, approaches that foster autonomy may help build emotional commitment and wellbeing and support retention by moving the workforce away from traditional risk averse and hierarchical management structures. Of course, one drawback to this approach is that the

			flatter hierarchical structures associated with it present fewer opportunities for career advancement and promotion, with obvious tensions between providing intermediate roles as part of a career pathway eg assistant social worker roles, and creating 'leaders' in the workplace. Another scenario is that none of this will have been achieved by 2025. Plans to empower workers have failed as there is a mismatch between the skills required and the people who can be recruited for the level of pay offered.

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ETHICAL / MORAL

This chapter sets out ethical and moral considerations in relation to support in Scotland in 2025.

Item	Themes	Contact, author, reference	Issues
1	Perception of social services, stigma,	Seven Questions for the Future: (IRISS, 2013): If you could ask the Oracle about society and social services in Scotland in 2025, what would you ask?	I would ask the Oracle about the perception of social care and social services in 2025. One of the huge issues for social services at the moment is the question of perception around where social services sits in relation to health, both a societal perception and a strategic, policy and government perception. That perception impacts on the way people think about the people who receive social services and also people who work in social services. Social care deals with people who are not at the cutting edge of clinical care, so it's not a really exciting, adrenalin rush type of industry. It deals with people who are chronically ill, people who are chronically distressed, (although stereotyped) people who smell, people who are old, who are now seen as redundant. Sometimes social services are associated with people who are a bit feckless, people who cannot get their act together, who need social workers to come in and help them, So, the system of social services is seen as supporting people who can't get their act together, are seen as weak, vulnerable. This is a very negative perception. People who access services often do so within that context and have feelings somehow of failure and that they are a burden, that they are subject to people's charity. All that sits at odds with the direction of travel, which I think our society is trying to go in; to see people who use social services are partners in the process, as customers with rights, as fully involved members of society.

People who have got disabilities or people who are vulnerable, marginalised, including elderly people, have got a double disadvantage to deal with in that they have to overcome not only their disability and their social care needs, but the perception that people have of them.

So has that changed by 2025, what has been done to enable that projection to change? The status quo is perhaps convenient for society, because it means they don't have to listen to people who have got social care needs, they only recognise them as failures with nothing important to say; a burden that they have got to tolerate. |
| 2 | Inaction, nothing has changed, wasted lives and money | Seven Questions for the Future (IRISS, 2013): What would be an unfavourable outcome and what wider societal **impacts** might | The unfavourable outcome of all this is, if you look at it broadly, a lack of social cohesion and riots and destruction of our streets.   A less extreme outcome would be that things still haven't changed and nobody has actually tried to change it. If in twelve years time we are still saying that things have to change but failing to act then we are wasting public money and people's lives. There will be people who could have had different lives and they haven't because we haven't got off our backsides and just tackled the hard problem. |

		there be?	So it could be more of the same or it could be actually worse. There's less money and society's problems are getting worse, therefore it's more of the same, only worse, there are more children in poverty, more old people with nobody to look after them. The worst outcome is inaction and possible planning for the status quo without any change being effected to address some of the values such as engagement with the public in terms of the debate, child poverty and social justice.
3	Data sharing	Seven questions for the Future, (IRISS 2013): How will culture and institutions need to change?	Recently, there has been difficulty in information sharing between health boards because of a perceived risk of the health service selling data to the private sector. However, there was no actual risk of this happening. There needs to be a real determination to get this right and to establish the principles in data sharing. It is important not to invest too much in getting the platforms right and just get on with it. Once you have got that mechanism, the creativity within people working in the Scottish Government is huge. Freedom of Information is not an issue here; it is about confidentiality and being aware of the limits under the Human Rights Convention. Under the Human Rights Convention, people have the right to opt out of having their information held centrally, however, this is not right. Information is collected to allow society to provide people with a service and any individual's information is as important as any others so why should one be able to opt out of this? It is the idea that we are all in this together. On the other hand, should the whole of society wish to opt out, you could have a referendum to decide. However, in the case of the individual, they should be told that they may die as a result of their decision not to be part of the system. You cannot be provided with a service if you do not participate in the process. This is about the sustainability of society in the future. This is about more than a narrow base of young people being able to support the broadening base of the elderly, this is a question of solidarity across society. The individual needs to be aware that they are a part of society and if society as a whole says we don't do this then that is harder to argue against but at the moment the benefits to the individual are so great that we need to be hard nosed about this.

MISCELLANOUS / GENERAL

Item	Themes	Contact, author, reference	Issues
1	Workforce of 2025	Workforce Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining2	More generally, we might conclude the following about the social services workforce in 2025 1 We cannot predict the size of the future workforce without more sophisticated workforce planning, jointly achieved by health and social care working together to bring together local data that recognises regional difference and diversity. 2 We cannot be certain that health and social care will be equal partners or that funds will not be diverted to acute care if more preventative and people-centred approaches fail. This will require real determination and strong leadership at all levels with issues around parity of esteem between the two sectors to be addressed. 3 It is a real prospect that need will continue to outstrip supply and workers will need to manage and assess budgets using eligibility criteria. It is improbable that this will become the function of the DWP unless the UK government is prepared to further upset relationships between central and local government and Scotland. This may also be determined by Scotland's vote in the 2014 independence referendum. 4 The public sector will continue to decline; however any significant increase in third sector organisations or social enterprises is uncertain. 5 Peoples' increasing expectations will drive more personalised approaches, reablement and self-management to provide more care at home or in a homely setting - with changes to the composition and skillset of the workforce. 6 A more flexible and mobile workforce will emerge. Logically, this should see a decrease in the hospital world, residential homes and day care centres and a slimmed down infrastructure built around bricks and mortar. History might guard us against making such assumptions, however. 7 There will be greater power-sharing with those receiving care, with professionals moving from the position of expert to one of facilitator and co-producer. Relationship-focused (rather than task-focused) jobs will increase in prominence and require up-skilling of the workforce. 8 There will be a greater focus on assets and ways to support health rather than approaches that concentrate on deficits and disease; however, this may or may not be extended to communities to realise ambitions around empowering citizens and helping regenerate communities. 9 The future functions of the social worker are uncertain, with others able to take on many of its roles including care management. The one exception relates to its statutory duties. 10 Brokerage and support planning may be separated from resource allocation and delivered by

			independent brokers or user-led organisations in the third sector.
		11	While increases in the size of the Personal Assistant workforce are anticipated (along with opportunities to support recruitment, payroll and training needs or provide agency PAs) its successful rise is not guaranteed. There may be a backlash to self directed support.
		12	Independent advocacy is at risk, particularly if there are more cuts to third sector funding with widening inequalities likely to be the result.
		13	We can predict that telehealth, telecare and telemedicine will continue to grow to support more people to stay at home longer, and this will require carers as well as workers to develop skills in this area. New roles related to their design, installation and maintenance may also emerge and may attract more men to the sector.
		14	In 2025, we can imagine that there will be closer working with healthcare professionals, with some co-location of staff, shared staff development and the emergence of new generic or hybrid roles. Clarity on what functions are reserved to social services and healthcare staff will be required, and again will call for leadership to ensure a streamlined workforce fit for purpose. New courses and qualifications will need to be developed for these roles, and recruitment strategies considered if there is not capacity in the existing workforce.
		15	The role of unpaid carers will remain essential and critical to delivering care, with the ambition that they be treated and included as equal partners in this. Supporting carers will also be paramount if Scotland is not to generate increased demand on its services.
		16	The marketplace for providers (and their employees) *may* become less stable, although changes to procurement and commissioning may alleviate this.
		17	Inequalities of pay across the public/private/third sectors may be reduced if budgets are set in advance and the same best value and quality criteria are applied to all tenders. The location of roles on a shared qualifications framework may also reduce inequalities.
		18	There are unlikely to be any significant increases in pay unless there are recruitment shortfalls or unless the upskilling of staff through the registration and professionalisation agenda converges with savings in a redistributed health and social care workforce.
		19	Scotland is committed to the registration and regulation of the workforce to recognise and drive higher standards. England is not. This invites comparison and may influence future decision-making. The capacity of the college sector to deliver this workforce and ongoing commitment to free tertiary education may derail this agenda or lead to a shortfall in qualified workers.
		20	Workers with a clear purpose and autonomy in decision-making are likely to be more creative and productive with higher levels of retention and wellbeing. However, this will require cultural change and real commitment from leaders and low pay may present a barrier.

			21 The integration of health and social care and more flexible, mobile workers will require new approaches to staff development and training to support shared understanding, multidisciplinary working and prevent isolation. Online support will have a significant part to play but will not remove the need for face to face contact. 22 In 2025, innovation might be fostered by greater celebration of successes and more honest debate around failure. The future supply of workers does not seem to be a significant problem based on current evidence- however, we need better data on vacancies, job tenure, entry and exit from the profession or 'churn'. It would be unwise to be complacent.
2	Social work training, technology, attitudes to technology	Technology Essay, Imagining the Future, IRISS (2013) http://www.iriss.org.uk/resources/imagining3	It may be apparent from both the technology views, and from the discussions about how external factors may change the face of social care, that the dominant factors for change will be access to online information and communication. No longer will a digital presence be an advantage that will be used exclusively by the well-educated and articulate, but it will be a facility that will be available to everyone and in all places. This leads to an assumption that the people who are likely to be most vulnerable in the future are those who are digitally excluded for whatever reason. Social workers will therefore find themselves dealing with people who are unable to do things for themselves because they cannot access important information, or who need help in using this information to overcome the problems that presents to them. All cases are unique, but there are a number of groups of people whose needs should be addressed in order to show how social workers will need to be trained to satisfy future support needs: • Older frail people who need physical support to perform activities of daily living • People with cognitive impairments such as memory loss who present safety problems • Those who are socially excluded and who have little social capital • Visually impaired people and those with other sensory disabilities such as hearing loss • Adults with learning or developmental disabilities who want to live independently • People with serious illnesses who are approaching the end of their life • Physically disabled people who are unable to transfer without help • Victims of domestic violence and their families, and • Informal carers who are supporting any or all of the above.

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Technologies that directly support the groups described above are all either available already, or will soon be available and at a price that makes them affordable. The price of independence is therefore falling as a result of technology. Many of these developments are examples of assistive technologies or of connected technologies that ensure that people are not alone, however isolated they might be in a physical sense. Social services can therefore refer people to more specialist service providers and will need to commission services that meet defined needs. The two major challenges that they face will be:

(a) Being aware of all the new technologies that are available - and ensuring that their knowledge is up-to-date when items can become redundant within two or three years, and

(b) Persuading the public that technology is reliable and an appropriate and affordable means of supporting independence.

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<td>Case studies of those who could benefit from technological advances</td>
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1. <u>Williams Johnson</u> - ex soldier. Aged 68, divorced, lost contact with 2 children. Drinks heavily. Newly diagnosed with Type 2 diabetes.
2. <u>Gillian McAndrew</u> - aged 82. Widowed, with 2 children and 6 grandchildren. Is suffering from AMD and is slowly losing her sight.
3. <u>George Brown</u> - aged 72. A former drummer in a successful 1960s rock band. Smoked cannabis for many years. Has lost significant hearing and short term memory but won't wear a hearing aid.
4. <u>Janice Wallace</u> - aged 75. Married to husband William for 50 years. Has developed short term memory loss over past 2 or 3 years. Probably has Alzheimers but has not been formally diagnosed.
5. <u>Grace McNulty</u> - aged 82. Very independent spinster who has very painful arthritis which is having a significant negative impact on her quality of life as it is limiting her ability to go out and to go upstairs in her semi-detached home.
6. <u>Jeremy and Joanna Baxter</u> - a couple in their early 50s who have become sandwich generation carers. Jeremy's mother lives 200 miles away in a retirement housing scheme but he is her only son. Joanna's mother lives 5 miles away and has become dependent on her for shipping, taking her to health appointment and for generally support which is increasing. They married relatively late in life and have

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2 children, John and Ian aged 20 and 15 respectively. Ian has Down's syndrome and lives with them. He is also epileptic though the number of seizures that he suffers during the day is now quite small.

7. Jennifer is aged 12 and has Asperger's syndrome.

8. Susan McKenzie is aged 35 and has bipolar disorder. She has a daughter aged 10 who lives with her but who is on the at-risk register because of her mother's bipolar disorder.

9. Jeremy Steele is 45 years of age and has severe memory issues and mobility problems since suffering a motor-bike accident in 2009.

10. Joyce Stewart is 78 and, following the death of her husband last year, is surviving on her basic retirement pension. She has no children, feels lonely and isolated and incapable of paying her bills or organising her life.

11. Sandra Smith aged 18. She has a learning disability and lives with her parents. She has attended college for the past few years but ends her time there in the summer. She has been offered a job in a local museum and would love to move into her own tenancy in order to become independent. She has a boyfriend and dreams of getting married and having a family.

12. Nora Black lives alone in a small terraced house. She suffered a stroke 3 years ago which has left her feeling anxious and with slurred speech. She has been the victim of doorstep abuse and is fearful of being robbed again though she has little of value to steal.

13. Elvis Roberts is aged 75 and has spent most of his life in and out of prison for various petty offences mainly involving the handling of stolen goods which he tried to fence through companies that he set up. He was declared bankrupt last year and therefore cannot have a bank account.

14. Pauline Wilkinson lives for her cats and her dog. She has been in hospital for a hip replacement and needs support looking after her pets. She lives in a 2nd floor apartment.

15. Alice Wilson She has 4 children and is struggling to support them since her latest boyfriend walked out on her and the kids (only one of which is his). She has no qualifications but has claimed some disability benefits after suffering from back pain during one of her pregnancies. The outlook for her and her family is bleak, especially as life on the housing estate in which she lives is bleak and is driving her children towards crime.

16. Elizabeth Cameron – aged 88 prone to falling. Unlikely to wear any special devices that stigmatised her. Yet, she has plenty of money which she would use to put things into her house if they could make

			her safe there.
			17. <u>Fiona Jones</u> – aged 36 and mother of 3 children aged between 6 and 11. She has suffered physical abuse at the hands of a new partner for the past 3 years and has recently taken up residence in a refuge.
			18. <u>Geraldine Reynolds</u>, aged 82, is a rather frail widow who lives in a detached house in a high class residential are of Edinburgh. She is relatively wealthy as a result of being careful with the money earned by her domineering husband. Her 3 children live in the Lothian area but they and the grandchildren only visit her when they want something. Issues of financial abuse abound concerning both her family and the friend who helps Geraldine to perform shopping and other domestic tasks.
			19. <u>Jacqueline Baxter</u>, aged 63. A spinster who retired recently after a long career as a primary school teacher. Feels the cold badly because of Raynaud's syndrome which prevents her from using a mobile phone and a touch screen computer or tablet. She worries about going out in the cold, the cost of heating and the loss of friends because she can't communicate with them using Facebook and social media.
			20. <u>Jane Doe</u> - she was found in a park in Aberdeen with a fractured ankle and suffering from mild hypothermia. She claims that she can't remember her name or where she lives. Her age and appearance suggest that she may be living on the streets. Her accent is English rather than Scottish.
4	Magic wand	Seven questions for the future: If you had a "Magic Wand", what would you do to make social services effective in 2025?	Sack the directors of social work. It's about this thing around permission, hierarchical organisations in social work stifle creativity and innovation. Social workers on the ground, know what they need to do but they are held back very often by the hierarchy, so probably the thing is to create an environment where creativity and courage is supported, where people are given permission to try things and supported when they do, even when they fail, because a failure teaches you something as well.

The present system fails because people don't feel bold enough to act. The current system is more about people protecting themselves than looking after children.

Innovation has been strangled out the health service by a culture of top down managerialism, and that's exactly the kind of culture that's in social services just now. Where we try to manage people in pursuit of performance objectives and so on, they just get on with it and do the job and they don't bother trying to innovate. |

				To make services more effective, to see them as only one strand to a multi faceted solution for how people can make their lives better, rather than this role strand of it, so the ones that we fund would be properly funded and targeted in the right way so that we don't take over from families, but that we compliment what they do beautifully. So that would be my magic wand, to really engage with families to get them to remain connected with everyone, whether it be a person with a disability or an older person or someone with learning disabilities, so that they keep people connected to one another.
				I guess my magic wand would be that every single person who is employed in social care would wake up every morning really focused on the values of what they are there to do and that they were able, despite all the vagaries that life throws at you throughout the day, because the quality of social care that people get is entirely dependent on the human beings that interact with them to provide that care.
				I could flick a magic wand and then there's a new world in front of me, it would be where people thought differently about social care needs, they'd think much more positively and humanely and not even notice, bit like race actually, people with care needs are human beings, rather than people with care needs.

2025 Hopes, aspirations, barriers, enablers as identified as community perspectives from across Scotland during the ITF Govan week.

This chapter captures the views of local leaders, professionals, voluntary groups, members of the public, disability groups, young people and invited policy makers.

	Filter	Tags	Source	Description
1		Role for services	Community perspectives on the future of social services, support and community	There is a pressing need to tackle the roots of exclusion, loneliness & illness
2	?	Coping strategies	Community perspectives on the future of social services, support and community	Importance of people developing coping strategies, does society help or hinder?
3		Confidentiality, space	Community perspectives on the future of social services, support and community	There is little space to air the issues separate to close family & friends
4		Accepting care	Community perspectives on the future of social services, support and community	Letting others be around you –even in bad times. It is hard to know how to accept care
5		Aids, adaptations and housing	Community perspectives on the future of social services, support and community	There is not enough money available for aids and adaptations to allow housing to adjust to changing personal circumstances
6		Pharmaceuticals	Community perspectives on the future of social services, support and community	More regulation of big drug companies is required to ensure less greed and profit, a fairer society, better distribution
7		Key worker	Community perspectives on the future of social services, support and community	Key workers are more personal than a group
8		Specialized	Community perspectives on the future of	There is not enough regulation of specialised equipment services and therefor not

		equipment	social services, support and community	as affordable
9		Grief, coping	Community perspectives on the future of social services, support and community	No one teaches us how to grieve
10		Trust	Community perspectives on the future of social services, support and community	We need help to learn to trust
11		Individuals, respect	Community perspectives on the future of social services, support and community	People don't respect individuals
12		Role of professionals	Community perspectives on the future of social services, support and community	Professional less welcome than experts
13		Workforce conditions, care	Community perspectives on the future of social services, support and community	Lack of caring and compassionate, internal climate for services
14		language	Community perspectives on the future of social services, support and community	Professional language is a barrier - I need to, we need to, not they 15need to
15		Stigma, community	Community perspectives on the future of social services, support and community	Lack of understanding of need from wider community – schools etc hard to transform stigma
16		Community support	Community perspectives on the future of social services, support and community	Sense of community support being let down by statutory services
17		Time, social	Community perspectives on the future of social services, support and community	People seldom make time to be more sociable together
18		Media, voice	Community perspectives on the future of social services, support and community	Am I watching TV? Or is it watching me? Need to get up and talk and have a voice!!!

19		Workforce, innovation	Community perspectives on the future of social services, support and community	Often staff are not invited to engage in conversations about the nature of services.
20		Barriers, system, care	Community perspectives on the future of social services, support and community	There are too many walls and barriers to giving care within the system
21		Resources, accountability	Community perspectives on the future of social services, support and community	There is not enough accountability in the effective use of resources.
22		Resources, time	Community perspectives on the future of social services, support and community	Services need to work with people as individuals and resources are required to do that
23		Trust	Community perspectives on the future of social services, support and community	A culture of trust does not exist
24		Hope	Community perspectives on the future of social services, support and community	Hope – we don't have that here
25			Community perspectives on the future of social services, support and community	We are facing crisis of values
26	2014 Opportunities	Community Empowerment Bill, Community budgeting	Community perspectives on the future of social services, support and community	We can build on the learning from community budgeting pilots and realizise the potential from the CEB
27		Volunteers, arts	Community perspectives on the future of social services, support and community	Volunteers are very important, arts & drama sessions, escorting individuals, wider community & organisations
28		SDS, choice	Community perspectives on the future of social services, support and community	SDS should be the person's voice, choice – not council or carer in practice

29		Informal support	Community perspectives on the future of social services, support and community	The importance of informal support can be given greater currency
30		People-centredness	Community perspectives on the future of social services, support and community	People are put at the centre of everything
31		Key workers	Community perspectives on the future of social services, support and community	Good key workers are essential for many
32		Relationships, trust	Community perspectives on the future of social services, support and community	Every person should have special relationships – even one person – who you know really well and can trust
33		Self help	Community perspectives on the future of social services, support and community	Encouraged not to lose sight of the good in yourself
34		Preventions	Community perspectives on the future of social services, support and community	An emphasis on early intervention so to decrease hospital care in later life
35		'New Normal'	Community perspectives on the future of social services, support and community	Encourage people to understand the concept of "new normal" in transition and grief
36		Triggers, change, transitions	Community perspectives on the future of social services, support and community	We have to recognise there are triggers for good and bad changes
37		Prevention	Community perspectives on the future of social services, support and community	Early intervention allows people to participate more freely in life & communities and means there is less care required.
38		New normal	Community perspectives on the future of social services, support and community	Don't focus on the fixing and trying to get it back to the way it was, learn how to deal with the 'new normal'
39		SDS	Community perspectives on the future of	There is growing choice for service users – purchase own services, interview/hire

			social services, support and community	own carers
40		Pain, emotions	Community perspectives on the future of social services, support and community	We need to learn how to acknowledge natural pain and emotion as signals
41		Community, needs led	Community perspectives on the future of social services, support and community	Community initiatives are positive, needs-led, helping people through crises
42		Space, serving need	Community perspectives on the future of social services, support and community	Our group which started in one wee room led to a service for 25 years
43		Democracy, care	Community perspectives on the future of social services, support and community	Democratization of care is a key opportunity which we have to take
44		Pain, coping	Community perspectives on the future of social services, support and community	Used my pain as a way to move forward
45		Family, care	Community perspectives on the future of social services, support and community	Family support was critical to care
46		Community	Community perspectives on the future of social services, support and community	Community has power
47		Fight, community	Community perspectives on the future of social services, support and community	We need to fight
48		Family, control, care	Community perspectives on the future of social services, support and community	Family allowed to take more control of my care
49		Humanity, family	Community perspectives on the future of social services, support and community	Family support can lead to seeing all people as humans

50		Stories, care	Community perspectives on the future of social services, support and community	Sharing stories empowers others to take care of themselves
51		Skills, purpose	Community perspectives on the future of social services, support and community	I found a sense of purpose from new skills
52		Dialogue, inclusion	Community perspectives on the future of social services, support and community	Dialogue at grass roots leads to inclusion
53		Sources of help	Community perspectives on the future of social services, support and community	Help can be found in unexpected places
54		Carers	Community perspectives on the future of social services, support and community	Carers lives can be made easier
55		Care, humanity	Community perspectives on the future of social services, support and community	Care is rewarding, it's in our DNA
56		Constitutional, independence	Community perspectives on the future of social services, support and community	Scotland belongs to us
57		Intergeneration al, learning	Community perspectives on the future of social services, support and community	Short stories and books to educate and empower and connect generations
58		Care, radical act	Community perspectives on the future of social services, support and community	We should be inviting people to 'Dare to care'
59		volunteering	Community perspectives on the future of social services, support and community	If you feel passionate about something, you don't necessarily need to paid
60		Appetite, voice, care	Community perspectives on the future of social services, support and community	We want to shape services, have a voice

61		Resources, individuals	Community perspectives on the future of social services, support and community	We can recognize the values of people's resources
62		Pride, self belief	Community perspectives on the future of social services, support and community	Brave people, turning our lives around
63		Sharing, communications	Community perspectives on the future of social services, support and community	Sharing is helpful
64		Need	Community perspectives on the future of social services, support and community	Put yourself where you are needed – observe need and respond
65		Spaces, communications	Community perspectives on the future of social services, support and community	Create places we you can share and talk about your story
66		Space, community, time, relationships	Community perspectives on the future of social services, support and community	Create spaces, tools and give people time to build relationships and watch community grow
67		Risk	Community perspectives on the future of social services, support and community	Stop asking what is the risk if we do this and start asking what is the risk if we do not.
68	2025 descriptions	Resources, person-centred	Community perspectives on the future of social services, support and community	Resources are put into structures by which people are listened to and empowered so there's continuity
69		Community ethos,	Community perspectives on the future of social services, support and community	A community ethos exists based on one-to-one dialogue. It is quite common for people to knock at people's door to check all is well.

		neighbourliness		
70		Professional competence	Community perspectives on the future of social services, support and community	Professional competence is defined as accountability to people served – you said, we did.
71		Social care system, feedback loops	Community perspectives on the future of social services, support and community	There are effective feedback loops in the system
72		Choice	Community perspectives on the future of social services, support and community	People are automatically asked "Where do you want your care to happen?"
73		Role of services, confidentiality	Community perspectives on the future of social services, support and community	Everyone should have access to confidentiality
74		Care, communities	Community perspectives on the future of social services, support and community	We will see an culture of caring communities
75		Practical support	Community perspectives on the future of social services, support and community	Dependable support is provided to overcome practical problems
76		Disability	Community perspectives on the future of social services, support and community	Having an ordinary life like everyone else - disability
77		Caring society	Community perspectives on the future of social services, support and community	No matter what everyone can be loved, cared for & supported
78		Caring society	Community perspectives on the future of social services, support and community	We live in a Scotland that accentuates the positive and celebrates success
79		Humanity, providers	Community perspectives on the future of social services, support and community	Those providing services should be mindful of personal identity with humanity.

80		Expectations, society	Community perspectives on the future of social services, support and community	A society that can fulfill everyone's expectations
81		Society, equality	Community perspectives on the future of social services, support and community	A fair and equal society
82		Management, parity	Community perspectives on the future of social services, support and community	Service users/customers on management boards – with training & support
83		Time, trust, communication	Community perspectives on the future of social services, support and community	Communication and time to listen and build up trust
84		Practical support	Community perspectives on the future of social services, support and community	Knowing dependable, practical support always is always available.
85		Intergeneration al, values	Community perspectives on the future of social services, support and community	Intergenerational family values are prized within communities
86		Dreams	Community perspectives on the future of social services, support and community	Everyone trusts that they matter and their dreams will be fulfilled
87		Resources, quality of life	Community perspectives on the future of social services, support and community	There is better use of resources leading to savings and therefore improved services and quality of life
88		Friendship	Community perspectives on the future of social services, support and community	Friendship is valued by everyone
89		Jobs, local	Community perspectives on the future of social services, support and community	Boys and girls leaving school can go into apprenticeships and learn skills for jobs in their local area
90		Friendship, trust, family,	Community perspectives on the future of social services, support and community	Good family, friendship, which means we can talk about anything, with trust

		relationships		
91		Self worth, self esteem	Community perspectives on the future of social services, support and community	Everyone feels they matter
92		Community, services	Community perspectives on the future of social services, support and community	Community deliver services themselves
93		Community, power, democracy	Community perspectives on the future of social services, support and community	Influencing and creating policies through community engagement
94		Structures, care	Community perspectives on the future of social services, support and community	Small structures, re-humanising structures, distilled structures – leads to the best care
95		System, feedback	Community perspectives on the future of social services, support and community	There will be better feedback loops within the system
96		Friendship, support	Community perspectives on the future of social services, support and community	More organisations that provide support and friendship
97		Space, honesty	Community perspectives on the future of social services, support and community	We have places where we can be honest
98		funding	Community perspectives on the future of social services, support and community	Organisations are self-funded
99		Care, help	Community perspectives on the future of social services, support and community	Investment has been made in teaching people how you reach those that need you.
100		Need, formal, informal	Community perspectives on the future of social services, support and community	Different relationships for each need – professional or personal

101		Stigma	Community perspectives on the future of social services, support and community	We need to overcome stigma when getting help
102		Loss, bereavement, self-help	Community perspectives on the future of social services, support and community	Tragedy leads to action, action leads to self-help, which leads to beautiful
103		Self help	Community perspectives on the future of social services, support and community	Your actions will carry you in life
105		Space, being heard	Community perspectives on the future of social	Need for more space for talking and being heard

			services, support and community	
106		Recovery Networks, community-based	Community perspectives on the future of social services, support and community	More addition services in community like Rainbow House
107		Funding	Community perspectives on the future of social services, support and community	Lack of funding – resources
108		Funding	Community perspectives on the future of social services, support and community	Funding needs to be there at point of need
109		Self help	Community perspectives on the future of social services, support and community	Need to recognise self initiative
110		Education	Community perspectives on the future of social services, support and community	More education needed
111		Culture	Community perspectives on the future of social services, support and community	Writing a book about her journey helped
112		Resources	Community perspectives on the future of social services, support and community	Not enough resources
113		Rehab, recovery	Community perspectives on the future of social services, support and community	Funding for rehab is crucial
114		Self funding	Community perspectives on the future of social services, support and community	Self-funded, integrated care is needed
115		Recovery	Community perspectives on the future of social services, support and community	The funding helped in the recovery journey

117		Need, service development	Community perspectives on the future of social services, support and community	Services development through need
118		Public funds	Community perspectives on the future of social services, support and community	Free from relying on public funds
119		Relations	Community perspectives on the future of social services, support and community	Importance of mother son relationship
121		Mother, family	Community perspectives on the future of social services, support and community	Centrality of Mum, family to care and support
123		Progress, life	Community perspectives on the future of social services, support and community	Progress can be made in people's lives through help
124		Bereavement	Community perspectives on the future of social services, support and community	Bereavement can be a turning point. People need help to see that
125		Turning points	Community perspectives on the future of social services, support and community	Turning points and breakthroughs happen throughout life
127		Community help, humour	Community perspectives on the future of social services, support and community	Community helps deal with tragedy with humour. There is more chance of coping
128		Routine	Community perspectives on the future of social services, support and community	Routine helped me make progress with life
129		Voice	Community perspectives on the future of social services, support and community	Being heard is hugely important
130		Need-led	Community perspectives on the future of social services, support and community	Needs led service are the future

131		Service design	Community perspectives on the future of social services, support and community	Service design by service users is needed
132		Interventions	Community perspectives on the future of social services, support and community	We need to this very carefully about the sort interventions and policies we have
133		Unburdening	Community perspectives on the future of social services, support and community	Unburdening professionals is enabling
134		Self help, motivation	Community perspectives on the future of social services, support and community	More people need to understand that they can make a difference rather than wallowing
136		Need	Community perspectives on the future of social services, support and community	People and new services should be Identified by genuine need
138		Broken society	Community perspectives on the future of social services, support and community	We need to fix a society that breaks people
139		Voluntary services	Community perspectives on the future of social services, support and community	We need to see more voluntary based service
140		Drugs	Community perspectives on the future of social services, support and community	Young people need to learn more about reality of drugs
141		Hospital	Community perspectives on the future of social services, support and community	More focus needs to be given to community groups for people coming from hospital
144		Mutual support	Community perspectives on the future of social services, support and community	Supporting others in a similar situation is hugely important
146		Routine	Community perspectives on the future of social services, support and community	Structure, routine and programmes around meaningful work is key

147		Space	Community perspectives on the future of social services, support and community	Actually, what we need is simply a wee room of our own
148		Isolation	Community perspectives on the future of social services, support and community	Talking helps but its hard when you are on your own
150		Responsibility	Community perspectives on the future of social services, support and community	Ordinary people need and want to take on responsibility for their own lives
151		Hope	Community perspectives on the future of social services, support and community	I have hope for care in the future
152		Freedo and autonomy	Community perspectives on the future of social services, support and community	Freedom and autonomy = human dignity
153		Interventions	Community perspectives on the future of social services, support and community	Quick interventions restore trust and wellbeing
154		Joined up	Community perspectives on the future of social services, support and community	Joined up thinking leads to good care
155		Love and care	Community perspectives on the future of social services, support and community	I would hope to know that someone you love was cared for and helped no matter what, when I am gone
155		Mother	Community perspectives on the future of social services, support and community	My mother was listened to when I was not
156		Mother	Community perspectives on the future of social services, support and community	The power of mothers love cannot be under valued or underestimated
157		Carers, time	Community perspectives on the future of social services, support and community	Carers need to take the time to understand even when people can't express themselves

158		Labels, equality	Community perspectives on the future of social services, support and community	We want to be listened to at all times without labels
161		Families and neighbours	Community perspectives on the future of social services, support and community	Supportive families and neighbours are key to care
162		Communities, generousity	Community perspectives on the future of social services, support and community	Generous people create communities
163		Parents influence	Community perspectives on the future of social services, support and community	Hardworking parents give us a work ethic and good start in life
165		Parents	Community perspectives on the future of social services, support and community	Non-judgmental parents give us courage and inspiration for life
166		Role models	Community perspectives on the future of social services, support and community	People need to have role models in childhood
167		Trust, hope	Community perspectives on the future of social services, support and community	Need to trust life that things will improve
168		Worry	Community perspectives on the future of social services, support and community	All the worries in the world will not resolve anything
169		Respect	Community perspectives on the future of social services, support and community	We don't take advantage of nonjudgmental and loving people you want to give back
170		Family	Community perspectives on the future of social services, support and community	The family is central to all care both formal and informal
171		Community support	Community perspectives on the future of social services, support and community	People willing to take care of othr people's children as well as adults and create big families and community

172		Time	Community perspectives on the future of social services, support and community	Having time creates safety for children
173		Person-centred	Community perspectives on the future of social services, support and community	Asking people what they want allows them to choose what they want to do and the kind of support they need
174		Role of professionals	Community perspectives on the future of social services, support and community	Organisations play a key role in helping people being listened to
175		Common sense	Community perspectives on the future of social services, support and community	Common sense instead of complicated procedures is key to creating good care
176		Community leadership	Community perspectives on the future of social services, support and community	Determined, understanding people in communities drives change
177		Stigma, disabled	Community perspectives on the future of social services, support and community	Physical disability; people think they don't have 'normal' feelings
178		Pain	Community perspectives on the future of social services, support and community	Acknowledge natural pain is important part of life skills
180		Community support	Community perspectives on the future of social services, support and community	Accepting care needs to be outwith family to protect family relations
181		Time, professionals, listening	Community perspectives on the future of social services, support and community	Sometimes professionals are more important and can talk about anything but need time to build relationships
183		Accepting help	Community perspectives on the future of social services, support and community	How to accept help – people need help in understanding how to let people help
184		Community	Community perspectives on the future of social services, support and community	Values are the compass, inner resilience and networked support, family school and community

185		Grandparents	Community perspectives on the future of social services, support and community	Grandparents explaining life – advice is life changing
186		Grief	Community perspectives on the future of social services, support and community	There was no support in dealing with grief and tragedy
187		Social structure	Community perspectives on the future of social services, support and community	Family, culture, life, advice, grandparents, children
188		Listening and care	Community perspectives on the future of social services, support and community	Genuine care and listening – no agendas
189		Addiction	Community perspectives on the future of social services, support and community	Keep sight of good things, addiction took away morals
190		Resilience	Community perspectives on the future of social services, support and community	Need to resilience to pick yourself back up
191		Taking interest	Community perspectives on the future of social services, support and community	Someone took an interest and that meant the world
192		Death, change	Community perspectives on the future of social services, support and community	Turning point – going to die. That was the point for change
195		Trust	Community perspectives on the future of social services, support and community	Trust – knowing what you are saying is just for the person you're sharing with
196		Community support	Community perspectives on the future of social services, support and community	Family role model helped return of previous self, friendships sometimes more important than family
197		Community / professional support	Community perspectives on the future of social services, support and community	I would value freedom to speak about anything without hurt to the listener

198		Leadership	Community perspectives on the future of social services, support and community	Own leadership skills – everyone has these
199		Holistic care	Community perspectives on the future of social services, support and community	Encompass holistic care – not just referred individual
200		Solution focused	Community perspectives on the future of social services, support and community	It's a challenge but we needs to be solution-focused
201		Person centred	Community perspectives on the future of social services, support and community	Person-centred means being listened to, and the promotion of choice. It also means advocates on behave of the individual
202		Responsibility	Community perspectives on the future of social services, support and community	It is everyone's responsibility to challenge bad practice
203		Confidence	Community perspectives on the future of social services, support and community	There a sneed to build confidence and esteem to enable people to change their lives, trust is essential
204		Celebrate, positives	Community perspectives on the future of social services, support and community	Celebrate positives and achievements
205		Workforce	Community perspectives on the future of social services, support and community	Build capacity in workforce to nurture
206		Leadership	Community perspectives on the future of social services, support and community	A good leadership ethos means recognizing everyone has the potential to be leader.
207		Person centred	Community perspectives on the future of social services, support and community	Its important to involve the 'person' when professional 'problem solve'
208		Co create	Community perspectives on the future of social services, support and community	Starting a community project jointly was important

209		Transition points	Community perspectives on the future of social services, support and community	Turning point can be the end of something good; which prompts action.
210		Leadership	Community perspectives on the future of social services, support and community	Good leaders recognizes that others can help ie are enablers
211		Listening	Community perspectives on the future of social services, support and community	Need to listen when people are unhappy
212		Challenge, voice	Community perspectives on the future of social services, support and community	Need to challenge decisions that we know will affect people's quality of life
213		Professional competence	Community perspectives on the future of social services, support and community	Defining professional competence as following the demands of the client's task
214		Alcohol	Community perspectives on the future of social services, support and community	Government attitude to alcohol policy and recognition of issues
215		Community Forums	Community perspectives on the future of social services, support and community	Community forums are key to progress
216		Peer support	Community perspectives on the future of social services, support and community	Peer support network, family are valuable
217		Appropriate funding, community	Community perspectives on the future of social services, support and community	Leadership – agility in funding low-cost, effective projects
218		Leadership	Community perspectives on the future of social services, support and community	Leadership starts to enable others to care for themselves
219		Role models	Community perspectives on the future of social services, support and community	Role models – who are they?

220		Accepting care	Community perspectives on the future of social services, support and community	How do we help accept care? – wider trust
221		Professional attitudes	Community perspectives on the future of social services, support and community	Architects don't own the building – why do social service professionals think they own the system.
222		New media	Community perspectives on the future of social services, support and community	New media – community – social technology all must play a part in helping
223		Leadership	Community perspectives on the future of social services, support and community	Leadership can be about challenging
224		Power of stories	Community perspectives on the future of social services, support and community	Celebrate stories of people helping and positive outcomes
225		Professionals	Community perspectives on the future of social services, support and community	Professional jealousy hinders progress
226		Social work	Community perspectives on the future of social services, support and community	Social work people feel they have to work for LA
227		Agility, organisations	Community perspectives on the future of social services, support and community	Wider –big organisationss lack agility to act
228		Trust, organisations	Community perspectives on the future of social services, support and community	Organisations must work through trust – and give permission to try new things for staff
229		Power	Community perspectives on the future of social services, support and community	Equity ad power between professionals
230		Leadership	Community perspectives on the future of social services, support and community	Carer is the leader

231		Worker of the future	Community perspectives on the future of social services, support and communty	Worker who is creative and innovative will be the worker of the future
232		Leadership	Community perspectives on the future of social services, support and community	Carer just as professional as medic
233		Qulity of life	Community perspectives on the future of social services, support and community	Quality of life should be valued over economics
234		Industrialisation	Community perspectives on the future of social services, support and community	Institutionalization is a commodification of our roles as mothers, fathers, brothers and sisters.
235		Deficit of care	Community perspectives on the future of social services, support and community	Deficit of care in our communities
236		Change agents	Community perspectives on the future of social services, support and community	People who make a change in communities should be valued more
237		Care, activism	Community perspectives on the future of social services, support and community	Care needs to be seen as activism
238		Support, communities	Community perspectives on the future of social services, support and community	Supportive communities over supported communities.
239		Politicians	Community perspectives on the future of social services, support and community	There is a lack of trust in politicians.
240		Care, radicalism	Community perspectives on the future of social services, support and community	Compassion as a radical act for 21st century
241		People power	Community perspectives on the future of social services, support and community	People are increasingly helping people in spite, and because of, the circumstances they find themselves in.

242		**Hope**	Community perspectives on the future of social services, support and community	**We need to focus on the things that make us more hopeful**
243		Labels	Community perspectives on the future of social services, support and community	No more boxes/ labels.
244		Skills	Community perspectives on the future of social services, support and community	People in communities need to be more skillful in our caring roles
245		Neighbourliness	Community perspectives on the future of social services, support and community	Neighbourliness is attractive and powerful in many people's lives
247		Stigma	Community perspectives on the future of social services, support and community	Need to be seen as more normal to receive care.
248			Community perspectives on the future of social services, support and community	Values that support more caring society.
249			Community perspectives on the future of social services, support and community	Listening.
250			Community perspectives on the future of social services, support 251and community	More trust and connection.
251			Community perspectives on the future of social services, support and community	Moe joined up thinking.
252			Community perspectives on the future of social services, support and community	More trusting.
253			Community perspectives on the future of social services, support and community	Instill desire to help.

254			Community perspectives on the future of social services, support and community	More status for carers.
255			Community perspectives on the future of social services, support and community	Be heard.
256			Community perspectives on the future of social services, support and community	Be valued.
257		Men	Community perspectives on the future of social services, support and community	Need to ensure men are not demonized.
258		Hope, skepticism	Community perspectives on the future of social services, support and community	Less skepticism and more hope would drive change faster
259		Political process	Community perspectives on the future of social services, support and community	More people are engaging in the political process.
260		Scottish Parliament	Community perspectives on the future of social services, support and community	Communities need a stronger voice in Parliament through participatory democracy
261		Evidence, equality	Community perspectives on the future of social services, support and community	Policy makers need to be more mindful and act upon the evidence of difference.
262		Self help	Community perspectives on the future of social services, support and community	The notion of 'look after our own' has intrinsic power
263		Time	Community perspectives on the future of social services, support and community	Too little time to really care.
267		Space	Community perspectives on the future of social services, support and community	More informal talking spaces and opportunities are springing up

268		Professional attitudes	Community perspectives on the future of social services, support and community	Professional attitudes of superiority can trigger negativity
269		Peer Mentoring	Community perspectives on the future of social services, support and community	Knowledge through peer mentoring is growing
270		Service provision, balance	Community perspectives on the future of social services, support and community	Balanced service between professional and informal
271		Risk, experiment	Community perspectives on the future of social services, support and community	Professional training needs experiential time.
272		Belonging, involvement	Community perspectives on the future of social services, support and community	Sense of belonging and involvement. Not 'being done to you' community.
2025 realities				
278		Empowerment	Community perspectives on the future of social services, support and community	Freedom and empowerment to make decisions.
279		Politicians	Community perspectives on the future of social services, support and community	Honest politicians.
280		Participatory democracy	Community perspectives on the future of social services, support and community	A more honest and realistic Scotland where unrealistic policy and legislative positions are challenged, so that effective implementation can be achieved.
281		Equality	Community perspectives on the future of social services, support and community	Everyone feels that they matter irrespective of their background, education, values and social class.
282		Challenge	Community perspectives on the future of social services, support and community	People need to build motivation and confidence to challenge power

284		Parity of esteem	Community perspectives on the future of social services, support and community	Help to change mindsets of staff from service providers to allies of community members.
285		Information	Community perspectives on the future of social services, support and community	Informed patients.
286		Trust	Community perspectives on the future of social services, support and community	Trust, sharing power.
288		Empowered	Community perspectives on the future of social services, support and community	Service users feel listened to and empowered to make change.
289		Community development	Community perspectives on the future of social services, support and community	More community devolvement.
290		Listening	Community perspectives on the future of social services, support and community	Having your voice listened to.
291		Less services	Community perspectives on the future of social services, support and community	We need less services because we are less in ill, lonely, poor and there's more community.
Life in 2025				
294		Good communication	Community perspectives on the future of social services, support and community	More understanding and talking.
295		Neighbourliness	Community perspectives on the future of social services, support and community	Talking on the way to the bus stop – openness
309		Life in 2025	Community perspectives on the future of social services, support and community	Weans out playing.

310		Life in 2025	Community perspectives on the future of social services, support and community	Hope from adversity.
311		Life in 2025	Community perspectives on the future of social services, support and community	Humour as a strength.
312		Life in 2025	Community perspectives on the future of social services, support and community	Humanity – people, people, people.
313		Life in 2025	Community perspectives on the future of social services, support and community	Belief in positive future.
314		Life in 2025	Community perspectives on the future of social services, support and community	Faith, structure and routine.
315		Life in 2025	Community perspectives on the future of social services, support and community	Trust, courage and understand.
316		Life in 2025	Community perspectives on the future of social services, support and community	Participatory budgeting.
317		Life in 2025	Community perspectives on the future of social services, support and community	Sharing.
318		Life in 2025	Community perspectives on the future of social services, support and community	I can do something about it myself.
319		Life in 2025	Community perspectives on the future of social services, support and community	Willpower.
320		Life in 2025	Community perspectives on the future of social services, support and community	Community filling gaps in service.

321		Life in 2025	Community perspectives on the future of social services, support and community	Responding to need.
322		Life in 2025	Community perspectives on the future of social services, support and community	No funding for places despite real terms increasing in health spending every year.
323		Life in 2025	Community perspectives on the future of social services, support and community	Personal experiences in schools.
324		Life in 2025	Community perspectives on the future of social services, support and community	University of life in school.
326		Life in 2025	Community perspectives on the future of social services, support and community	Peer support.
327		Life in 2025	Community perspectives on the future of social services, support and community	Giving back continued. Need support to give support.
328		Life in 2025	Community perspectives on the future of social services, support and community	Money to right places.
329		Life in 2025	Community perspectives on the future of social services, support and community	Less fears.
330		Life in 2025	Community perspectives on the future of social services, support and community	Live with the issue = real and effective response.
331		Life in 2025	Community perspectives on the future of social services, support and community	More high standard rehab.
332		Life in 2025	Community perspectives on the future of social services, support and community	More caring society explored and developed in school.

333		Life in 2025	Community perspectives on the future of social services, support and community	More Self awareness.
334		Life in 2025	Community perspectives on the future of social services, support and community	Lots of physical space.
335		Life in 2025	Community perspectives on the future of social services, support and community	Self motivation and control.
336		Life in 2025	Community perspectives on the future of social services, support and community	Needs-led, flexible and diverse services.
337		Life in 2025	Community perspectives on the future of social services, support and community	Not limited to normal service hours.
338		Life in 2025	Community perspectives on the future of social services, support and community	Accountability.
339		Life in 2025	Community perspectives on the future of social services, support and community	Bottom-up only.
340		Life in 2025	Community perspectives on the future of social services, support and community	Bring back community.
341		Life in 2025	Community perspectives on the future of social services, support and community	Take responsibility and ownership.
342		Life in 2025	Community perspectives on the future of social services, support and community	Turn negative to positive.
343		Life in 2025	Community perspectives on the future of social services, support and community	Empowerment and self-initiative.

344		Life in 2025	Community perspectives on the future of social services, support and community	Everyone.
345		Life in 2025	Community perspectives on the future of social services, support and community	Safety first. Families non-nuclear. Communities true togetherness, freedom, non judgemental, mid life crisis, new choices in life.
346		Life in 2025	Community perspectives on the future of social services, support and community	Freedom to make mistakes.
347		Life in 2025	Community perspectives on the future of social services, support and community	Being recognized and giving recognition.
348		Life in 2025	Community perspectives on the future of social services, support and community	Social services – flexible and responsive to individual.
349		Life in 2025	Community perspectives on the future of social services, support and community	Caring, compassionate embracing the individual not the system
350		Life in 2025	Community perspectives on the future of social services, support and community	Connecting community together, organizing and information and practical.
351		Life in 2025	Community perspectives on the future of social services, support and community	Connecting different parts of the system – health and social care.
352		Life in 2025	Community perspectives on the future of social services, support and community	Social services universal. Tap the resource of the whole not the margins.
353		Life in 2025	Community perspectives on the future of social services, support and community	Respect for others and community as a whole.
354		Life in 2025	Community perspectives on the future of social services, support and community	Emphasis on education and different avenues for educations.

354		Life in 2025	Community perspectives on the future of social services, support and community	Social services that are person-based rather than bedget-based.
355		Life in 2025	Community perspectives on the future of social services, support and community	Tapping into resources we overlook.
356		Life in 2025	Community perspectives on the future of social services, support and community	Taking preventative measures – eg stop trying to fix what is broken and prevent it from breaking.
357		Life in 2025	Community perspectives on the future of social services, support and community	Transparency.
358		Life in 2025	Community perspectives on the future of social services, support and community	Us = me and you. Everyone should take personal responsibility to positively impact their surroundings no matter how small. IF everyone did that 2034 would be a better place.
359		Life in 2025	Community perspectives on the future of social services, support and community	Community leaders and professionals should only be facilitators; community people decide.
360		Life in 2025	Community perspectives on the future of social services, support and community	Needs led mental health service. Paradigm shift away from medical to holistic.
361		Life in 2025	Community perspectives on the future of social services, support and community	Greater value given to domestic economy and home care.
362		Life in 2025	Community perspectives on the future of social services, support and community	Greater value of and support to front line workers and grass roots volunteers; acknowledgement of life skills.
363		Life in 2025	Community perspectives on the future of social services, support and community	Increased interdisciplinary practice and scholarship and cross sectoral professional work.
364		Life in 2025	Community perspectives on the future of social	Community hubs with health, education and social services in one place.

			services, support and community	
Who is responsible?		Life in 2025	Community perspectives on the future of social services, support and community	
365		Life in 2025	Community perspectives on the future of social services, support and community	Me, you, us, everyone.
366		Life in 2025	Community perspectives on the future of social services, support and community	Everyone including politicians.
Life in 2025			Community perspectives on the future of social services, support and community	
367		Life in 2025	Community perspectives on the future of social services, support and community	Better social conditions, no underclass
368		Life in 2025	Community perspectives on the future of social services, support and community	Everyone educated and capable of independent thought.
369		Life in 2025	Community perspectives on the future of social services, support and community	Better health conditions giving longer life.
370		Life in 2025	Community perspectives on the future of social services, support and community	A virtual utopia with lots of green space!!!!
371		Life in 2025	Community perspectives on the future of social services, support and community	Please let us not be controlled by computers.
372		Life in 2025	Community perspectives on the future of social services, support and community	I would hope for a benevolent society with fairness for all.

373		Life in 2025	Community perspectives on the future of social services, support and community	Better pay for front line workers.
374		Life in 2025	Community perspectives on the future of social services, support and community	Four-day week to allow people to volunteer and engage and shift with attitude.
375		Life in 2025	Community perspectives on the future of social services, support and community	Housing policy so you can move to suitable accommodation but stay in same neighbourhood.
376		Life in 2025	Community perspectives on the future of social services, support and community	Something you regard as supportive of your wishes and not an authority that will make decisions for you or threaten your world – ie, benefit sanctions.
377		Life in 2025	Community perspectives on the future of social services, support and community	Help me look after older relatives in a way they want to be looked after. Adding to what I can do.
378		Life in 2025	Community perspectives on the future of social services, support and community	Support a more cohesive and connected community to flourish.
379		Life in 2025	Community perspectives on the future of social services, support and community	More active local democracy.
380		Life in 2025	Community perspectives on the future of social services, support and community	A focus on rights and citizenship
381		Life in 2025	Community perspectives on the future of social services, support and community	A more equitable, tolerant and diverse society supported; less judgmental and more positive and optimistic outlook and more time for family and friends.
382		Life in 2025	Community perspectives on the future of social services, support and community	Support is more than just meeting basics. Its about connecting people.

383		Life in 2025	Community perspectives on the future of social services, support and community	Information hubs – community groups, public spaces, libraries, shops, supermarkets.
384		Life in 2025	Community perspectives on the future of social services, support and community	Adult Learning Forums should be legislatively.
385		Life in 2025	Community perspectives on the future of social services, support and community	What needs doing now – legislate for a social justice charter.
386		Life in 2025	Community perspectives on the future of social services, support and community	More self referral
387		Life in 2025	Community perspectives on the future of social services, support and community	Social services seen as positive – family support for us all.
388		Life in 2025	Community perspectives on the future of social services, support and community	Politicians, community everyone
389		Life in 2025	Community perspectives on the future of social services, support and community	Better help for creative therapies.
390		Life in 2025	Community perspectives on the future of social services, support and community	Cash for groups.
391		Life in 2025	Community perspectives on the future of social services, support and community	People in power need to be, must be, held accountable
392		Life in 2025	Community perspectives on the future of social services, support and community	No more wars to be fought wasting resources, man and money.
393		Life in 2025	Community perspectives on the future of social services, support and community	Set out a proper child protection policy to safeguard children before they get hurt; change the system.

394		Life in 2025	Community perspectives on the future of social services, support and community	Young people aren't getting the right education. If they suffer from any learning difficulties they are stigmatized.
395		Life in 2025	Community perspectives on the future of social services, support and community	ATOS medical appeals, stuck below poverty line, food banks, non judgmental people to talk to.
396		Life in 2025	Community perspectives on the future of social services, support and community	Better education. No boxes to be ticked.
397		Life in 2025	Community perspectives on the future of social services, support and community	Better health services.
398		Life in 2025	Community perspectives on the future of social services, support and community	Better care for pensioners.
399		Life in 2025	Community perspectives on the future of social services, support and community	Better youth work.
400		Life in 2025	Community perspectives on the future of social services, support and community	How people are watching everything you are doing, big brother societies, Scotland has the most CCTV cameras per mile. Welcome to hell! Love is the fix.
401		Life in 2025	Community perspectives on the future of social services, support and community	Community-based - everyone
402		Life in 2025	Community perspectives on the future of social services, support and community	Support you can trust.
403		Life in 2025	Community perspectives on the future of social services, support and community	Social prescribing.
404		Life in 2025	Community perspectives on the future of social	More optimistic.

			services, support and community	
404		Life in 2025	Community perspectives on the future of social services, support and community	Choice
405		Life in 2025	Community perspectives on the future of social services, support and community	Being listened to values
406		Life in 2025	Community perspectives on the future of social services, support and community	Mining knowledge
407		Life in 2025	Community perspectives on the future of social services, support and community	Moving towards Citizens Basic Income.
408		Life in 2025	Community perspectives on the future of social services, support and community	Participatory democracy.
409		Life in 2025	Community perspectives on the future of social services, support and community	NHS not giving cared needed. Compassion.
410		Life in 2025	Community perspectives on the future of social services, support and community	Need to connect wit sense of humanity not a number.
411		Life in 2025	Community perspectives on the future of social services, support and community	Labeled as being problematic to society. Transfer the labels
412		Life in 2025	Community perspectives on the future of social services, support and community	Carers may also need care
413		Life in 2025	Community perspectives on the future of social services, support and community	Children have no voice. We need to listen – dialogue.

414		Life in 2025	Community perspectives on the future of social services, support and community	Trust.
415		Life in 2025	Community perspectives on the future of social services, support and community	People taking responsibility.
416		Life in 2025	Community perspectives on the future of social services, support and community	Time to give compassion
417		Life in 2025	Community perspectives on the future of social services, support and community	People listening.
418		Life in 2025	Community perspectives on the future of social services, support and community	Need for quality of life not just having enough.
419		Life in 2025	Community perspectives on the future of social services, support and community	Groups of women supporting each other.
420		Life in 2025	Community perspectives on the future of social services, support and community	Involving children.
421		Life in 2025	Community perspectives on the future of social services, support and community	Take time to ask how people are.
422		Life in 2025	Community perspectives on the future of social services, support and community	Sense of belonging and contributing.
423		Life in 2025	Community perspectives on the future of social services, support and community	Being valued by others.
424		Life in 2025	Community perspectives on the future of social services, support and community	Inspiring confidence building.

425		Life in 2025	Community perspectives on the future of social services, support and community	Less arguing with doctors.
426		Life in 2025	Community perspectives on the future of social services, support and community	Information about condition.
427		Life in 2025	Community perspectives on the future of social services, support and community	Psychological skills within doctors
428		Life in 2025	Community perspectives on the future of social services, support and community	Holistic approach.
429		Life in 2025	Community perspectives on the future of social services, support and community	Psychological help and understanding that psychology impacts on physical help.
430		Life in 2025	Community perspectives on the future of social services, support and community	Support what we are already doing right.
431		Life in 2025	Community perspectives on the future of social services, support and community	Giving people hope.
432		Life in 2025	Community perspectives on the future of social services, support and community	Asking questions to medical profession.
433		Life in 2025	Community perspectives on the future of social services, support and community	Medical profession to listen to people.
434		Life in 2025	Community perspectives on the future of social services, support and community	More information / more support.
435		Life in 2025	Community perspectives on the future of social services, support and community	Training of care providers about conditions.

436		Life in 2025	Community perspectives on the future of social services, support and community	People contributing to expenses.
437		Life in 2025	Community perspectives on the future of social services, support and community	Groups of men supporting each other.
438		Life in 2025	Community perspectives on the future of social services, support and community	Community spirit.
439		Life in 2025	Community perspectives on the future of social services, support and community	Share your story to empower others.
440		Life in 2025	Community perspectives on the future of social services, support and community	Pick them up when you are down.
441		Life in 2025	Community perspectives on the future of social services, support and community	I need help.
442		Life in 2025	Community perspectives on the future of social services, support and community	The Doctor listened.
443		Life in 2025	Community perspectives on the future of social services, support and community	Integration with medical and alternative therapies.
444		Life in 2025	Community perspectives on the future of social services, support and community	Prevention before curing.
445		Life in 2025	Community perspectives on the future of social services, support and community	Support when adult parent dies.
446		Life in 2025	Community perspectives on the future of social services, support and community	Turn off the TV.

447		Life in 2025	Community perspectives on the future of social services, support and community	What I can do
448		Life in 2025	Community perspectives on the future of social services, support and community	Books and short stories.
449		Life in 2025	Community perspectives on the future of social services, support and community	Sense of responsibility
450		Life in 2025	Community perspectives on the future of social services, support and community	Aware of limits / needs support. Shouldn't have to ask.
451		Life in 2025	Community perspectives on the future of social services, support and community	Difference between a group and an institution.
452		Life in 2025	Community perspectives on the future of social services, support and community	Homeopathic hospital in Glasgow.
453		Life in 2025	Community perspectives on the future of social services, support and community	Rehab. Peers respecting others as individual.
454		Life in 2025	Community perspectives on the future of social services, support and community	Film making as a tool to empower people.
455		Life in 2025	Community perspectives on the future of social services, support and community	Money for alternative therapies.
456		Life in 2025	Community perspectives on the future of social services, support and community	Arts and crafts to bring communities together.
457		Life in 2025	Community perspectives on the future of social services, support and community	Create good spaces.

458		Life in 2025	Community perspectives on the future of social services, support and community	Friendship and acceptance.
459		Life in 2025	Community perspectives on the future of social services, support and community	Arts as therapy.
460		Life in 2025	Community perspectives on the future of social services, support and community	Space given to community organisations to provide support.
461		Life in 2025	Community perspectives on the future of social services, support and community	Structure time.
462		Life in 2025	Community perspectives on the future of social services, support and community	Transformative TV.
463		Life in 2025	Community perspectives on the future of social services, support and community	People skills and understanding.
Values and beliefs of 2025				
464		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	When people are looked after in community it makes saving in public services.
465		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Compassion and empathy.
466		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	We disempower. We have the power.
467		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Courage, determination.

468		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Trusting yourself. You know what's good for you.
469		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Believing we can change things
470		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	We are all humans not professionals.
471		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	No professional barriers.
472		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Leaving humanity at the door of job hurts everyone involved.
473		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Community led care for strangers
474		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Risk averse leads to avoiding decisions and going slow
475		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Disconnect between intention and policy
476		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Cycle of media: perception to public to politicians
477		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Being in control of care
478		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Respect roles and competence – acknowledge common aims around care

479		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Climate of culture of clear boundaries
480		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Our hearts in our orgs
481		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	We all have different definitions of needs around care
482		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Resources – what human qualities, values, skills and other resources makes the story possible
483		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Group as a resource for over-60s
484		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Friends and interests from group members,
485		Values and beliefs of 2025	Community perspectives on the 486future of social services, support and community	Awareness of warden
486		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Sense of belonging
487		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	People taking on personal responsibility
488		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Protection hiding the problems
489		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Employ people personally, set the agenda, interview and pick personally

490		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Keep things personal for the person
491		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Finance and power of attorney
492		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Trust in the care
493		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Individual choice to use statutory servicrs or do it yourself
494		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Generosity of self/time
495		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Organisational skills – to control
496		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Sense of humour, thoughtfulness, respect and trust
503		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Self-esteem – I felt guilty husband was left on his own, I felt relieved when he died
504		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Dementia: 2 personal assistants that could be trusted
505		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Personal assistant who had experience of dementia in their family, she was giving back what she hadn't been able to give her dad
506		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Clarity about what you wanted carers to help preserve in your mum

507		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Personal assistants were listening and worked as a team
509		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Receiving care requires letting go of control
510		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	interventions
511		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Continuity, building relationships and trust with service users and carers
512		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Person-centred approach
513		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Partnership with agencies that can meet the needs of the person and family
514		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Staff fully trained and confident
515		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Risk assessments getting in the way from other orgs
516		Values and beliefs of 2025	Community perspectives on the future of social services, support and community	Person giving care had best interest at heart, in so much pain had no choice but to give up control and trust; reciprocity and giving back
		Lessons learned about our experiences of care	Community perspectives on the future of social services, support and community	Got mum involved in selection process for carers, carers got to know mum, realistic objectives re: personal care
		Lessons learned	Community perspectives on the future of social	Excluded CPN-type services and decided to focus on how they wanted care

		about our experiences of care	services, support and community	to be – insurance was not paid, no transport home, recruited family for help, relinquished control to friend, intuition, led to trust as friend had taken control straightaway
		Lessons learned about our experiences of care	Community perspectives on the future of social services, support and community	Reciprocal nature: giving and receiving care, a feature of the fellowship movement
		Lessons learned about our experiences of care	Community perspectives on the future of social services, support and community	Understanding that we need to take more responsibility for our care, welcome to the community, particular care given to welcoming people in the community
Scotland in 2025?				
545		Life in 2025	Community perspectives on the future of social services, support and community	Transform some core beliefs
546		Life in 2025	Community perspectives on the future of social services, support and community	There's real empathy and care, not just a concept
547		Life in 2025	Community perspectives on the future of social services, support and community	Different services talk to each other
548		Life in 2025	Community perspectives on the future of social services, support and community	Fundamental culture of trust, of each others competencies
549		Life in 2025	Community perspectives on the future of social services, support and community	Some power and control needs to be given away
550		Life in 2025	Community perspectives on the future of social	Better informed public and be realistic

				services, support and community
551		Life in 2025	Community perspectives on the future of social services, support and community	Providing skills of empathy and care to younger generations
552		Life in 2025	Community perspectives on the future of social services, support and community	Concept of personal responsibility
553		Life in 2025	Community perspectives on the future of social services, support and community	Service users at the centre
554		Life in 2025	Community perspectives on the future of social services, support and community	More connected communities
555		Life in 2025	Community perspectives on the future of social services, support and community	Common goals and purposes
556		Life in 2025	Community perspectives on the future of social services, support and community	Services as facilitators/enablers
557		Life in 2025	Community perspectives on the future of social services, support and community	Transformational change in hsc training
558		Life in 2025	Community perspectives on the future of social services, support and community	More holistic training
559		Life in 2025	Community perspectives on the future of social services, support and community	Maybe less technical and theoretical and more focused on relationships and seeing people holistically which may lead to changing our views on human nature
		Life in 2025	Community perspectives on the future of social services, support and community	More trust and connection

560		Life in 2025	Community perspectives on the future of social services, support and community	Existing connection with network and building trust in individual members
561		Life in 2025	Community perspectives on the future of social services, support and community	Involving agencies to ensure appropriate care partnerships – district nurses, new equipment
562		Life in 2025	Community perspectives on the future of social services, support and community	Feel listened to
563		Life in 2025	Community perspectives on the future of social services, support and community	Hearing individual, continuity of staff
Community in 2025				
564		Aspects of care in 2025	Community perspectives on thefuture of social services, sup550port and community	Network organisation involved
565		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Look for ways to help socially isolated individuals
566		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Rota of social visits
567		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Practical support over 6 weeks
568		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Network members and individuals gain confidence and self-esteem from experience
569		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Organisations that can allow for imaginative responses

570		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Part of a group, community participant and trust
571		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Capacity to take responsibility for consequences of our choices
572		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Involve care commission
573		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Less blame culture
574		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Better calculated risk
575		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Build relationships, working together, continuity
576		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Develop a sense of responsibility
577		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Mutuality, perception of need beyond the available
578		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Catalyst often prompts care responses
579		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Care in housing policy
580		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Social service package accessible

581		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Community network stepped into help
582		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Crisis engenders people stepping up to help each other
583		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Belief that quality of person's life is important eg everything being done
584		Aspects of care in 2025	Community perspectives on the future of social services, support and community	What is needed, not just offering what is available off the shelf
585		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Perseverance, patience of staff involved, work between sectors
586		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Blame culture, risk/control, failure/success
587		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Community choice in how resources are allocated, preparedness, power of attorney, directing resources more appropriately
588		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Care proactive in creating context to understand
589		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Positive risk taking linked to allowing mistakes leads to growth and development
590		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Monitoring and feedback for learning
591		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Culture of responsibility in relationships

592		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Continuity, neighbours, services and resources
593		Aspects of care in 2025	Community perspectives on the future of social services, support and community	LA's smaller
594		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Neighbourliness, trust to engage all individuals, stakeholders, users of services in charge
595		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Welcome strangers
596		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Reaching out across boundaries
597		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Listening to what people want
598		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Dynamic approach – responsive
599		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Prevention rather than cure
600		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Neighbourliness
601		Aspects of care in 2025	Community perspectives on the future of social services, support and community	There needs to be enough care in the system already
602		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Flexibility

603		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Person-centredness
604		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Anger as motivation for action
605		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Inspire others with stories.
606		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Listening and responding
607		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Open to new approaches
608		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Needs-led, adaptable, capacity to access risks, capacity to actively listen
609		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Decisive, assertive, knowledgable, trusting our intuition
610		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Pilots
611		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Using existing resources more effectively
612		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Often carers deliver the most crucial interventions outwith their salaried hours or their specific roles or responsibilities.
613		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Relationships versus responsibilities of professionals

614		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Humanity-driven
615		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Mutual respect – supporting to 'realise potential'
616		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Listen to what people want
617		Aspects of care in 2025	Community perspectives on the future of social services, support and community	More choice and control
618		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Own voice and autonomy
619		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Partnership / inclusion
620		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Giving time
621		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Training
622		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Judgement
623		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Definition of insanity is repeating the same actions despite being dissatisfied with the outcome!
624		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Acceptance (things not working!)

625		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Overcome professional boundaries
626		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Fighting the "inevitable outcome"
627		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Gut instinct and intuition
628		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Determined
629		Aspects of care in 2025	Community perspectives on the future of social services, support and community	We can solve problems
630		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Beliefs: I have power, I have responsibility. I am caring as much for this personas I'm caring for my own family.
631		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Beliefs: I have a sense that this is right. This gentlemen has the right to go to hospital. I believe and trust myself. It worked there and then – I can make it happen!
632		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Personal responsibility – belief in self
633		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Guts
634		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Empathy
635		Aspects of care in	Community perspectives on the future of social	Money

			Community perspectives on the future of social services, support and community	
		2025	services, support and community	
636		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Statutory agencies have no incentive to change
637		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Not token gestures
638		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Using people's past experiences to inform service delivery, feedback, employed, action.
639		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Policies and procedures written from bottom up not top down leading to enable practitioners not prohibit.
640		Aspects of care in 2025	Community perspectives on the future of social services, support and community	Where was the community – ie, the family, extended family, neighbours etc
		Aspects of care in 2025	Community perspectives on the future of social services, support and community	
Drivers usec to test scenarios against			Community perspectives on the future of social services, support and community	Ubiquitous technology leading to social isolation or enablement and independence.
			Community perspectives on the future of social services, support and community	**Risk appetite** leading to aversion to risk for self and organisational protection **or** denial of reality and failure and technical management
			Community perspectives on the future of social services, support and community	**Increased requirement to measure impact** leading to improvements, action and good measurement (as a virtuous circle) **or** measuring the wrong things for the wrong reasons.
			Community perspectives on the future of social	**Increasing inequalities** leading to impetus to innovate and move resources

			services, support and community	to early action and prevention **or** permanent exclusion of most deprived communities and disillusionment of workforce.
			Community perspectives on the future of social services, support and community	**Shrinking public finance** leading to collapse of essential services and social conflict **or** forcing new community-based self support.
			Community perspectives on the future of social services, support and community	**Shrinking public finance** leading to more grassroots creativity **or** more privatisation and direct payments.
			Community perspectives on the future of social services, support and community	**Changing family structures** leading to more compassiate communities and grassroots creativity **or** increased competition between providers
			Community perspectives on the future of social services, support and community	**Growing expectation of choice** and control leading to professional direction being re-valued and social work returning to their radical roots **or** more choice and integrated support of autonomy and good intermediary / brokering services
			Community perspectives on the future of social services, support and community	**Enabling technologies** improving communication and treatment services leading to broader communities disruptive innovation **or** increased isolation and soaks u resources in health.
			Community perspectives on the future of social services, support and community	**Changes nature of workforce** leading to portfolio careers, more innovation and responsive to change **or** extension of zero hour contract culture, training and career development reduced, loss of team spirit
			Community perspectives on the future of social services, support and community	**Growing personalization** Leading to individually tailored services, choices for commissioning services or resource implications and consumerism.
			Community perspectives on the future of social services, support and community	**More self-management and prevention** leading to more personal responsibility or lack of meaningful support, esp. accommodation.

			Community perspectives on the future of social services, support and community	Increase in new technology – better, faster, more effective – telecare, assisted technology and Apps.
			Community perspectives on the future of social services, support and community	Increased research informing practice and leadership leads to strong evidence based informed practice, empowering people, best use of resources, innovation, proactivity, clear vision, strategic commissioning.
			Community perspectives on the future of social services, support and community	Health and social care integration leading to seamless services, appropriate services, locality based, effective us of resources.
			Community perspectives on the future of social services, support and community	Ageing population leading to increased dependence on services, need for housing, accommodation an support, ageing workforce too.
			Community perspectives on the future of social services, support and community	Welfare policies – welfare reform, political independence / more powers leading to increased workload, increase homelessness, poverty increasing, increase offending rates, increased inequalities and transition points.
			Community perspectives on the future of social services, support and community	Increased poor health – obesity, diabetes, diseases of wealth, alcohol, depression and a higher demand for equipment and services.
			Community perspectives on the future of social services, support and community	Decrease in resources at a national, local and individual level. Will mean a bigger emphasis on personal resources. Priorities those with the least options and rest fend for themselves.
1			Community perspectives on the future of social services, support and community	Increase in inequalities
2			Community perspectives on the future of social services, support and community	Self protectionism
3			Community perspectives on the future of social	Strengths-based, asset based approaches, active citizenry

			services, support and community	
4			Community perspectives on the future of social services, support and community	Individualism continues to rise
5			Community perspectives on the future of social services, support and community	Increasing proceduralisation to displace real accountability
6			Community perspectives on the future of social services, support and community	Authenticity of relationships and support
7			Community perspectives on the future of social services, support and community	More aversion to risk
7			Community perspectives on the future of social services, support and community	Referendum
8			Community perspectives on the future of social services, support and community	Regulatory instability
8			Community perspectives on the future of social services, support and community	Profile of the life cycle alters with demographic change
8			Community perspectives on the future of social services, support and community	Personalisation continues to grow
9			Community perspectives on the future of social services, support and community	Changing family structure and social networks
9			Community perspectives on the future of social services, support and community	Changing employment market (more turbulent with greater diversity)

10			Community perspectives on the future of social services, support and community	Growing expectations of choice / control and individualism
10			Community perspectives on the future of social services, support and community	IT failure and data problems
10			Community perspectives on the future of social services, support and community	Enabling technology facilitating communications, care, reducing isolation and changing behaviours.
			Community perspectives on the future of social services, support and community	Failure to properly rethink housing and physical spaces
10			Community perspectives on the future of social services, support and community	News media evolution impacting on cultural discourse and shared assumptions
11			Community perspectives on the future of social services, support and community	**More competing values in the system – more collaborative, collective, non-consumption OR competitive, individualistic, consumption and profit driven**
11			Community perspectives on the future of social services, support and community	Good life, Good death, and good grief
12			Community perspectives on the future of social services, support and community	Increasing taxation debate
			Community perspectives on the future of social services, support and community	Positive ageing, lifelong learning and creative opportunities
			Community perspectives on the future of social services, support and community	Positive ageing – raising expectations, rights and being valued
			Community perspectives on the future of social	Positive ageing – intergenerational learning and avoid labeling as 'old'

			services, support and community	
			Community perspectives on the future of social services, support and community	Positive ageing – purposeful lives regardless of age.
			Community perspectives on the future of social services, support and community	Technology – who's information is it – ownership
			Community perspectives on the future of social services, support and community	Technology – dependence on technology potentially compromising someone's independence.
			Community perspectives on the future of social services, support and community	Technology – will change the way we learn, communicate, think and work. This is a double edged sword. We will lose some skills and gain others – there will be a social and age divide.
			Community perspectives on the future of social services, support and community	Technology – has enhanced people's lives in many ways but taken something away too.
			Community perspectives on the future of social services, support and community	Technology should enhance and ad value but not replace
			Community perspectives on the future of social services, support and community	Support of families outwith the system – More families in need exist outside of the social work system than within and this is increasing – esp when social workers are unclear of processes. How to make it easier for people to access services. Demand is growing and services are at capacity.
			Community perspectives on the future of social services, support and community	How will needs services? Similar to present but more because of demographic change. How might coproduction positively influence prevention. How do we avoid having services which have tighter and tighter criteria in defining need and only serves to make sure services are 'manageable'.

			Community perspectives on the future of social services, support and community	
			Community perspectives on the future of social services, support and community	Nature of social services - Social services not to be and not to be seen as agents of the state.
			Community perspectives on the future of social services, support and community	Nature of social services – Social services to be seen as helpful and accessible.
			Community perspectives on the future of social services, support and community	Nature of social services – Temper our attitudes to those people who need help.
			Community perspectives on the future of social services, support and community	Societal attitudes and values – challenge the individualistic agenda – Shared living and community.
			Community perspectives on the future of social services, support and community	Social attitudes and values – explore the ideology behind austerity.
			Community perspectives on the future of social services, support and community	The workforce – attractive, career opportunities to bring people in with the right calibre.
			Community perspectives on the future of social services, support and community	The workforce – common language for us to understand and the people we work with.
			Community perspectives on the future of social services, support and community	The workforce – acknowledgement of skill base and expertise (not processes that determine risk).
			Community perspectives on the future of social services, support and community	The workforce – respect, recognition, awareness and knowledge of skills and responsibilities.
			Community perspectives on the future of social services, support and community	Resilience – shift power from professionals to individuals

			Community perspectives on the future of social services, support and community	Resilience – systems and processes to support meaningful co-production
			Community perspectives on the future of social services, support and community	Community co-production - Need to challenge mind set and change culture in SW profession and in people.
			Community perspectives on the future of social services, support and community	Community co-production – Providing communities with appropriate resources to assist in prevention.
			Community perspectives on the future of social services, support and community	Community co-production – Change in culture in professionals giving away some power / responsibility, citizens taking on more.
			Community perspectives on the future of social services, support and community	Community co-production – better information – so we can map community assets in a community.
			Community perspectives on the future of social services, support and community	Community co-production – resources to help prevention and encourage self management
			Community perspectives on the future of social services, support and community	Shift to community approach – trusting communities to define and shape.
			Community perspectives on the future of social services, support and community	Shift to community approach – services to become enablers. From a duty to care to a duty of independence.
			Community perspectives on the future of social services, support and community	Care of children – child care affordability and better wages for the care workforce.
			Community perspectives on the future of social services, support and community	Collaborative learning – should be more across health and social qualifications.
			Community perspectives on the future of social services, support and community	Qualifications – how to value unpaid carers who don't want qualifications.

			Community perspectives on the future of social services, support and community	Workforce development – we need to encourage both individual and organisational commitment to life long learning and development.
			Community perspectives on the future of social services, support and community	Workforce development – driven by policy development
			Community perspectives on the future of social services, support and community	Workforce development – managing change and involvement of leadership in change.
			Community perspectives on the future of social services, support and community	Protect expertise – continuous learning, senior practitioners and not mini-managers – and appropriate expertise in 'specialism'.
			Community perspectives on the future of social services, support and community	Cultural shift – respect social work and keep newly qualified SW through appropriate mentoring and support.

	Selected example stories Young person outwith control and verging on the brink of reception into secure care. Referred to Includem agency for secure screening with a package of 8 hrs intervention per week. Very reluctant to engage, failing to attend appointments, avoiding being at home when visits arranged. Worker persevered and managed to eventually make an assessment and establish a trusting therapeutic relationship the outcome was that admittance into secure care was avoided and the young person returned to school. Principles • Perseverance and "stickability" • Address denial • Trusting relationship key to success with person and family

- Acceptance that resistance to engage is almost the norm
- Starting where the young person is
- Reliability of the service
- Non judgemental approach
- Escalation of efforts if non engagement
- Modelling positive lessons about relationships

Interventions

- Time- the offer of time is gold dust- 8hrs per week is a significant input
- 24/7 helpline also available
- Family support also offered

Resources, Human Qualities

- Familiarisation and building trust
- Not acting as an authority figure

Story 2

Elderly lady referred by social work in a crisis situation because her house is becoming non habitable health hazard. Marked deterioration following the death of her husband..She was refusing to change or move anything in her house since his death.

Homecare company called in to offer input 4 times per day. Built up relationship with her but she was still very reluctant to comply with making her house safer and clearing away chaotic mess. One of the young carers discovered how much she liked watching old films and started to take a small DVD player and put films on for her to enjoy. This gradually improved the lady's mood and outlook and she engaged with making her home environment comfortable and clean again. The young carer was rewarded by the organisation by being given an award

Principles

- Focus on what the client likes/is important to them
- Work at client's pace of change

	• Using positive reinforcers to change behaviours • Person centredness- what is important to you? Interventions • Leadership and compassion rewarded at all levels Decision not to throw money at the problem by just organising a deep clean against person's wishes • Workforce asset is released and used • Organisation values and rewards creativity and caring Resources, Human Qualities • Imagination/creativity • Thinking out of the box • Flexibility/initiative
	Story 3 The first story was told by a young girl who worked in a community project she told us of an elderly lady who had been a carer for her husband who had died recently. The lady had become quite reclusive and could not be coaxed to attend any of the group sessions run by the group. The girl telling the story talked of her disappointment at feeling she could not help the lady to interact; but instead of accepting the situation she was more proactive in trying to coax the lady to attend the group and become less lonely. Eventually the lady did come along to one of the sessions then the next, and the next, her mood lightened and she began to have a much better quality of life as a result. The elderly lady gave the girl a small gift thanking her for her efforts and the young girl was glad she'd personally taken on the responsibility of following the old lady's progress. She said it reaffirmed within her the reasons why she was doing her Job and that her organisation could make a concrete difference to people's happiness and quality of life.

Story 4. The story concerned an elderly parent of one of the members at the table and the lady's family struggle to take control of their parents care just before she passed away.

The lady's mother had dementia and the family did not trust the established processes and systems set in place to look after her properly.

The family wanted to employ their own staff to look after their mother and they eventually found two carer's who were fantastic and allowed their mother to pass with as much dignity as possible whilst retaining as much of herself as she could in her own home.

The woman talked about the struggle she and her sister had with already established organisations in that area and how they actively tried to stop what they were doing. This made a difficult and emotionally charged situation 100 times worse.

They were only allowed to proceed if they accepted the consequences of their actions, which ultimately turned out to be positive. The lady said she was in awe at times to see the strength and skills which she saw in her sister which she didn't know existed before. She felt it brought them closer.

The whole family was glad they had decided to take the decision to take back their power over their mother's final months and that they had the strength to take the risk and the consequences whatever they may be.

Story 5. This story concerned a girl at the table who at one point in her life had had a serious accident abroad and found herself stranded with no way of returning home. She was debilitated due to the accident and had no choice but to accept care in order to be helped back home.

The person who helped the girl to get home was a girl she knew from university (they had both been on the same holiday when the accident happened)

The Journey back home was very difficult and took a few days. For every kind person there seemed to be another nasty jobs worth waiting behind. The girl had to trust implicitly and relinquish control altogether which was very difficult.
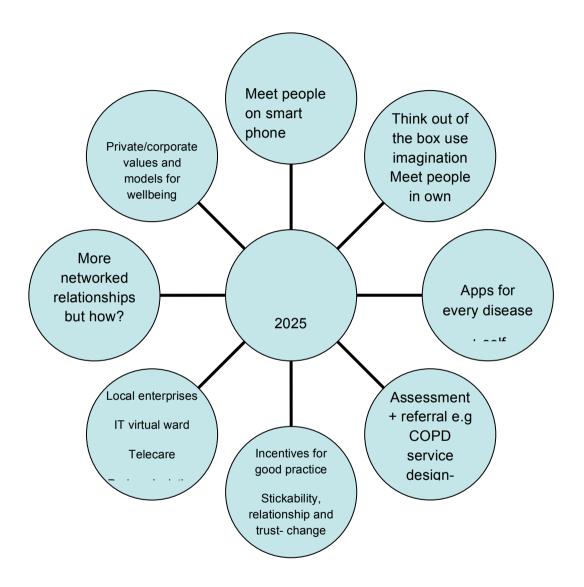
	The girl said she was humbled by the strength and compassion the other girl had, and the determination she had in trying to help her home. She somehow organised the flights, accommodation, raising the money and speaking with the authorities so the girl could return to Glasgow. Whilst all the while trying to keep the girls spirits high, and doing this in a different language. When they eventually got home she even took the girl's mother to the hospital as she was ill also, and organised getting all of her things home. There was nothing missed. When asked why the girl who helped put herself out so much the girl at the table said she thought it was friendship and possibly because she had befriended the girl early at University when others were sceptical of her as she had bi-polar disorder. The girl who had had the accident said it had reaffirmed her faith in others and it had led her to try to be kind whenever she could later in life
Graffiti Board 2014	Work, spend, die
	Enough! No more disempowerment
	People before profit
	So what now for social work education?
	Proper propaganda
	We have the aspirations but still have disconnect between reality and future vision – need to keep challenging with real stories about real people.
	A Glashog ned winning at 50 – with Gal Gael's help!
	Transparency with social services

	Don't develop more strategic frameworks
	More security
	Keep praying
	Citizens basic income now!
	Nurturing and flexible employment that helps people to thrive not break down. Jobs for everyone. Right job can make all the difference
	Be good to yourself and others
	More local – vote wisely
	Multinationals take power from the people
	We need to share our dreams with those who never think about the bigger picture
	Hope
	Top down over professionalised world
	Legalise drgs and take away the power from the dealers
	People have been doing community for thousands of years – why do we suddenly need armies of management and middlemen to do everything for us.
	Over economistic education system
	Apathy rules
	One for all and all for one
	From the margins of society to all of us

	People not communicating well when not real realising people matter
	Smash your television
	Too much insecurity
	Dislocation
	Greater services for craft therapies
	Vote yes
	The veneer of democracy
	Please count me in. I belong to Glasgow. I only look different.
	Am I watching TV or is TV watching me? Talking helps.
	I am Spartacus
Graffiti Board 2025	Old and young unite in peace, love and respect
	More time to be human
	Always in it, alwasys on it, always want it?
	"me, we"
	Citizens' unions

	Networked communities
	More neighbourly neighbours
	People in communities supporting each other
	Community gardens
	Forward. Ever forward. Don't look back.
	British by birth. Scottish by the grace of God
	Its been a twenty year journey to here. Lets hope the changes we envisaged came to pass. We need a better community sense of Government, Assemblies where voices are deamed equal with no ones voice outweighing others
	Full blown citizens income
	More green spaces
	Clyde-built recovery. People get well
	Localism of power
	Understanding people's needs and solutions
	Feed and drink the poor
	Together we can make the world a better place
	We have a chance to draw a new blue-print
	Give us all a hand please
	Bottom up solutions

	Legalise the smoke
	A Scotland that values the power of it's people
	Why are they watching so much shite on TV
	Mon the weans
	Schools
	Understand people's feelings
	Parks
	Value people's experience not 'experts'
	If you cant, we can

Meet people on smart phone

Private/corporate values and models for wellbeing

Think out of the box use imagination Meet people in own

More networked relationships but how?

2025

Apps for every disease

Local enterprises

IT virtual ward

Telecare

Incentives for good practice

Stickability, relationship and trust- change

Assessment + referral e.g COPD service design-