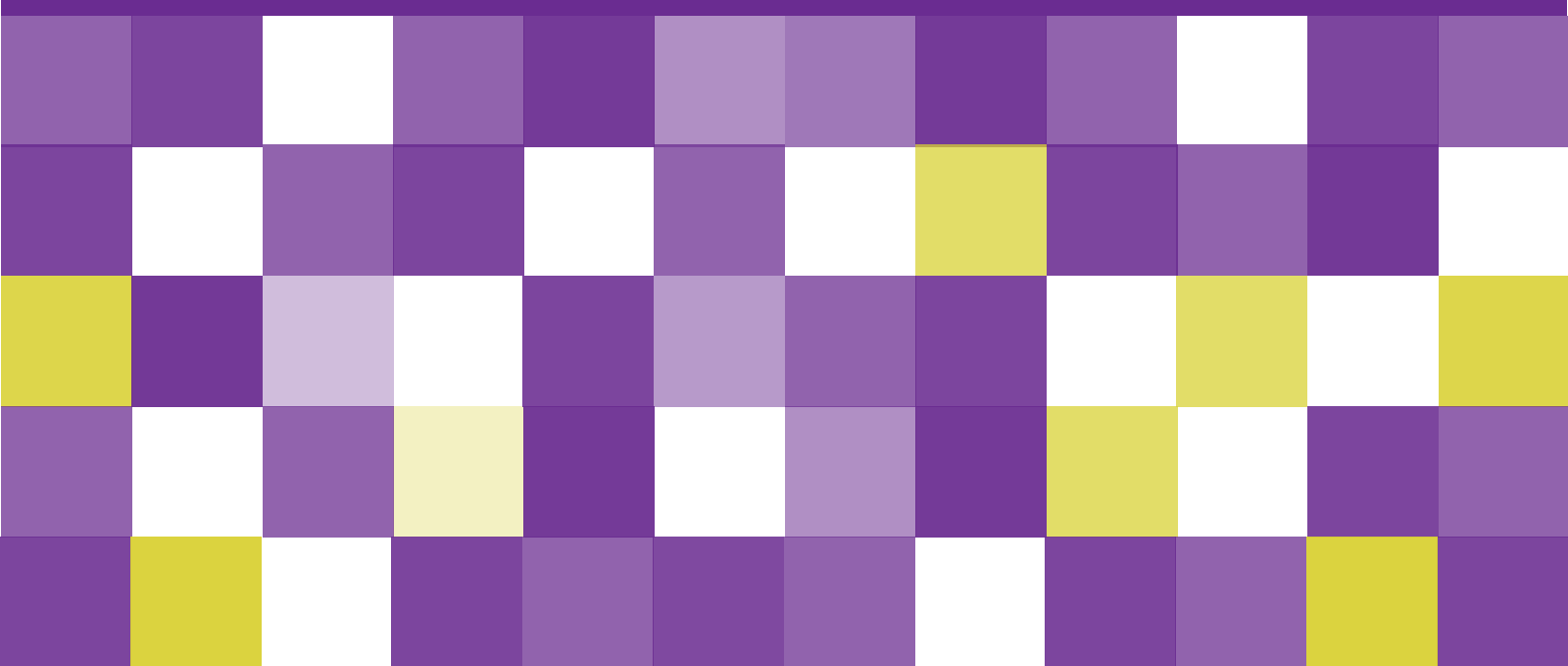




Outside the Box

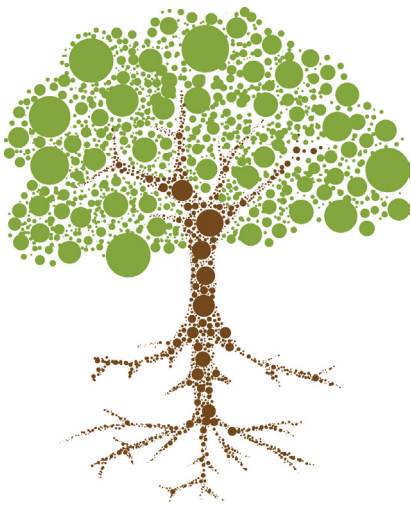
2013-14  
Annual  
Report



## Introduction

Outside the Box provides community development support to groups across Scotland.

This report has a few examples of what happened over the past year. You can find out more about these projects and other work through our website: [www.otbds.org](http://www.otbds.org)



I didn't realise the Council wasn't responsible for the buses so there's no point in complaining to them about the service.

This is really exciting. I think we can do a lot.

These meetings are really good and the cappuccinos are great.



## People being heard

### Older People in Falkirk

Over the past year Outside the Box has worked alongside people in Falkirk from lots of different roles and organisations – the Council, NHS teams, local groups run by older people, and voluntary organisations. Everyone was keen to see an independent Forum led by older people, but it was hard for people to get this going. We were not certain that older people living in the Falkirk area thought a Forum was needed, or how it could be organised to work well for people living across the whole area. There were staff who wanted to help but were struggling to do this on top of existing commitments, or felt that they were not the right people to be asking the questions.

The plan we all come up with was to have a sessional worker to find out if people wanted a Forum and, if so, how it could work and what issues older people wanted to tackle. Outside the Box became the base for the worker, to let it all be independent of all of the other organisations. It was also easier in all sorts of practical ways.

Kay - our new sessional worker - began working on this in early 2014. By summer we had the views of hundreds of people and knew that older people in Falkirk did want a forum – and they were not going to call it an Older People's Forum or even an Over 50s Forum.

The Make It Happen Forum is planning their launch for autumn 2014. The next stage of their story will be in the 2014-15 annual report.



I felt unreachable and unnoticed before I came here.

It's about having a say, making a choice and making a difference in women's lives.

We fully support the development of service user involvement here. It's worked well in other service areas with vulnerable people with complex needs.

It's a new service – we want to make a difference, but we also want to get it right. So small steps with a clear idea of where we are going is what we want.



## Women in contact with the community justice services

We have begun to work with Tomorrow's Women Glasgow, which is a community justice service for women. We are working with staff to find as many ways as possible for the women to participate and influence how the service works. This is part of developing an effective service that enables people to make changes in their lives.

We have been getting to know the women and understanding what will enable them to work out what they want to say – which is hard when someone has had few opportunities to have their voice heard, and had very low confidence and self-esteem.

Plans for the next year include working with the women and staff to get ready for the formal launch of the service, and visits to see the few similar services in the UK and learn from them.

We are also working with the Community Justice Authority to look at how to build in participation by service users to their work with other groups of people.

## Local groups developing what they do



### Men's sheds

Over the past few years we have been working with groups led by older people, to create more opportunities for their members and other people in their areas. This year we have worked with people who want to develop a men's shed.

Men's sheds are places where men can come along and do practical things together, and get company and a bit of peer support along the way. They really are sheds and the members usually do make things from donated wood, as well as other activities that the blokes there want to do.

We helped people in Aberdeenshire and North Lanarkshire run events which brought together people from lots of areas who are just starting to get their shed underway or are at the planning stage. We have also given advice to individual groups – how to get the funding, how to get started, building up committee skills and more.



People need help - it can be difficult to ask. But having a person with the right skills and who understands how rural communities work would be a good starting point and make a difference in people's lives.



### Sovereign Credit Union and financial inclusion

Sovereign Credit Union is based in Cumnock and has been giving people in East Ayrshire a route to financial inclusion for many years. Recently they have been looking at the needs of people in the area and in other parts of south-west Scotland, especially people who live in the rural areas.

We have been working with Sovereign to find out what money matters are important to people in this area, and what sorts of services they would find helpful.

We've also developed advice and information packs, so people are giving peer support and encouragement to others to get advice on financial matters.



## People shaping the way public services work

### Getting There

Getting there brings together local user-led groups that provide support services. The project is helping them and other small providers get ready for the introduction of Self-directed support (SDS). The new arrangements come in to effect in April 2014 and will give people who get support a lot more choice and encourage services to be more flexible and more innovative. Getting There began in 2011, when the process to create the new law was just starting, with a capacity building grant from the Scottish Government.



This next stage, working with people with lived experience of poor mental health, and of accessing and using SDS, will give us a great insight into how things really work and feel for people, that we will be able share with others to develop services further.

SDS is about change and we believe training and supporting staff to be crucial in the success of SDS.

SDS was introduced to help people achieve their dreams. The first step is to make sure people with mental health problems give themselves permission to dream.



In this past year Outside the Box has worked with the partner groups to develop the way people who have mental health problems get access to support. Although the plans for the new arrangements were beginning to benefit many people, there was a widespread view that it was less relevant for people with mental health problems: they would not want too much choice, or they would struggle to manage the practical side of having more control and responsibility for their care arrangements, or the systems could not adapt to their needs.

- We worked with other people who are also raising awareness of the potential benefits for people with mental health problems to run events for people to share experiences and solutions. We started planning one event but the level of interest was so high we put on 3 events with 250 people taking part.
- We worked with the National Development Team for Inclusion to learn about how services in other places were adapting what they do to work well for people with mental health problems. This showed how public services can use the flexibility in the new arrangements to give people with mental health problems good outcomes and a better quality of life.
- We supported partners and staff with lead roles in the local authorities to have discussions in their areas and to share the ideas about ways to benefit people in their areas.



Someone from Australia got in touch. They had read about the work we are doing after they saw the report in the OTB newsletter. They wanted to find out more about how we did it. How great is that?

Be prepared to be surprised about what communities can do and the lives and experiences older people have, and continue to live.



## Co-production with older people

Co-production is when public services work with people who use the services to plan, design and deliver those services in an equal partnership. We knew there were good examples of co-production with older people in many places across Scotland. We also knew that many people were finding this difficult.

We looked at the evidence from evaluations, policy reviews and practical experience, to see what were the features of effective co-production with older people.

We held an event which brought together people who are doing good co-production and people who wanted to find out more about it.

We published 2 reports, which we disseminated through networks of people who lead plans for services for older people and the national policy networks.

People in local areas are also using the ideas and examples to develop services in their areas. They are getting in touch with the contacts for the case examples in the reports and getting more information from them.



## Over the Fence



It's great to have some much information in the one place.

We like the stories and seeing how other people have tackled this and got good support. It's reassuring at a time when everything is feeling strange and you are worried about the future.



## People getting the support they want

### Over the Fence

Over the Fence is a website for people who are beginning to look for social care and support for themselves or some one they care about. This is part of the programme of projects to help people who use services and their carers get the most from the new Self-directed support arrangements.

We have been working for a couple of years with groups of disabled people and older people to plan this website, as we wanted to be sure it worked well and answered people's questions. All the information and suggestions are based on the experiences of people who have been in this situation as well as on good practice.

This year we got the website up and running, before the new law came into effect on 1st April 2014.



I want to be able to have a cup of coffee when I want. I don't want to have to wait for a care worker to come.

People want to do things and try things. They don't want to be 'kept in cotton wool' in case something happens.

Support is there to help you have a better life. Choosing the right kinds of support can make all the difference to you.



### Making Choices

When we were working on Over the Fence we heard from older people who were already getting support and were not sure about how to make changes – because their circumstances were changing, or because they wanted support that worked better for them. Sometimes people were looking for quite small changes, but the staff who were giving them support were not sure what they were allowed to change.

We got together with Scottish Care, which is the body that brings together many care homes and care at home services in Scotland. We developed a partnership project that is developing information for older people and their families, plus a companion set of resources for staff in care services.

Older people, carers, staff and managers in care services and voluntary organisations in Fife have been helping us with the first stage of the project. Looking ahead, the resources in Making Choices will be available for people across Scotland by 2015.



## People being part of their community

### Mums Supporting Mums

Last year we started developing peer support for mums with young children who live in rural areas in the south of Scotland. This year the projects have grown. By August, Mums Supporting Mums had led to 16 groups in Scottish Borders, South Lanarkshire and the western part of Dumfries and Galloway. It had brought together 147 mums, 14 dads, 3 grans, 1 grandpa and over 200 babies and toddlers.

Since then, we have secured additional funding for the groups in all 3 areas and the groups have continued to grow. The range of parents who are getting and giving support has grown too – for example, there are now new groups of younger parents in West Wigtownshire.

A big part of the groups' achievements has been developing links with other people and groups in their local communities. This is helping the mums get more support, as they learn about resources nearby. It is also showing how small groups like this contribute to making their community thrive – by using the village hall, helping out other groups with their fundraising, and lots more.

The mums (and everybody else) helped us make a film about the groups and the impact they have. There are also Hints and Tips, describing how we got the groups going and giving practical advice to other people. All the resources are on our new website: [www.mumssupportingmums.org.uk](http://www.mumssupportingmums.org.uk)

### Project report

- Our Story So Far

### Hints and tips resources

- Our Working Lives
- Social Media
- Planning Your Project
- Finding The Funds
- Getting Organised

### Hints and tips resources - Setting up

- Buggy Walks
- Cafe Groups
- Parent and Toddler Groups

### Report

- Mums Mental Health and Wellbeing





digital  
inclusion  
& older  
people

digital  
inclusion  
& mental  
health



### Digital inclusion

Being part of the digital world is another way for people to be part of their communities. But some groups of people are less likely than others to be making use of newer forms of communication.

We started working with older people, to find out what helps them be comfortable with using the internet, or keeping in touch with their families, or linking up with hobby and social groups through social media. The plan is to then have practical suggestions that will help other people who are in touch with older people give them the sorts of encouragement that older people find most helpful.

Over the coming year we will also be working with people who have mental health problems, to look at how digital inclusion can help them keep well and support them in their daily lives.

### Sharing the learning

We created websites for 3 projects where the volume and range of material has kept on growing.

**Wisdom in Practice** links a wide range of support to activities led by older people. It includes hints for groups getting started and discussion papers on topics that affect older people, along with reports that show the contribution groups led by older people are making. [www.wisdominpractice.org.uk](http://www.wisdominpractice.org.uk)

**Mums Supporting Mums** has all the material from the work with local groups led by mums, including updates on the new activities they are developing. [mumssupportingmums.org.uk](http://mumssupportingmums.org.uk)

**Getting There** enables everyone – voluntary organisations, people who get support and staff in settings such as local authorities and policy teams – to use the material from the project. This website is also letting other people across the UK use the material to benefit people in their areas. [www.gettingtheresds.com](http://www.gettingtheresds.com)



## Moving on

### Shared Strengths

Shared Strengths began in 2010 to enable people who use self harm as a way of coping and workers who had an interest in supportive services and policies to link up. The initial focus was raising awareness with policy makers, because people who use self-harm thought it was not helpful for policies to always link self-harm with suicide. As the network developed it also became a good place for people to share their experiences of what helped people cope and be safe.



Self harm can mean different things to different people. That's getting recognised now.

Until now, suicide has been the primary focus. Let's start to focus as much on self harm.

Learned so much - going to share this when I get home.

Self harm is a taboo subject where I live so great to talk to people who understand at last.



Outside the Box hosted and supported the network. We fed in comments and suggestions to policy makers on behalf of the network and used our website as a place for people to share information about local training and resources and sources of support they found helpful.

In early 2013 the Scottish Government held a wide-ranging discussion about what should be in their new strategy. Many of the points that Shared Strengths had already raised were included. We held an event in May to let people come together and share ideas, and to help everyone prepare their responses for the consultation. People found the event very helpful, both for individual people and in giving ideas for local developments.

A few months later the Scottish Government Strategy was launched: it included more of the points raised by people who use self-harm. It recognised that many people use self-harm as a way to cope and included positive ways to support and care for people in this situation.

We asked people whether they want to continue meeting as a network – and they didn't. We've kept the information on the website and people still use Outside the Box as a good way to share information about what they are doing, but generally people feel they have achieved what they set out to do.

## Looking ahead

Our priorities for the next few years include:

- Developing more opportunities for older people, including services led by older people and helping communities become better at including older people in a wide range of situations.
- Supporting local groups and bigger organisations to create more opportunities for people to have an influence and their voices heard.
- Continue to contribute to the development of more opportunities for people to have the support they want through using the Self-directed support arrangements and by benefitting from mainstream community services.
- Creating more opportunities for parents and their children.
- Working with other people to promote equality and diversity.

## Income

During 2013-14 we received grants and contract income from a range of sources.

We want to thank all the organisations and people who supported our work.

Big Lottery Fund

Dumfries and Galloway Council – LEADER programme

Foundation Scotland

Glasgow Community Justice Authority

Hollywood Trust

NHS Greater Glasgow and Clyde

NHS Lothian

Paths for All

Scottish Borders Council – LEADER programme

Scottish Government Equalities programme

Scottish Government – Self-directed support capacity building grants

South Lanarkshire Council – LEADER programme

Voluntary Action Fund

West Dunbartonshire Council

Other voluntary organisations

## Contact us

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