



## Eilean Siar Self-Directed Support Service



### Confidentiality

Service User's information is treated as confidential within the project and will only be shared with the knowledge and permission of the service user except when a child or vulnerable person is at risk.

### Equality & Diversity

We respect differences in ethnic origin, gender, religion, sexuality, culture and language both as an employer and service provider.

We will endeavour to communicate in people's first language and will ensure participation of those with disabilities.

### Participation

Young people and their families will be included in meetings and reviews about the progress they are making and their views will be sought before any decisions are made.

They will be asked for their views about the service they are receiving.

They will be encouraged to assist in the shaping and developing of the service.

### Comments / Complaints

If you have any problems or concerns regarding the service, please speak to a member of staff. Any problems or concerns will be dealt with promptly.

For further information, please contact:

#### VALERIE RUSSELL

Children's Services Manager  
valerie.russell@actionforchildren.org.uk

Action for Children Scotland  
Bayhead Resource Centre  
30 Bayhead Street  
Stornoway  
Isle of Lewis HS1 2DU  
Tel: 01851 705080

Website: [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

Facebook: Action for Children – Outer Hebrides

Action for Children helps the most vulnerable children and young people in Scotland break through injustice, deprivation and inequality, so they can achieve their full potential.

Action for Children, whose registered address is at 3 The Boulevard, Ascot Road, Watford WD18 8AG and registered as a charitable company limited by guarantee in England & Wales under number 4764232. Registered charity numbers 1097940/SCO38092.



## Who Can Use The Service?

If you already get support your next review of your support plan should give you the opportunity to think hard about SDS.

If you don't already get support, get in touch with your local council to ask about support you may be eligible for.

## Why Use Action For Children?

Action for Children is a reputable, well-established organisation who have worked throughout the Outer Hebrides for 19 years.

Our staff are highly skilled and experienced and have all the necessary qualifications to carry out support. They are Scottish Social Services Council (SSSC) registered where necessary and are Disclosure checked regularly.

Our staff receive monthly supervision from line management and support from senior staff where necessary. We also

have a good on-call and support system in place and are guided by Action for Children national policies.

Our resource centre at Bayhead is suitable for children and young people up to the age of 25.

We will provide individualised child-focused packages of support which can include activities, life-skills, communication skills etc.

Payments can be made directly from the family or we can invoice the local council on their behalf.

## What Is Self-Directed Support?

Self-directed Support (SDS) allows people to choose how their support is provided and gives them as much control as they want of their individual budget. Put simply, SDS is the support a person purchases or arranges, to meet agreed health and social care outcomes.

