Glasgow City HSCP
Health and Social Care Partnership

Glasgow City Integrated Children's Services Plan



2023 - 2026

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SCOTTISH CHILDREN'S REPORTER ADMINISTRATION

NHS
Greater Glasgow and Clyde

Glasgow CITY COUNCIL

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Foreword





Welcome to the Integrated Children's Services Plan for 2023 – 2026, which outlines the key priorities for supporting children, young people and families across all of our agencies in the City. As with the process for developing the last Plan, we have held engagement sessions with children and young people, to ensure that the priorities driving service improvement reflect the hopes and aspirations of children and young people living in the City. This time, we have adopted a creative engagement approach to try and encourage children and young people to express themselves in ways that they feel most comfortable. This involved asking children and young people to reflect on the previous set of priorities, how these could be strengthened, and getting feedback on important areas in their life. Lots of examples of children and young people's creativity are included throughout the Plan to demonstrate the creative engagement process, which demonstrate the level of engagement and outstanding quality of works produced. We have also incorporated the lessons learned in the production of the 2020 – 2023 Children and Young People's version of the Plan, and young people's feedback about the importance of mental health and social media. Broadly, the engagement with children, young people and practitioners across the system has suggested that mental health, poverty (including access to food), family, safety and children's rights and being included remain key areas of focus for the Children's Services Planning Partnership, reinforcing the importance of the shared work to address these priorities to create effective services across the City. Given the importance of addressing the impact of poverty – particularly in the context of the Cost of Living crisis – a separate priority has been added to the current Plan to highlight specific actions in this area.

The Glasgow Community Planning Partnership has delegated the responsibility for developing the Children's Services Plan to the Children's Services Executive Group (CSEG), which is jointly chaired by ourselves in our roles as Executive Director for Education Services, Glasgow City Council, and Assistant Chief Officer for Children's Services, Glasgow City Health and Social Care Partnership. Reporting to Children's Services Executive Group, a steering group with representation from Education Services, Health, Social Care, Third Sector, Police Scotland, Community





Neighbourhoods and Sustainability and Glasgow Life has worked to develop this Plan, and to develop the priorities driving the work of agencies supporting children, young people and their families over the next three years. We would like to thank the representatives of these agencies for their engagement in developing the Plan, and for their ongoing support to families in the City. Thanks to the schools and community groups for their support with arranging the engagement sessions, and above all, to the children and young people who shared their views to inform the development of the Plan.

As well as capturing children's voices, this Plan has been devised to take into account children's rights and the incorporation of the United Nations Convention of Children's Rights into Scottish law, as well as the developments in relation to addressing poverty across the City. At its heart, the Plan is aiming to reflect the Partnership approach to addressing current challenges for families in the context of the longer-term impact of the pandemic (particularly on mental health and wellbeing), and the Cost of Living crisis. As a leadership team, we are seeking to develop our understanding of the lived reality for families to ensure an aligned approach across the Partnership to supporting families. In line with GIRFEC and the Promise, we are seeking to develop our infrastructure of early help for families, which is attuned to need, non-stigmatising and effective. Key to this is building a network of supports that are appealing to families. We have therefore undertaken engagement in partnership with GCVS and Third Sector organisations to more fully understand what families want, and what they don't want, so that we can build a robust network of services.

Over the term of the last Plan, we have recruited a small team of Participation Workers into the HSCP who are tasked with networking with other organisations to increase the diversity of voices of children and young people, and ensuring that children and young people's views are central to service developments and improvements. We have also continued to develop our meetings – to ensure that children and young people want to attend, and our Virtual School, giving children different ways in which to engage in education opportunities. We have balanced the shift to digital means of communication with the continuing demand for in-person support, and have attended



to evidence that some children and young people prefer in person appointments by expanding service provision (for example, through extending the number of bases for our Youth Health Service).

One of the key aims for children's services over the next few years is to ensure a consistent and streamlined approach to supporting children, young people and families. Through providing nurturing, strengths-based support with the minimum number of practitioners involved, we will ensure that families are not repeating conversations and attending multiple appointments. We are working with Scottish Government colleagues to align funding streams to improve the offer to families. In line with the Promise, we will meet the range of families' needs with the least possible level of intrusion into family life.

As with all Children's Services Planning Partnerships, we are working in extremely challenging circumstances due to financial pressures across the Health Board and Council, and the current Cost of Living crisis which is affecting families across the City. In partnership with the Chief Executive's department, and the ongoing work on the Child Poverty Pathfinder, we are continuing to prioritise financial, food and fuel support to alleviate sources of immediate distress for families. We look forward to working with our partners to apply a poverty and trauma lens to understanding and responding to the needs of local families. Organisations across the Partnership are increasingly aligning their approach and resources to ensure best possible outcomes for families, recognising that collective efforts are greater than the sum of the parts in changing outcomes for families in the long term.

Our aspirations continue to be that the City promotes equality of opportunity and that every child, young person and family is assisted and encouraged to reach their full potential. Building family and community resilience is a key priority for the next three years. People make Glasgow, and therefore our Children's Services Plan outlines the next step in our transformational journey to get it right for every child, young person and family in the City.

With our best wishes to children, young people, their families, and our partners across the City.

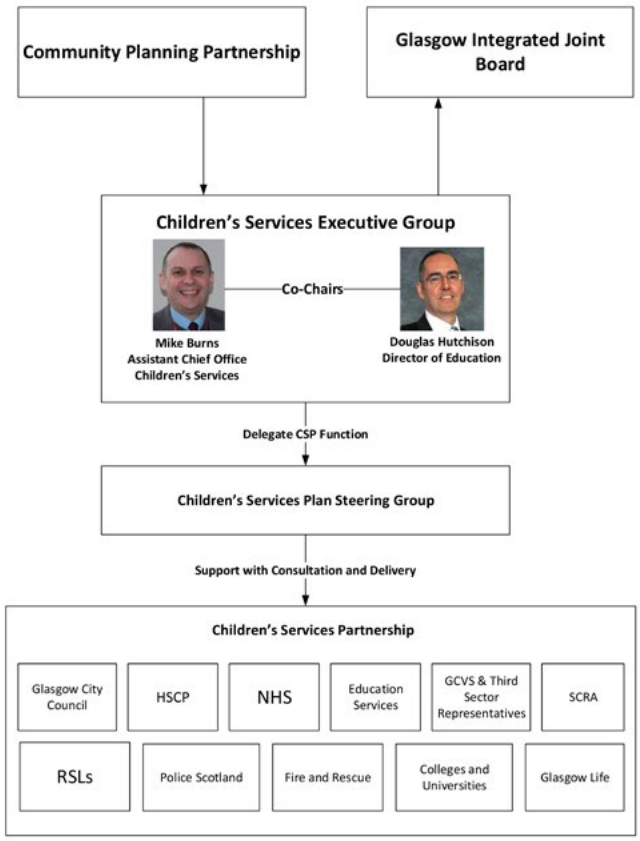
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Introduction



The Integrated Children's Services Plan is a strategy document produced jointly by each Health Board and Local Authority every three years. The Children and Young People (Scotland) Act 2014 outlines the framework for developing the Plan, which is produced to create a shared understanding of the focus and priorities for supporting children, young people and their families across the Community Planning Partnership. In Glasgow City, the Children's Services Executive Group has delegated authority from the Integrated Joint Board for producing the Plan, overseen by the Executive Director of Education and the HSCP Assistant Chief Officer for Children's Services. The Plan sets out the key priorities for improving children and young people's wellbeing over the next three years, produced in partnership with children, young people, families, and the full range of stakeholders involved in delivering and designing services and supports for families. The Plan also includes a high-level Action Plan outlining specific activities planned by the Health and Social Care Partnership, Greater Glasgow and Clyde Health Board, Glasgow City Council Education Services, Police Scotland, Glasgow Life, the Scottish Children's Reporter Authority, and Third Sector organisations under each of the key priority areas.



Incorporating Children's Voice in the Development of the Plan



Consultation process and methodology

Children and young people aged from 2 to 18 were involved in developing a Children and Young People's version of the last Plan, and as part of this process, provided feedback on areas they felt could be strengthened within the Plan. These insights, along with feedback collated by members of the Children's Services Steering Group, informed the design of a creative engagement exercise with children and young people to inform the development of the 2023 – 26 version of the Plan. A creative engagement process was used to elicit children and young people's views about the priorities driving the Plan, which started with an open question about the issues which are most important to them. This was followed by art and drama workshops (picture below) to support young people to feed back on the 2020 – 23 priorities, and to identify any strengths and/ or gaps to develop the priorities for the current Plan.



This range of approaches to engaging children and young people was built in to acknowledge different engagement preferences and styles to maximise the opportunity for children and young people to "contribute positively to decisions that affect the realisation of their rights and wellbeing" (United Nations Convention on the Rights of the Child (UNCRC)).

More than 200 children and young people took part in the engagement process, across a range of schools and community groups. These schools were selected to reflect the diversity of the City's population of children and young people, representation areas of higher and lower deprivation, and those with a higher proportion of BME children included to ensure that the feedback was representative of the range of children's views. A number of community groups were also involved in order to ensure representation of a range of religious and cultural groups, and a group of Refugee and Asylum Seeking children and young people participated.

A sub-group of the Children's Services Group analysed the feedback from children, young people and families, and evaluated the key issues and priorities emerging. The analysis showed that the issues of highest importance for children and young people were social media, sport and leisure activities, with some children and young people



mentioning bullying, mental health, poverty, including food poverty, and the importance of being listened to and respected. The feedback is described in more detail below, along with an analysis of recent research related to the key priorities identified by children, young people, parents, carers, practitioners and managers, to help to operationalise the feedback into key priorities and actions for the next Plan.



Addressing Poverty & Inequality



Poverty has been a key focus area for the Partnership for several years, with the challenges intensifying given the current financial context and the Cost of Living crisis. The Partnership has been attentive to the impact of the pandemic, which was outlined in the last Plan, and the exacerbation of existing inequalities, as described by IFS in 2020. A recent meta-analysis of international research which has shown that incidences of abuse and neglect are reduced as a direct consequence of increasing household income also highlights the urgency to address poverty in order to protect children and young people, and mitigate against the impact of additional financial pressures on families, which can act as a 'tipping point' for families' ability to safely care for their children.



In spite of ambitious Scottish Government targets to reduce the number of families living in relative child poverty in Scotland to less than **18% by 2023** (and less than 10% by 2030), local data analysed in 2022 suggested that the proportion of children living in relative poverty has **increased to 25%** as compared to pre-pandemic levels of **24%**. **Family income is on average £117 below the poverty line on average per week**, **which has worsened in comparison to the average weekly gap before the pandemic of £107**. In households with no adults in employment, households with children are on average **£5 per week worse off** than pre pandemic at **£117 per week below the poverty line**. As we come out of pandemic, an **additional 1,650 children** in lone parent families are living in relative poverty, with a total of **17,250 children** living in households that are on average **£112 below the poverty line**. Children living in households with a family member with a disability are on average **£69 per week below the poverty line**, but with 122 less children in this group following the pandemic. The impact of this fall in weekly household income – calculated before the Cost of Living crisis – is now being exacerbated by inflationary increases in food, fuel and general living costs (ONS, 2023), which have served to intensify the challenge for families. This local data aligns with national trends, with Scottish Government reporting that persistent poverty has gradually increased since 2010 (Scottish Government, 2023).

Across Glasgow City schools, **52%** of pupils from Primary 3 to Secondary 6 are living in Scottish Index of Multiple Deprivation (SIMD) quintile 1 areas (areas of highest deprivation), and **15%** are living in quintile 2 postcodes, therefore highlighting that



two-thirds of Glasgow's school children are facing issues associated with multiple deprivation. The national health and wellbeing census highlights that pupils living in more deprived areas report feeling less positive in their feelings about school, home life, mental health, wellbeing, confidence, physical activity and sleep, and are more likely to have higher scores related to loneliness and worries (Health and Wellbeing Census Scotland 2021/22). This survey is carried out in Glasgow City schools every three years to identify the wellbeing needs of young people, and showed that pupils in the most deprived areas feel less positive in their attitudes about school, life at home, having a trusted adult they can talk to, physical activity and sleep, mental health and wellbeing and confidence, with higher scores on loneliness and worrying about a lot about things in their life.

In the consultation sessions for the development of this Plan, children, young people and families expressed the importance of addressing the impact of poverty. Younger children framed the need to address poverty through awareness of other children having access to the same resources and opportunities they have, and when asked to explain this further they emphasised that children need enough food to live:

> [F]ood – definitely the most important. Give them food – go to a foodbank; give them money to get food.
> (School pupil, aged 10)

> Some families can't afford food for their children or clothes for their children so we should start a foundation to help families and children in need. I know some charities but I forgot their names.
> (School pupil, aged 11)

> [We should] make sure you have food because if you don't have food you'll die. And water because if you don't have that you'll die.
> (School pupil, aged 9)

> Being kind. And helping the people who don't have food.
> (School pupil, aged 10)



> [G]iving them food and clean water. Don't waste food… it's bad to waste food.
> (School pupil, aged 10)

> [F]ood; love; family.
> (School pupil, aged 8)

> [C]hildren need education, learning. Because you need to get a job, degree, make money and stuff. Some people are poor and they don't get education.
> (Community group participant, aged 9)

> Education – so we can learn and get good jobs when we're older? To get money to be able to buy food and pay rent and bills in your house.
> (School pupil, aged 9)

Taken together, this local and national research, and feedback from children and young people, highlights the importance and urgency of addressing poverty. Glasgow's Local Child Poverty Action Report 2021/22 suggests that "the level of child poverty continues to outgrow the progress that's being made by the council, NHS and our 3rd sector community organisations" (p.5). The report outlines a number of initiatives that are being undertaken across the City to address poverty, including the Financial Inclusion Support Officer (FISO) programme, digital support, fuel poverty, employability and parental employability support fund, Holiday Activity Programme, as well as the Child Poverty Pathfinder and sets out the ambition to "initiate whole system change that will set the city on a pathway to true transformation" (p.19).

Central to this ambition is the work on the Child Poverty pathfinder. Glasgow City was selected as one of the Child Poverty Pathfinder areas by Scottish Government and started work in 2022 to explore a whole systems approach to addressing poverty. The Child Poverty Pathfinder Steering Group identified a number of barriers to addressing poverty, including **restrictions around the use of data** and data linkage to identify families at risk of experiencing poverty, thereby preventing a more proactive approach to addressing need; **accountability and culture**, with practitioners often working in silos, utilising short term funding, with little collaboration to ensure equality of access to support for all; and **funding and commissioning**, with some of the current approaches limiting the scope to align funding to ensure maximum impact. This work has led to



the development of the No Wrong Door approach to ensure that families receive consistent and comprehensive support to address poverty, regardless of their point of entry into the system, including more proactive engagement of families at risk of being impacted by poverty. Scoping work for the Pathfinder showed that there is a complicated network of services, with different eligibility criteria and approaches, that leads to families repeating their story and a 'lottery' of service provision and quality. Coupled with this, services are often working in silos, often leading to duplication and/ or gatekeeping, and failure to join up resources to provide maximum benefit, which is fuelling an inefficient system of support, built on assumptions as opposed to data, and providing inconsistent support to families across the City. Key to the Child Poverty Pathfinder is building relationships and trust, based on the issues that families identify as most important to them. The aim is to reduce the complicated array of services, supports and eligibility criteria for families; better align existing supports, reducing duplication and gatekeeping with a more consistent framework for operations across organisations, using real-time data to build an ecosystem of support which addresses the needs of all families.

Some of these themes were also reflected in the engagement sessions for the Whole Family Wellbeing Fund, which has led to discussions with the Scottish Government about aligning this work and creating more flexible funding opportunities in order to derive best value for families. In its vision for organisations to work together to tackle poverty in Scotland, Best Start, Bright Futures highlights the importance of robust pathways into employability opportunities for families, along with flexible childcare options. These areas were also identified as key to the success of the Whole Family Wellbeing Fund in supporting families out of poverty and building families' resilience. Given the alignment between the Child Poverty Pathfinder and other work within Children's Services, there is scope to develop this work to support a broader systems shift towards effective earlier intervention and prevention. Discussions with Scottish Government are therefore focused on integrating the Child Poverty Pathfinder, Whole Family Wellbeing Fund and Employability funding and policies in order to provide more holistic support to families. The aim is to reduce referrals between different services, thereby reducing the number of practitioners involved with a family, and the need for families to recount their story numerous times. This is in line with the principles of GIRFEC and the Promise and also attends to feedback from families and practitioners that the landscape of current service provision is too complex.



Funding flexibilities in place over the pandemic provided significant scope to provide direct support for families. Families reported that direct payments helped to improve their circumstances, as well as their trust in services, which provided an important foundation for further engagement with services and positive changes in outcomes. An electronic family survey was issued to evaluate the impact of the direct payments, which achieved an exceptionally high response rate of 38%. Families provided very positive feedback about the impact of the payment (sic):

> The money with help me to take my daughter out, buy her winter jacket and clothes for her to go to nusery to September. Help me to change my phone and internet

These payments helped me, my children and my husband very much, especially because we are still asylum seekers.

Made us all not worry were our next healthy meal was coming from, clothes for them that fitted, helped us change ways of never ever be ungrateful for what you, all families were all the same as mines struggling, stressful,worrying all the time, but they extra payments wee were blessed to have and from my family to yours we thank you so much for what you did, you all should be very proud of yourself for helping struggling families throughout Scotland

It was unexpected and being a single mum it helped out a lot especially as my son had just taken another stretch in size so I was very grateful for it. We both were

It made a huge difference. The amount given was very substantial. I was able to buy new very needed beds for my children. I was also able to book a family holiday which was exactly what was needed after the stress of the last 18 months. I'm so grateful to my health visitor for referring us.



> I have 5 children, my partner lost his job during covid the funding we received, we were truly blessed as helped to get my kids what they needed, I kindly thank glasgow city council for the thousands of struggling families which are still ongoing

I am single parent my husband passed away in corona virus I have financial difficulty

We were able to make a safe enclosed play area within our garden for the kids. It's made a huge difference.

Building on current work to address poverty will be a key focus for the Partnership in 2023 – 26, and in light of the evidence on its importance and impact, is now a separate priority within the Plan.

Meeting Children and Young People's Mental Health Needs

A study carried out in England in 2022 suggested that a quarter of children and young people between 7 and 24 years were likely to have a mental health disorder, based on an analysis of responses to the Strengths and Difficulties Questionnaire by children, young people and their parents and carers (Newlove-Delgado, Marcheselli, Williams et al., 2022). This study found that young people with a probable mental health disorder also reported higher incidence of online bullying, were more likely to have experienced a reduction in household income over the preceding year, and were much more likely to have experienced food poverty. It is noteworthy that each of these themes – mental health, bullying, poverty, including food poverty – were all raised by several children and young people who participated in the consultation sessions to inform the development of this Plan.

The importance of addressing children and young people's mental health needs is highlighted in local and national research. Glasgow City Health and Wellbeing Census 2021/22 found that one-third of S2 to S6 pupils had a SDQ score indicating a high or very high level of difficulties. The national Health and Wellbeing Census Scotland 2021/22 suggested that girls have poorer mental health and wellbeing than boys (as measured by SDQ scores) and girls reported that they were more likely to wish they had a different life; often or always felt lonely; sometimes, often or always felt excluded. Mental health and wellbeing was also poorer in children and young people from



deprived areas across Scotland, who were more likely to report that they worry; wish they had a different kind of life; less likely to say they feel positive about themselves, feel cheerful. Pupils in P5 to P7 living in deprived areas were more likely to report spending three or more hours on electronic devices on weekdays and at weekends, with pupils in S1 to S6 more likely to report 6 hours or more hours of usage. Pupils in the most deprived areas in S2 – S6 were more likely to have 'problematic social media use'.

The inter-relationship between poverty and mental health is well documented, with Public Health England describing poverty as both a cause and consequence of mental health problems, therefore highlighting the importance of addressing both in services that are designed to consider holistic needs. As described in the section above, the alignment of the Child Poverty Pathfinder work with the Whole Family Wellbeing Fund is an attempt to provide better streamlined, wraparound services for families that address the range of families' needs and prevent onwards referral through a 'one stop shop' approach for meeting all family members' needs.

The Glasgow City Youth Health Service has reported that the primary reasons for referral to their service are mental health-related. Of the 1827 young people presenting in 2021-22, 80% had anxiety/stress as their main presenting issue, and this was identified as a secondary issue for almost 100% (1823) of the children and young people referred. In around a third of children and young people (32%), depression was recorded depression as the primary issue, and as a secondary issue in 62% of the cohort referred. Most of the referrals to the Youth Health Service came from GPs, CAMHS and through self-referral. In practice this service has become predominantly a mental health service, although they offer holistic, physical, social and emotional supports. These issues are also prevalent for young people involved with a range of community mental health services, including school counselling, the compassionate distress response service, LGBTQIA+ support, and anonymised digital mental health support platforms (see here for more details compiled by full list compiled by the Citywide Forum's Mental Health Network).

Children and young people referred to the importance of mental health in a variety of ways (see pictures from creative engagement sessions). Children as young as 9 years cited "mental health" as the most important area for children in Glasgow, but it was a very common topic of concern for secondary school pupils. Young people often cited in-school pressure as a compounding factor in mental health struggles:



> Mental health is the biggest priority for pupils; spoke about the most. Schools talk about uniform and exams, not mental health. They have to get help on offer.
> (School pupil, aged 16)

I was struggling with myself for a while and I needed help… Counselling was good. It really helped.
(School pupil, aged 10)

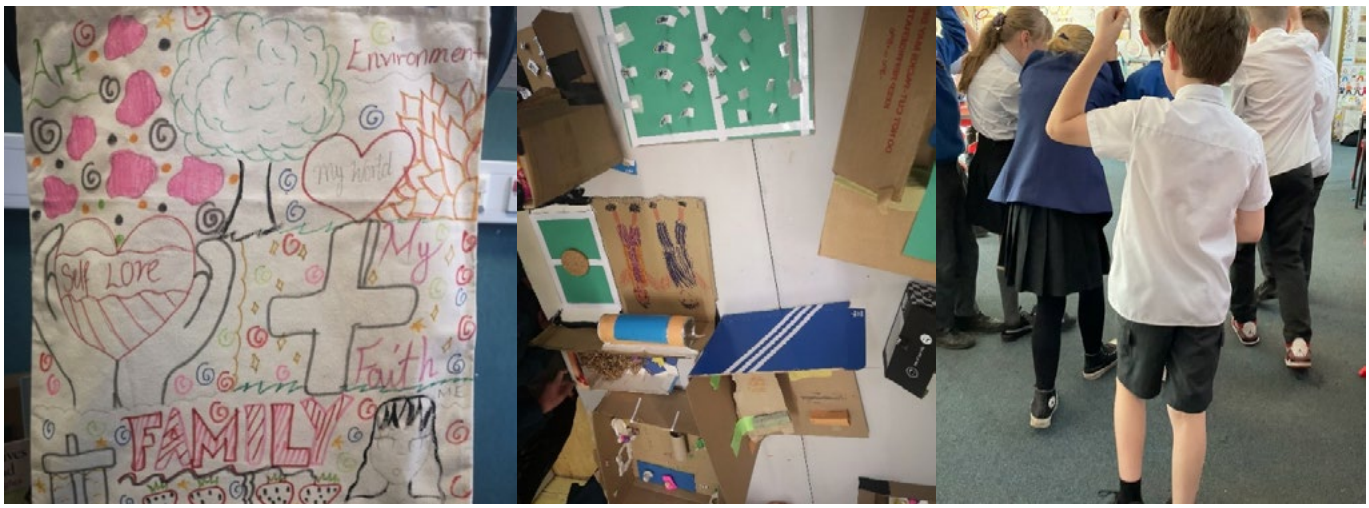
Talking to mentor is good; I have had one for 3 to 4 years. She is easier to talk to because she is there to talk to you. Everyone should have someone to talk to that isn't parent, carer or teacher. An adult that is there to speak to without her being part of the school at all. Mentoring should apply to everyone; MCR should extend to everyone.
(School pupil, aged 16)

There is heavy focus on raising attainment in schools. We recognise it is important but over-emphasised. Mental health should be more of a focus. Schools try but don't do enough for it; not really.
(School pupil, aged 17)

I am in the highest group and there's a lot of pressure. Sometimes I think things are a bit too hard but I don't want to go down a level and I am too scared to say something.
(Community group participant, aged 10)

We should have a better mental health system.
(Community group participant, aged 12)

Children and young people across the age ranges and demographics consistently identified the links between activity and mental health and suggested that children should be encouraged to participate in more activities:



> [S]ocial activities like sports and clubs – it helps with stress and everything… It's really fun and good for you
> (Community group participant, aged 11)

> Encourage people to take physical fitness and their health into their hands because of the obesity pandemic. Can help a lot with your mental health as well… Being physically fit helps with mental health a lot.
> (Community group participant, aged 17)

Mental health therefore continues to be a significant focus to promote children's health and wellbeing across the City, with a specific focus on the specific needs of children and young people with protected characteristics, as outlined in the activity summary at the end of the Plan.

Meeting Young People's Sexual Health Needs

Recent trends in sexual health indicators suggests that this is another important area of focus for the partnership. An assessment of several indicators of sexual health and relationships for young people illustrates a deteriorating situation which requires a concerted multi-agency response. The school health and wellbeing census showed that for senior level pupils who were sexually active, almost half used no form of protection against pregnancy and sexually transmitted infections. This is accompanied by some concerning trends, including:

- A sharp increase in young people's uptake of abortion in 2022 following fourteen years of continuously decreasing rates



- An increase in teenage pregnancies with over 1 in 10 young women experiencing a pregnancy in many parts of the city
- A marked increase in rates of Gonorrhoea and Chlamydia, especially in heterosexual young people prompting the instigation of a national incident management team to develop suitable control measures.

These changes are occurring amid widespread concern about the nature of young people's relationships with increasing presentations of care experienced young people to the Archway rape and sexual assault service and concerns about the significant exposure of children and young people to extreme and often violent pornography and how this is impacting on young people's understanding of healthy relationships.

There are a number of workstreams developing to consider the partnership's response to these issues.

Supporting Families

The national profile of Family Support has significantly developed since the publication of the last Children's Services Plan. While work has been underway in Glasgow City for several years to develop a strategy and increase funding in Family Support, the Scottish Government's investment in the Whole Family Wellbeing Fund (WFWF), and the emphasis of this funding on systems change and earlier intervention highlights the strategic importance of developing the infrastructure of Family Support within the City. The complexity and scale of systems change required is illustrated by the GCVS Family Support Mapping work which details 123 services delivered by 78 providers, reaching 32,000 families with different criteria and referral routes, some of which are commissioned services, and others funded through Glasgow Community Fund, philanthropic funders, or through fundraising.

In recognition of the scale and complexity of systems change required, and the opportunities associated with WFWF, the Children's Services Planning Partnership is in discussion with Scottish Government Directorates about joining up the WFWF, Child Poverty Pathfinder (CPP), and Employability Services funding in order to develop more holistic support for families. The aim of this work is to address sources of immediate stress, given the impact of the Cost of Living Crisis, in order to build families' readiness to engage in other sources of support and employability opportunities. Current work is focusing on developing a systems analysis to bring key stakeholders together to develop a more integrated approach to addressing families' needs to maximise the impact of the funding.

One of the key aims in this work is to build consistently high quality strengths-based practice across families' touchpoints with services to help to encourage families' engagement at an earlier point, thereby preventing escalation into more targeted supports. This will be achieved through the development of a practice model, which will clearly articulate a strengths-based approach – including a practice profile detailing what practitioners should be saying and doing when working with



families – and a set of tools to measure if the practice is being carried out as intended, as well as the outcomes for families.

The joint WFWF, CPP and Employability funding will also be used to develop networks of family support in each locality to improve collaborative working between the Council, HSCP and Third Sector, with a focus on building a shared understanding of need. This will include a partnership approach to assessing and responding to families' needs to prevent onward referral, which is currently leading to delays and duplication of support. Peer mentoring and Employability opportunities will also be incorporated into these Networks to offer longer-term flexible education, training and employment opportunities, which work around families' circumstances, focusing on building families' and communities' resilience.

A full analysis of the impact and outcomes achieved from current Family Support provision is currently being undertaken, with some highlights from both the Glasgow Intensive Family Support Service (for young people aged 12 years and above) and Early Intervention Family Support Service (for young people aged 0 to 12 years) presented below:

- Nearly 300 young people were supported by the Glasgow Intensive Family Support Service and nearly 500 children supported by the Early Intervention Family Support Service between October 2021 and April 2023, with approximately 80% engagement rate for both services. This demonstrates the effectiveness of the approach in reaching families who may have otherwise been less likely to engage with support
- 70% of young people that exited the Glasgow Intensive Family Support Service in the first year of operation were supported to stay at home with their parent or their families within the community and had improved stability of home life. In total, 41 young people achieved settled status at home, 6 with family in kinship care, and a further 4 young people (6%) were supported to return home
- Nearly two-fifths of young people subject to Child Protection or Adult Support and Protection procedures at the start of their involvement with Glasgow Intensive Family Support Service were deregistered on exit from the service, indicating a reduction in level of risk & vulnerability at home and in the community, and reduced statutory involvement
- Over 70% of respondents indicated that they could identify their strengths much more easily after their involvement with the service, and felt validated, reporting that their voices had been heard and they had enhanced optimism for the future.

Early indications from available Early Intervention Family Support Service data suggests similar trends. Of those children exiting the service in the last reporting period (July to Sept 2022), nearly 3 out



of 4 children (74%) experienced improved stability within their family and remained at home, with one child having returned home.

Following involvement with the Glasgow Intensive and Early Intervention family support services, families generally reported improvements in quality of life and protective and resiliency factors that reduce risk of family breakdown; at least 84% of survey respondents agreed that things had significantly improved for them following involvement with GIFSS; nearly 3 out of 5 families exiting the service in the first year of operation scored their family goals as having been fully met or as having made significant progress, demonstrating that the model is responsive to the needs of the family. Similar trends have been observed for the Early Intervention Family Support Service, where data available at the time of writing showed that 1 in 3 families exiting the service between July and Sept 2022 stated that things had significantly improved for them following involvement with the service (with the rate expected to increase as further data becomes available).

Direct feedback from families illustrates the impact of the Glasgow Intensive Family Support Service and EI services:

> "I hadn't heard of [Glasgow Intensive Family Support Service] but I thought they were brilliant. You helped me out when I didn't know things. The book you gave me I really appreciated it, it has helped me with my own experiences. I really appreciated the food vouchers when I had nothing.

> [Young person] is loving the Cadets, I think you may have saved his life, I was so emotional when I saw him my heart was bursting.

> … and sometimes that's the best bit about the support is just having a little laugh or a smile. Sometimes even just to have someone to talk to. For me as a parent who was struggling a lot 6 months ago until now, I feel the difference.



> [Early Intervention Family Support Service Worker] is brilliant, she listens and I trust her. It takes a lot for me to trust people. I've had lots of workers as I used to be in care and (worker) is one of the few workers I trust. She's nice and honest, she doesn't sugar coat things which is good for me, she tells me straight. She has a calming manner and can bring me down if I'm feeling anxious. She's helped with strategies for feeding (child) and strategies with managing her temper tantrums. She's also supported us with sleep routines (Parent)

> There should be a service like (Early Intervention Family Support Service provider) everywhere, staff are amazing and really good at listening to what I need and when I need it
> (Parent)

Families' views have been captured by the Glasgow Promise Project, funded by CORRA and involving the HSCP, GCVS and a range of Third Sector organisations, which is aiming to improve approaches to commissioning Family Support in line with the Promise. Initial analysis suggests that families have identified the need for local, holistic, preventative and early intervention approaches, which aligns with the direction of travel in relation to the provision of flexible, wraparound support through WFWF, Child Poverty Pathfinder and Employability funding. Parents and carers identified the main challenges they face as poverty, child care, barriers to accessing youth work, mental health issues, physical health and disability, isolation, domestic abuse and addictions:

> I have mental health needs and my ADHD, depression and anxiety makes day to day life difficult.
> (Single parent)

> I don't think you'll meet a carer that doesn't have a mental health issue themselves. You couldn't deal with my child without having anxiety, it's mentally draining – constantly like you are fighting a losing battle. It takes a toll on your mental health and then you aren't the best person to look after someone.
> (Parent with disability describing parenting a child with ADHD and autistic traits)



> We have been struggling as a family for a few years due to physical and mental health issues. My partner has various physical issues – diabetes, alcohol abuse, depression, and anxiety. This has had a huge impact not only on his mental health but my mental health and my child's health.
> (Parent of a child with ASD)

Parents and carers fed back that they were often involved with multiple services, generally 2 to 5, but in some cases up to 15, and mentioned specific gaps in relation to child care and peer support groups, as well as services for LGBTQIA+ children and young people and those with additional support needs, respite and carer services, and asylum seekers. Some parents wanted peer support groups targeted at specific needs, for example, parents of children and young people with autism or ADHD, while others wanted more generic support. Many of these areas have also been identified as gaps by practitioners across the system, and feature in the plans for building better wraparound support for families which meets multiple needs of all family members and minimises the number of practitioners involved with families, in line with the recommendations of the Promise. Peer support has also been expanded through the Community Mental Health funding, which has included parental engagement and peer support groups facilitated by CAMHS and third sector practitioners, and the third sector is already providing high quality childcare support with the potential to expand this through the Whole Family Wellbeing Fund.

Families also highlighted the need for local, holistic, preventative and early intervention approaches before a crisis, and closer joint working between statutory and third sector services. Again, this aligns strongly with feedback from practitioners across the sector as part of the Whole Family Wellbeing Fund engagement who emphasised that the current system is too complex and fragmented, with families who are referred for additional support often experiencing delays and waiting lists. It was felt that this could be addressed through a more collaborative partnership approach, which would better meet the needs of families and avoid the current 'postcode lottery' of services. This is informing the development of wraparound family support, through integration of the Child Poverty Pathfinder's No Wrong Door model, the Whole Family Wellbeing Fund and Employability initiatives. When available, the full analysis of families' views, together with children and young people's feedback, will inform the next phase of this work, in addition to the refresh of the Family Support Strategy for the City and the retendering of Family Support Services.



Supporting Children and Young People to Achieve their Full Potential



In Our City, Our Learning, Our Future, Glasgow Education Services set out the vision to be "[a] world class learning city founded on nurture principles" based on the values of compassion, ambition, trust, and equity. This plan is built on the assumption that "wellbeing is central to achievement and progress," and describes the importance of the nurture programme within schools in recognising that 'all behaviour is communication' and that understanding behaviour is therefore at the forefront of building trust and relationships which promote wellbeing and achievement. One of the aims described is to ensure that all education practitioners are able to articulate what constitutes effective learning and teaching, in order to enact and develop Glasgow's Pedagogy.

This shift towards more consistently nurturing practice is an ambition of the Partnership to ensure that children, young people and families experience high quality support across all services, based on the premise that this will help to ensure future productive engagement with services and promote long term positive outcomes. The development of the Virtual School and the Emotionally Based School Non-Attendance REACH programme exemplify approaches to engage pupils in different ways to address inequalities and promote achievement and attainment, building on the learning from other family support services funded by the Pupil Equity Fund and the school counselling services funded by the Community Mental Health and Wellbeing Supports and Services Framework monies.

The Emotionally Based School Non-Attendance Service is a Glasgow based service supporting children and young people who find it difficult to attend school for a range of different reasons, or who are at risk of further disengaging from school. In line with the principles of the Promise, this service aims to promote the wellbeing of children aged 5 to 16 to ensure they can be supported to reach their full potential, through wraparound support centring on maintaining consistent, strengths-based relationships. The aim of the service is to provide targeted support to children and young people who are not attending school or are starting to show signs of developing a nonattendance



profile at school, to support engagement in a positive destination through consistency and persistence in the relationship between the keyworker and child or young person. Positive destinations include a range of opportunities, for example, work, college placements, community engagement or accessing services which will support additional needs, based on children and young people's requirements and preferences. Feedback suggests that the key components of the service that are valued by children and their parents and carers include the time to build up a relationship, advocacy and intermediary role with schools, meeting at home or in community spaces, networking with other services, and recognition of parents and carers as experts in their own lives and families, as well as creative approaches to engagement.

Consistent with the Youth Health Service, anxiety has been identified as the most prevalent reason for referral to the service. From an analysis of case studies, the Emotionally Based School Non-Attendance Service team identified that they are able to help young people to reduce their feelings of anxiety by supporting them to become more confident in their decision making and future prospects, reduce anxiety in social situations, develop a positive attitude and increase aspirations, be more engaged in discussions, and increase assertiveness, resilience and involvement in decisions. All of these factors led to positive destinations and outcomes, as illustrated in the feedback below:

> You are the first person who he has sat and spoke to, usually he goes and hides.
> (Parent)

> [Service] has been a positive experience for [young person], and I am so happy she engages so well with you
> (Parent)

> After [young person] agreed to take me around her local park, her mum later expressed to me 'I am just really glad she felt able to come out with you, that's huge'
> (REACH Link Worker)



Young people who participated in the engagement sessions for the development of the current version on the Plan also highlighted the importance of being supported to achieve their potential. It was particularly emphasised by younger children that school is important for long-term learning and attainment:

> Good education – so like you can learn new things. Learning is important.
> (School pupil, aged 10)

> Spend time the right way on the right thing. Build a future life.
> (Refugee, aged 19)

> Education? Using the time you have at college well…We can study ESOL then move on to another course like nursing… giving back to society is the thing"
> (Refugee and college student, aged 17)

> Education – so we can learn and get good jobs when we're older? To get money to be able to buy food and pay rent and bills in your house.
> (School pupil, aged 9)

> School's important because kids need to learn about maths and how to read. I like to learn stuff and how to keep fit.
> (School pupil, aged 8)

There were also a number of children who spoke about equality in learning and education for children with additional needs and disabilities. There was a recognition that school is for, and benefits, all children:



> Children need education, learning. Because you need to get a job, degree, make money and stuff. Some people are poor and they don't get education.
> (Community group participant, aged 9)

> I feel like it's important for children with special needs that they are not left out and they have the same rights and it doesn't matter if they have special needs. (School pupil, aged 9)

> If I am a teacher I am gonna have a dyslexic class and I am gonna teach them – because it can help people dyslexic learn and feel happier and they are having fun learning and it makes me happy to make learning fun.
> (School pupil, aged 10)

This feedback, along with the continued work across schools and other agencies to support young people to achieve a range of positive destinations (including the Emotionally Based School Non-Attendance Service, Virtual School, Outdoor Resource Centre etc.), highlights the importance of consistent relationships to listen and respond to young people's preferences and therefore remains a key priority for the Partnership.

The Scottish Government has made a commitment for all young people aged 10 to 18 years to have access to counselling in schools. Schools are allocated funds based on the number of pupils on the roll and there is access to counselling support in all 30 mainstream secondary schools and 142 primary schools in Glasgow, with separate arrangements for children and young people who attend an Additional Support for Learning (ASL) School. Additionally, there is therapeutic support to primary 6 and primary 7 pupils through group work, play therapy and art therapy. The range of supports available ensures that the children and young people receive tailored support based on their individual needs.

Glasgow City Education Services have a contract framework to support the delivery of counselling and therapeutic services to all children and young people aged 10 to 18 years. This is provided by 5 organisations, each offering a specific type of input as part of the contract, including art and play therapy. Between January 2022 and December 2022, 2772 children and young people attended counselling services in schools; this does not include over 300 pupils supported through evidence based groupwork such as The Blues Programme.



The counselling service for schools is aligned with other supports such as the Compassionate Distressed Response Service for 16-24 , and mental health platforms aimed at children and young people aged 10 to 24 years, which work closely with other services including the Youth Health Service.

Education Services colleagues are currently developing a contract framework for embedded mental health support workers in schools provided by third sector organisations and funded by Pupil Equity Funding. This aims to bring together existing service providers within a quality assured framework that will focus on delivering mental health and wellbeing support to children, young people and families. This development is based on evidence for the need for flexible early intervention services in schools.

There is clear qualitative and quantitative evidence on the outcomes of the school counselling provision, as well as significant improvement in young people who have received support through play therapy and art therapy, with direct feedback from children, young people and parents and schools included below:

> It helped with my concentration.
> (Primary school pupil involved in 1:1 counselling)

I could talk about things I was feeling worried about.
(Primary school pupil involved in 1:1 counselling)

My counsellor helped me and comforted me through each mis-perfection, helped me overcome my fears.
(Primary school pupil involved in 1:1 counselling)

I feel like I am SOMEONE, now. I felt like in a cage all this time, since my parents separated, and now I feel like I found the key to unlock this cage.
(Secondary school pupil involved in 1:1 counselling)

I liked the comfort of it. Having someone to talk to when you don't know them. Its like a blank canvas.
(Secondary school pupil involved in 1:1 counselling)



I liked how I could use the space to say how I was really feeling and learn ways to cope with my overthinking. I also changed my habits and stopped listening to the negative things I was telling myself.
(Secondary school pupil involved in 1:1 counselling)

I loved the blues group, it helped me get my confidence back and get active. I recommend it 1000%.
(Secondary school pupil involved in groupwork programme)

I liked that I got to talk rather than overthink. It was also nice to hear the workers' triggers and how they deal with them.
(Secondary school pupil involved in 1:1 counselling)

Helped me to cope better with anxiety, and because of that I sleep much better.
(Secondary school pupil involved in 1:1 counselling)

I feel like I was a drain with a giant hairball and you've come along and dislodged some of it, you've started to untangle the hairball
(Primary school pupil involved in 1:1 art therapy support)

Lots of stuff helped when I was struggling with things, made me more focused in class, after session I would go back to class and do work compared to if just in class
(Primary school pupil involved in groupwork art therapy support)

I feel like coming to art therapy has helped my anxiety
(Primary school pupil involved in groupwork art therapy support)



"My child started not really believing in his creativity. He finished with a new raft of regulating tools that he continues to use to help manage his stress and anxiety. He has started creating things from wood since the art therapy block and has connected how good he feels about himself when he makes something using his hands and describes how his brain stops screaming at him. As a young neurodivergent boy who has been in emergency CAHMS services due to a mental health crisis, I think this is a life changing realisation for my child - that he now has the tools and confidence to not only ask for help and be ok to do so, but a set of new coping skills for life that are productive and not self-destructive. Thank you so much.
(Parent of pupil involved in art therapy programme)

They seem happier and became more participating in school activities and expressing themselves more after counselling.
(School feedback on impact of counselling on pupil)

The counsellor has been wonderful and such a great addition to our [school]'s family.
(School feedback on counselling provision)

Our Lifelink counsellor has been a wonderful asset to the school, and we will be sad to see her leave. She is always of pleasant demeanour, approachable, friendly, flexible and helpful and children, staff and parents alike have been impressed with her dedication and ability to communicate with and ultimately help the children.
(School feedback on counselling provision)

Supporting young people to achieve their full potential is particularly important for young carers. In 2022-2023, 44% of referrals received by the Carer Service were for young people under 18 years (out of all cases where the age of the carer was included). Caring responsibilities can often help young people to develop important skills, values, a sense of pride and increased self-esteem from their role. However, young carers also often undertake inappropriate caring responsibilities



or care for long hours, which can lead to poor educational and health outcomes, increased social isolation, bullying, stigma and poor transitions into adulthood. The partnership is committed to supporting young carers, and seeing young carers as children and young people with their own needs and preferences, providing the right support to ensure appropriate developmental progress and enjoyment of their childhood, as outlined in the Glasgow City HSCP Carers Strategy (2022-2025).

Meeting the Needs of Children and Young People with Protected Characteristics

The population of children and young people aged 0 to 17 years in Glasgow has remained stable over recent years, slightly decreasing from 111,598 in 2021 (Glasgow Demographics and Needs Profile 2021) to 111,512 in 2022 (Glasgow Demographics and Needs Profile 2022) Alongside this population trend is an increasingly diverse range of needs, reflected in the diversity of cultures and languages in the City, with over 110 languages spoken by children and young people attending schools in the City, and in the SIMD profile of school children. The most recent Health and Wellbeing survey suggests that 70% of pupils live in areas of higher deprivation (SIMD 1 and 2, with 58% living in SIMD 1 areas, which is the areas with highest level of deprivation). In total, 11.5% of Glasgow's population has a Black or Minority Ethnic background, as compared to 4% on average for the rest of Scotland. The latest Demographics report shows that 10% of primary school pupils and 8.2% of secondary pupils are Black and Minority Ethnic. This highlights that supports and services provided in the City need to be designed to take into account the diverse needs of local children, young people and families, attending particularly to the needs of the BME population (Mental Health and Wellbeing in BME Children and Young People), and the high proportion of children and young people living in areas of higher deprivation.

A recent Equalities Impact Assessment carried out in 2022 outlines a range of service developments and improvements within Children's Services that are targeted at meeting the needs of children, young people and families with the protected characteristics of age, disability, gender reassignment, pregnancy and maternity status, race, religion and belief, sex, sexual orientation, socio-economic status, as well as some specific work to address the needs of potentially marginalised groups, including those affected by Domestic Abuse, care experienced young people and children, and young people and families with a range of mental health needs. The Plan also provides a summary of the targeted work to support children and young people with protected characteristics all of the key priorities.

A recent report compiled by the HSCP to support services to better meet the mental health and wellbeing needs of the Black and Minority Ethnic population of children, young people and families suggested that "experiences of migration, refugee and



asylum seeker status, racism, service discrimination and lack of cultural competence, and stigma around mental health within some BME communities in the UK, mean that some groups are more likely to experience associated mental health problems, challenges in accessing services, and differential treatment within those services" (p. 4 – 5). This was reflected in the contributions of the group of Refugee and Asylum Seeking children and young people:

> Unless you have refugee status you don't get full support at college.
> (Refugee, aged 17)

> [S]omeone Refugee in new society and have to wait. Person thinking about coming here for a purpose that you can't achieve in your own home. Have to wait on a visa. English is good but in Uni you have to pay. Maybe you have to have young person who is thinking about doing a lot of stuff.
> (Refugee, aged 19)

> [S]ome young people came alone and no ID card and not accepted to learn in English for courses because have to wait on Home Office decision.
> (Refugee, aged 18)

Based on a review of current literature, the report suggests that services should develop cultural competence training and opportunities to reflect on cultural, religious and other issues that might impact on mental health and wellbeing, increase staff diversity, and work collaboratively with existing community organisations to bridge the "trust gap" and ensure that supports are accessible and culturally appropriate. These recommendations have led to a series of cultural competence training with further work planned for 2023 – 26 in partnership with the third sector in collaboration with community groups to develop culturally competent approaches to supporting local children, young people and families.

The organisations involved in delivering Family Support Services are also aiming to improve the quality of data in order to assess the pattern of needs of children and young people being referred and engaging with support, by protected characteristics. This is to monitor that there is equitable access to all services by children and young people with protected characteristics, including age, gender, ethnicity and disability etc., and to highlight any gaps in service delivery for specific groups and/ or potential



barriers to accessing supports. There is also approaches to data collection being developed to assess impact and outcomes of the service for children, young people and their families. A system is being developed to analyse outcome data by priority group/ protected characteristics to identify any gap in meeting the needs of specific cohorts of children, young people and families. Consultation with service users via exit surveys etc. will also capture qualitative information on any barriers to accessing services and identify areas of best practice, which will guide continuous improvement and service development, particularly in relation to the cultural sensitivity of services.

Early findings from the Glasgow Promise Partnership consultation exercise highlight that families identified gaps in support for LGBTQIA+ children and young people. The services currently in place have been well evaluated and are being recommissioned in order to ensure that they continue to meet current needs of children, young people and families. Young people who participated in the consultation for the Plan highlighted a number of areas for improvement, including access to inclusive sports and leisure opportunities, as well as processes for proving identify when young people have opted to change their name:

> **Gyms – maybe if you're under 16 you can join if you have signature from a parent. I think for trans people it's harder to get into fitness. When I walk into a gym I feel weird. It would be good to get more accepting spaces where we could get fitter.**
> (Young person, aged 17)

Could we have non-binary and trans times and spaces for sports?
(Young person, aged 15)

Museums and galleries should have LGBT art sections and show recognition towards them and get their art more out there.
(Young person, aged 15)

Key actions in the current Plan to continue to develop supports and services for LGBTQI+ children and young people include anti-bullying initiatives, specific health and wellbeing support, with the Glasgow Youth Health Service working towards LGBTQIA+ Gold Status to ensure their support is effective, and inclusive education projects.

A report was published out in 2022 from research exploring the mental health



needs of care experienced young people living in Glasgow. The PAC Mental Health Survey, commissioned and conducted by Glasgow's Young People's Champions Group, surveyed 143 care experienced young people. It recommended that care experienced young people receive specialist mental health services that understand and take account of their unique circumstances. The young people also suggested that practitioners ask how, and from whom, care experienced young people want to receive mental health support, and emphasised that care should be demand-led, kept separate from other service provision (including social work), and that they should receive regular mental health check-ups. Their request was for the Government to move quickly to enact their recommendations:

> Please make something happen soon as our lives are on hold while we try to cope with the trauma and wait for services to be available. We really need to have hope

> After the past 2 years, the mental health research has never been more important. We really need to have hope that mental health services and care experienced young people's health can improve.

> Knowing where to find the most appropriate service for my circumstances/ situation - there is so many services and it is hard to navigate.

> I wasn't told about any services. That would have been good - some people go through really bad stages in life and might not even know who they could talk to about it.

Given this feedback from young people, the Community Mental Health and Wellbeing Supports and Services Framework funding has been utilised to commission a compassionate distress response service, with more direct links being developed with children's houses, as well as a networking team to help with navigating supports for children, young people and their families. The funding has also been used for an online anonymous mental health support platform, to provide choice for young people who may prefer to be supported by a professional they do not have an existing relationship with.





Overall, those who participated in the research suggested that children and young people must be listened to and meaningfully and appropriately involved in decision-making about their care, and that those involved should properly listen and respond to children's needs and preferences, with a compassionate and caring decision-making culture which is focused on children's needs, views, preferences and rights. The priority to ensure that "children and young people are involved and included and their views are taken seriously" is driving all work across the Partnership, in line with young people's feedback, the Promise and the developments in relation to the United Nations Convention on the Rights of the Child.

Children's Rights and the United Nations Convention of the Rights of the Child

The principles of UNCRC underpin the process of developing the Plan and the work of stakeholders across the Partnership to deliver the Plan. In addition to rights to health care and education, freedom from discrimination, and protection, the main themes covered by UNCRC relating to core service provision for all children and young people include: the best interests of the child, respect for the views of the child, freedom of expression, thoughts and beliefs, freedom of association, right to privacy, adequate standard of living, leisure, play and culture, recovery from trauma and knowledge of rights. These principles govern the Partnership's approach to engaging with children, young people and their families, and the approach to implementing this Plan.

Since the production of the last Plan, the partnership has continued to prioritise engagement and participation in order to ensure that decision-making and improvement promotes the best interests of children and young people (Article 3), respects the views of children and young people (Article 12) and supports freedom of expression, thoughts, religion and beliefs (Articles 13 and 14). Current focus across the Partnership is on consistency in strengths-based language, applying the recommendations of the Promise, and reflecting feedback from children, young people and families. Participation workers have been recruited to ensure that service developments and improvements within the HSCP and across the Partnership reflect care experienced young people's preferences and experiences. The HSCP has also



refreshed its meeting structure based on young people's feedback and has rolled out the 'My Meeting' format which gives control and ownership to young people to express their views within meetings. Feedback has suggested that the new format has helped to address traditional power dynamics and reset the focus on decision-making within meetings through centring the discussion round young people's voices and input (which can take a number of forms, based on individual preferences).

A monthly Children's Forum has also been established within schools to ensure that pupils' voices and views are informing service developments within Education. The topics for these fora are determined by pupils so that the agenda reflects issues of interest and concern, and the themes discussed have been analysed to inform the priorities and activities included in this Plan.

The GCVS Children's Services team, in partnership with third sector organisations and the HSCP, has consulted families about the opportunities related to the Whole Family Wellbeing Fund as part of the Promise work, seeking to understand the type of local supports and services families would like to access. Early feedback suggests that families want local, holistic, preventative and joined up services. Work is progressing across the City to align the Whole Family Wellbeing Fund, Child Poverty Pathfinder and Employability initiatives to provide wraparound support for families and capitalise on the opportunity to combine the funding streams to ensure optimal outcomes for families, based on integrated models of support, developed in partnership with families and third sector organisations. This attends to feedback from families about the complexity of the system, and the difficulties with navigating the range of supports and services available, and will also help to reduce duplication and increase efficiency, in line with the Christie Commission's recommendations on the delivery of efficient and effective public services in Scotland.

A refreshed Children's Champions Board structure started in February 2023. The goal is to establish a network and meeting space for care experienced children and young people to connect and influence service delivery and improvement. Group sessions, individual meetings and online tools will be used to support engagement, which will be facilitated by the new Participation Workers.

A Children's House Advisory Board has also been set up to formally share feedback about young people's care experience in children's house with children's houses managers. These meetings take place every 6 months, supported by the Promise Participation Workers, and offer a structured forum for supporting developments and improvements, in addition to the regular feedback which is built into young people's reviews and daily interactions with practitioners and managers.

A more structured approach for including young people in the recruitment of foster carers, adoptive parents, supported carers and residential carers is being developed, with involvement in both group interviews



and individual interviews, which provides a choice of interview setting for young people. Promise Participation Workers will be supporting this, with involvement of young people currently routine in children's houses.

Children and young people are also being involved in shaping approaches to communication and particularly the use of digital communication and participation, whilst attending to research that most children prefer in person interaction, particularly children from areas of higher deprivation and younger children (Scottish Youth Parliament, YouthLink Scotland and Young Scot, 2021). Research has shown that lockdown has affected sleep pattern and physical activity, which has exacerbated the impact of obesity (Ong, Lau, Massar et al, 2021), affected the progress in addressing the poverty-related attainment gap in primary school pupils (Department of Education, 2021), and caused loss of learning in pupils of all ages and stages, with a disproportionate impact on children from more disadvantaged backgrounds (Department of Education,2021). This research highlights the importance of attending to young people's feedback about engagement styles and preferences.

The engagement and participation approaches listed above are in addition to ongoing work to consult children, young people and families about the support they are receiving through Children's Services Planning Partners. For example, the Glasgow Intensive Support Service (GIFSS) hosted a Development Day in November 2022, which included families to ensure that their views continue to influence the direction of travel for the Service and also to celebrate successes in the outcomes they have achieved. This Service offers a blueprint for strengths-based work with families, applying a Voice, Validation and Hope analysis of needs, and treating families as experts in their own lives. This successful approach provides further evidence of the benefits of coproduction of plans and support with families, in addition to work within services like Family Group Decision Making, Family Nurse Partnership and Glasgow Helps. The Children's Rights team continues to provide support and advocacy to children and young people, and young carers are also supported by a dedicated service and a number of third sector organisations. Children and young people have the opportunity to access independent advocacy through a number of organisations, and Glasgow Life is continuing to work with organisations across the Partnership to support children's access to leisure, play and culture (Article 31).

We are also developing our approach to data and evaluation to allow more in-depth monitoring of equalities information to ensure that our services are accessible to all families, and are meeting the wide range of needs of families living in the City. The Health Improvement team has produced a report on supporting mental health needs of children, young people and families from Black and Minority Ethnic groups, and engagement events have been carried out with key stakeholders to discuss how the findings can be integrated into frontline service delivery. One of the Glasgow City Equality



Outcomes 2020 - 2024 is that family support provides good person-centred support and delivery that improves children's outcomes across groups with protected characteristics and experiencing poverty. A number of measures have been put in place to support progress with this outcome, including:

- a Family Support Strategy which includes guiding principles for delivery of family support across all providers, informed by consultation with children, young people and families
- development of a commissioning framework to develop Intensive and Earlier Intervention family support services
- data and evaluation to support equalities monitoring; and training opportunities for practitioners delivering these services

The Earlier Intervention and Intensive services started in 2021, and work will be undertaken during the term of the current Plan to recommission these services, building on the learning from a review of current services, and feedback from children, young people, families and providers.

Much of this work continues to be reported into Committees across the Council and HSCP to ensure that children and young people's voices are influencing and informing decision-making across the Children's Services.

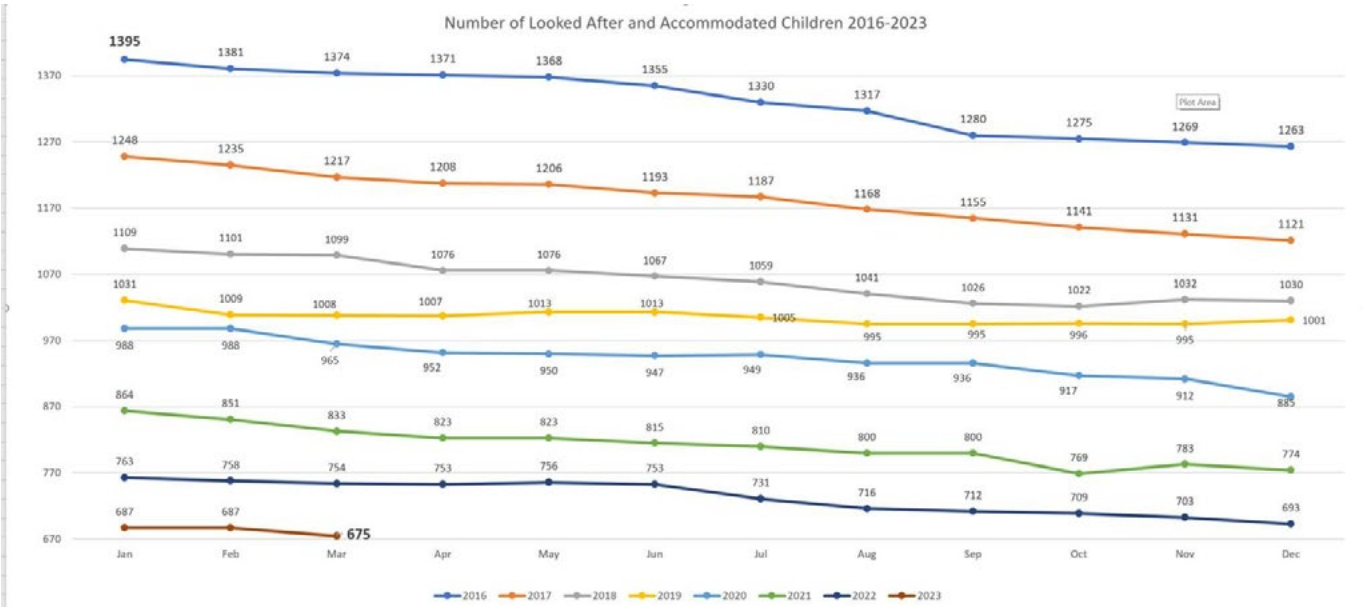
Working in Partnership with Families

Glasgow's reform of the care system for children has seen a substantial reduction in the number of looked after children – with a decrease of more than 50% in the number of children accommodated away from their families since 2016 (Graph 1). In the last three years, the number of children accommodated has decreased from 965 in March 2020 to 675 in March 2023, a reduction of 30%. A combination of factors are believed to have contributed to this sustained decrease each year, including:

- focus on a strengths-based approach, working in partnership with families to develop plans, approaches and skills which build resilience and support meaningful change
- viewing families' pressures and stressors through a trauma-informed and poverty lens
- use of flexible funding available during the pandemic to issue direct payments to families
- partnership work between HSCP, Council, GCVS, third sector partners and Scottish Government on the Child Poverty Pathfinder and the Public Health approach within Police Scotland
- additional funding for earlier intervention and intensive family support
- additional funding for Health Visiting, in line with the national standard based on the Caseload Weighting Tool
- continued development of approaches such as Family Group Decision Making, and Life Long Links, to build networks of support for families

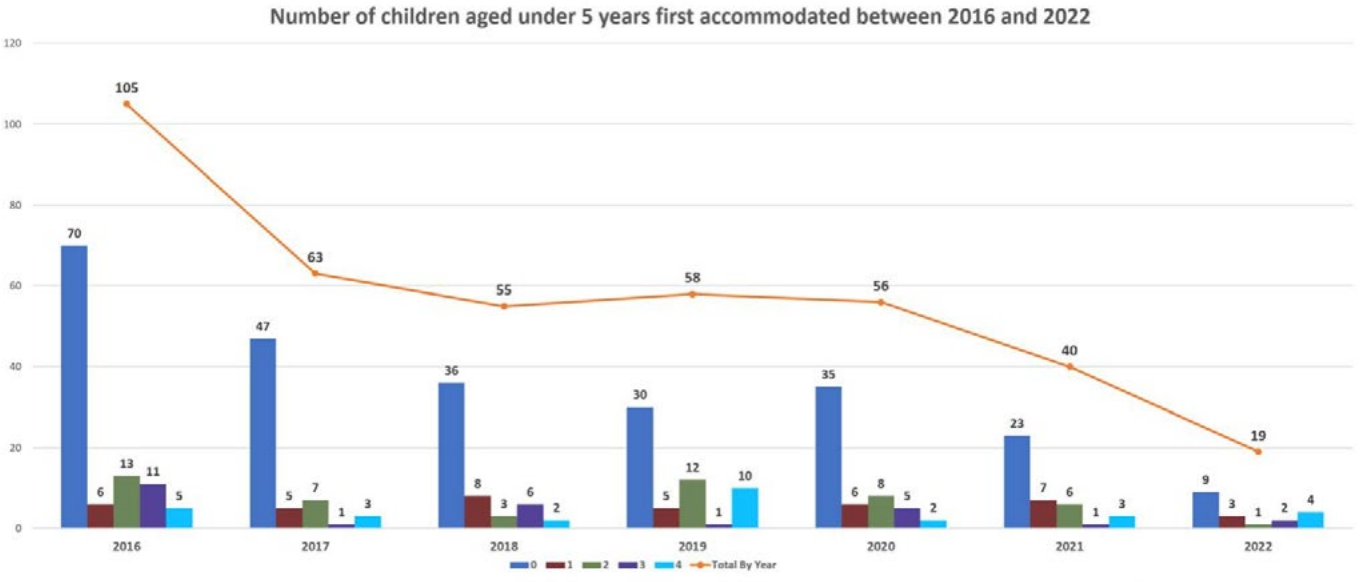


Graph 1 – Number of looked after and accommodated children (2016 – 2023)



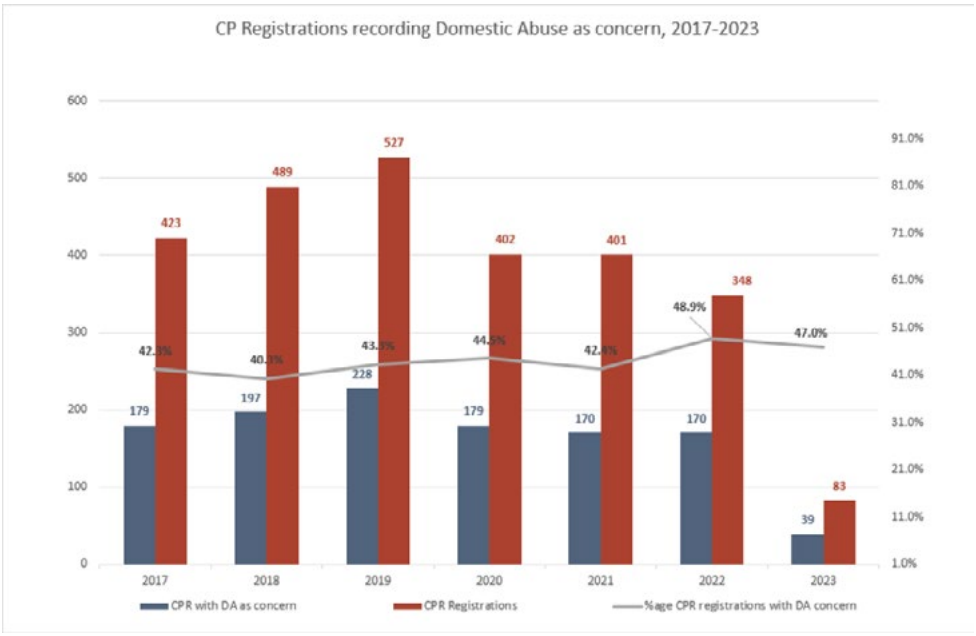
The number of children first accommodated aged under 5 years has also been decreasing over recent years (Graph 2), which is thought to relate to focus on partnership working with families and the additional resource within Health Visiting, in line with the national standard based on the Caseload Weighting Tool.

Graph 2 – Number of children aged under 5 years first accommodated between 2016 and 2022





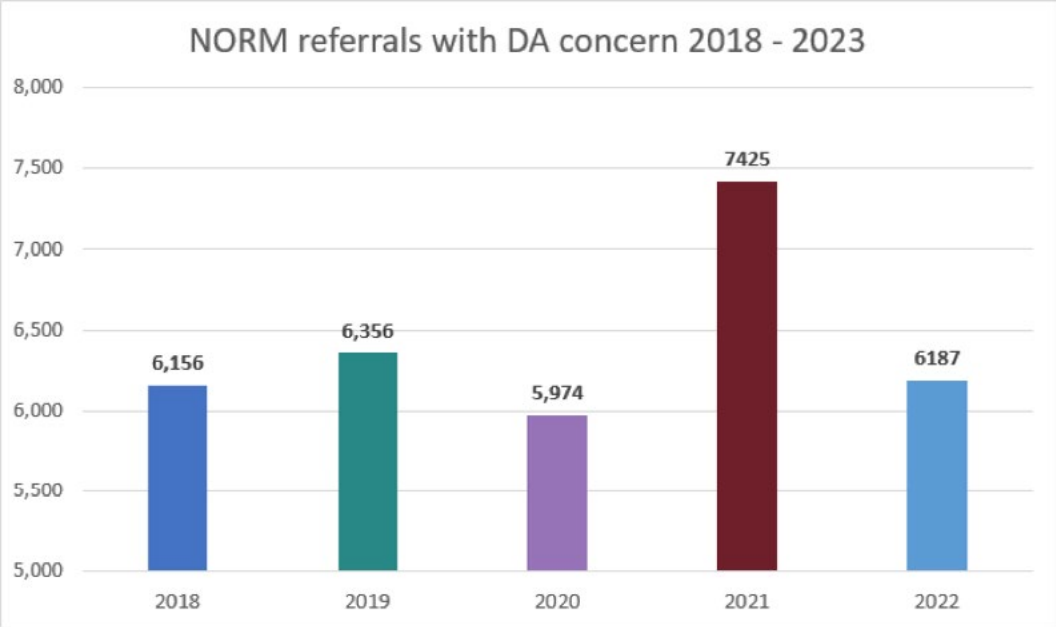
Graph 3 – CP Registrations with DA Concern (2017 – 23)



In the period since the pandemic, the Scottish Government has collated monthly data on the number of Child Protection Registrations, and the number of registrations where domestic abuse has been recorded as a concern (Graph 3). These figures are presented above, highlighting an average of 380 registrations per year over the last three years, of which an average of 45% are associated with concerns about Domestic Abuse. This has reduced from an average of 480 registrations per year in the preceding three years, of which 42% include concerns about Domestic Abuse in the household. Over the same period, there have been an average of 6594 NORM referrals in the last three years, with a peak in 2021 (Graph 4). This has been attributed to the media focus on the perceived risks of domestic abuse over the pandemic, and new staff who may have applied more 'risk averse' criteria in their assessment of families' needs, given that the number of referrals returned to the normal range in 2022.



Graph 4 – NORM referrals with DA concern (2018 – 23)



Work has been ongoing over the period of the last Children's Services Plan to improve the approach to supporting families affected by Domestic Abuse. This work has been supported by Professor Brid Featherstone, author of a range of articles problematising the traditional approach to conceptualising and addressing risk. Professor Featherstone has provided inputs to the multi-agency Glasgow City Domestic Abuse Steering Group on the development of a more "humane" approach to supporting families through a focus on relationships, rights, resilience and recovery (Lewis, Selwyn and the Bright Spots team, 2021). The focus of this work has been on coaching partners to think differently, through presentation of current literature and learning in order to support development of a consistent approach across the partnership, and taking on the role of a critical but supportive mentor. The aim of this work is to create robust partnerships through fostering links and collaboration with academics, practitioners and leaders across the system.

This work is providing the foundational principles for three multi-agency working groups within children's services that have been established to focus on support to mothers, fathers and children and young people, attending to the needs of each member of the family affected by Domestic Abuse through a focus on strengths-based work in partnership with families to identify and address the issues of concern. The Safe and Together model is being piloted in one locality, focusing on establishing strengths-based working relationships with the harmed partner and working to engage the person who harms in work to change their behaviour. Work is also being undertaken to explore



how we develop supports to promote 'fathering', and early intervention and prevention approaches to enable those who harm to understand the impact of their behaviour and change these patterns to become better parents.

Families interviewed as part of the Glasgow Promise Partnership research identified that domestic abuse is a part of a wider picture that includes mental health issues, housing issues and poverty, therefore highlighting the need for holistic and longer-term support for families in line with the strategic direction of the Partnership.

Current Priorities

The Children's Services Plan has been developed to take into account the feedback about the last Plan, the consultation for the current Plan, recent research related to the key priority areas, and the policy and planning framework for Children's Services. Feedback from across the system suggested that the priorities featured in the last Plan between 2020 and 2023 are still key drivers for the Children's Services Planning Partnership, therefore the previous priorities were adapted to:

- Reflect the feedback from children, young people, families and practitioners, and continue the dialogue, involving children, young people and families in co-designing future services
- Incorporate equality outcomes and the need to ensure equal access to services, which meet the range of children, young people, and families' needs and preferences and eliminate the 'postcode lottery' of services, ensuring more consistently high-quality support at all touchpoints with services
- Prevent assumptions about needs due to young people's status as care experienced, carer, or young people with disabilities etc., and instead attending to the priorities identified by children, young people and families, seeing families as experts in their own lives and working in partnership to identify support and solutions
- Maintain all of the key priorities from the previous Plan
- Reflect the learning from partnership work over the last three years
- Incorporate the recommendations of the Independent Care Review to listen to care experienced children, support families to stay together, and meaningfully engage children and young people in decisions which affect them
- Integrate the key principles of UNCRC and children, young people and families' rights



The key priorities are listed below, along with the strategic direction and examples of key activities to achieve this. Each of the priorities have been developed to meet the full range of the SHANARRI wellbeing indicators, as well as the key outcomes of the National Performance Framework.

PRIORITY 1: Children and young people are safe, protected and valued in their communities and neighbourhoods

PRIORITY 2: Children and young people's health and wellbeing is promoted and improved

PRIORITY 3: Children, young people and their families receive flexible support to address the impact of poverty and the Cost of Living crisis

PRIORITY 4: Children and young people are well supported in their families and communities

PRIORITY 5: Children and young people are supported to achieve their full potential through excellent and inclusive education, employment and life opportunities

PRIORITY 6: Children and young people are involved and included and their views are influential in the development and delivery of services



Priority 1



PRIORITY 1

PRIORITY 1: Children and young people are safe, protected and valued in their communities and neighbourhoods

OUTCOMES

Children are valued, safe and protected in their homes, communities and neighbourhoods.

Children and young people are supported to remain living with their parents, carers, brothers and sisters.

Children and young people who are separated from their families are effectively supported in residential, foster, kinship and adoptive care, with continuing connections with their family, schools and communities.

STRATEGY

Throughout all engagement – from universal services to more targeted protection functions – the aim of the Children's Services Planning Partnership is to work in partnership with families to ensure that their voices are valued and to promote their safety and wellbeing in their homes, communities and neighbourhoods.

The Partnership is focusing on working with families' strengths, seeing families as experts in their own lives, as a basis for promoting meaningful change in order to support families to stay together, tokeep brothers and sisters together, and to maintain families' links with their communities. Where this is not possible, these principles are being applied to identify the changes which would help families to get back together to maximise extended families' wellbeing outcomes through support for kinship carers, the Nurture programme in Children's Houses and involvement of family, and the development of the fostering and adoption services.

This ethos is also reflected in the Child Protection Guidance refresh which promotes partnership working with families, with families currently being consulted about theimplementation of the procedures. Police Scotland have similarly implemented a Public Health approach which is aiming to understand families' circumstances through the lens of poverty, working in partnership with familiesto identify appropriate supports and avoid criminalisation. In line with UNCRC and GIRFEC, children, young people and families who require additional support and protection receive timeous, high quality support in order to ensure their safety and wellbeing in their homes and communities.

Relevant Plans and Policies

- United Nations Convention on the Rights of the Child
- National Child Protection Guidance Scotland
- GIRFEC Strategy & Action Plan



- Glasgow Corporate Parenting Plan (currently being refreshed)
- Scottish Government Pathfinder- 'Best Start, Bright Futures - Child Poverty Action Plan'
- Glasgow City Child Poverty Action Plan
- Glasgow Community Plan
- Glasgow City Council Strategic Plan
- Glasgow City HSCP Strategic Plan 2023 - 26
- Glasgow Community Learning & Development Strategic Partnership Strategy & Action Plan 21-24
- Glasgow's Family Support Strategy 20-23
- Glasgow's Promise 21-24
- GCC Education - Glasgow Improvement Challenge

Key strategic focus areas

Safe and equal access to play, culture, leisure and sports activities within local communities

Strengths-based work in partnership with families to promote safe and loving care of children from prenatal stage with the support of Midwifery, Health Visiting and Family Nurse Partnership teams

Strengths-based partnership work with parents and carers to develop nurturing, developmentally appropriate approaches to supporting children and young people

Continued development of nurturing approaches to caring for children and young people who can't live with their families, with a focus on maintain connections with family members, brothers and sisters

Roll out of the nurture programme in children's houses

ACTIONS

Universal

Co-design and implementation of local neighbourhood initiatives which improve children and young people and families' wellbeing, including alignment with the range of services and supports funded through the Community Fund

Promote engagement in leisure, play, sport, culture and libraries for all with a range of indoor and outdoor play opportunities, spaces and places for children of all ages and abilities, with a focus on increasing access to local venues to offer safe space for play

Increase engagement and networking opportunities for parents within their communities, as part of the wider strategic work towards achieving holistic, wraparound family support which builds families' resilience

Involvement of children and young people in developing approaches to safeguarding wellbeing across a range of fora, including the Glasgow Schools Forum.

Early Intervention

Implementation of Playschemes and the Street Play Initiative to deliver Holiday Programme activities aimed at children, young people, and families, contributing to the holiday activity and child care initiative and providing safe, accessible,



and affordable options for families.

Accessible holiday activities and play to meet the needs of children and young people with Additional Support Needs, including access to the Additional Support Needs Centre, with activities for families and children to access a safe space to play

Co-design and implementation of community and safety initiatives to address internet and cyber security, bullying, with anti-bullying awareness in schools for staff, pupils and parents and carers.

Targeted

Social Work Support

Partnership work to keep families safely living together in the community, connected with their peers, schools and local communities, and to avoid accommodation of children away from their families. Over time, this focus on strengths-based partnership work has led to a significant reduction in the number of children accommodated (from 965 in March 2020 to 675 in March 2023), with a continued focus on delivering the aspirations of the Promise.

Family Support

Recommissioning of Family Support Services in 2024, with ongoing support for families using strengths-based support to address families' holistic needs and meaningful change to improve wellbeing, resilience and positive, lasting outcomes for families.

Glasgow Intensive Family Support Service

Whole family approach, placing children, young people and families at the centre of the provision of support, seeing families as experts in their own lives, and facilitates a process where families set their own goals and the Service helps to achieve them. Nurturing loving relationships within families increases safety, and reduces the risk of children and young people being accommodated.

Anti-bullying focus

Robust processes for recording, reporting and dealing with targeted, racist and LGBTQIA+ bullying, sexual harassment and other abuse within schools to enable children and young people to report instances, with a consistent zero-tolerance approach (including targeted training) to addressing incidences.

Youth Health Service

Youth Health Service support for young people who are engaged in risk taking behaviours via a 12 week programme aiming to positively impact young people's life trajectory.

Family Group Decision Making

Continued expansion of FGDM in order to support young people to remain living with their families, in their neighbourhoods and connected to their community. Focus on strengths-based planning and involvement of all family members in the generation of family plans, Life Long Links, and prioritising keeping brothers and sisters together.



Child Protection

Implementation of the refreshed Child Protection Guidance, working in partnership with families to support parents and carers to safely care for their children, while addressing cumulative pressures and stress on families through the development of flexible Family Support.

Multi-agency training programme on the refreshed Child Protection procedures.

Health and Social Care Connect

Following strategic direction from the IJB to implement an integrated Health and Social Care Service at the 'front door', the Health and Social Care Connect Service (HSCC) was implemented in November 2023. The first phase of implementation includes the Children's Services Social Work Service, replacing Social Care Direct. The new innovative multi-disciplinary service is managing all new referrals to Social Work Services for Children and Families and is carrying out all initial assessments. The aim of HSCC is to provide the right service at the right time, support families to remain as independent as possible in their own communities, and to support people into statutory services, where appropriate. The service is reducing demand on statutory services by approximately 20%, preventing long-term social work involvement where possible.

NORM

The NORM service manages all new referrals from Police Scotland for children were there has been a domestic abuse incident. The service is delivered using a strengths-based approach, with the aim of reducing the impact of domestic abuse on children. All staff are trained in the Safe and Together Model. Families are supported to engage with supports in their local communities where appropriate, and some families are referred to Children and Families Teams for longer term social work involvement. The service operates using a multi-disciplinary approach, working closely with Police Scotland, Health and Education colleagues.

Domestic Abuse

Multi-agency shift in focus of intervention away from protective parent and towards harming parent in order to support meaningful change in the longer term.

Focus on working with fathers as part of the Safe and together pilot.

Evaluation of Safe & Together following pilot in South locality to establish if this model improves engagement and participation of families

Exploration of alignment with Direct Workbag and development of tools to support discussions with the harming parent, consistent with the Caledonian model and wider Justice work.

Kinship Care

Implementation of updated kinship procedures (pending approval) to improve support for kinship carers and improve processes and timescales for achieving permanent kinship arrangements for children and young people.

Kinship training for all staff

Development of further events in localities to reach more kinship carers following



successful Kinship Conference in March 2023.

Liaison with other Local Authorities to gather information and contribute to nationwide agenda on kinship.

Improved structure of kinship teams in each locality, with families being supported by third sector, and regular updates in localities about kinship processes & procedures.

Children's Houses

Continued expansion of the 'How Nurturing is our Children's House?' programme to support practitioners to understand children's developmental needs in order to support and nurture children with a focus on relationships, care and love

Launch of the 'Nurture at Night' programme, a blended approach specifically for night shift carers and development of digital materials and training to support new staff

Nurture Leadership and Implementation events for House Managers and Senior Residential Practitioners so that they can reflect on their Nurture journey and continue to plan for further house development, with Nurture Coaching from the Educational Psychology team.

Positive Behaviour refresher training incorporating Nurturing Relationships covering the six nurture principles and the operationalisation of these principles in the context of crisis intervention

Support for looked after children and care experienced young people to maintain good relationships with their brothers and sisters, and those they care about.

Fostering and Adoption

Development of consistently high-quality strengths-based and trauma-informed care practice within foster and adoption services, building on the feedback received from carers at the Fostering Summit

Continued development of effective methods to support the recruitment of carers, with ongoing training and coaching to maximise the potential of carers to meet the range of children and young people's needs, capitalising on new ways of work which have emerged over the course of the pandemic

Continue to embed Life Long Links

16+ Services

Conclude review of accommodation and support options for care experienced young people moving into adulthood, co-produced with young people, the third sector and Registered Social Landlords to support the development of an appropriate range of accommodation options and support to meet spectrum of care experienced young people's needs and preferences

Continue the Housing First approach to provide permanent accommodation options for care experienced young people with complex needs

Continue to improve transitions into aftercare services in order to prevent young people experiencing homelessness.



Offer targeted support for care experienced young people through the Compassionate Distress Response Service

Work with Registered Social Landlords to develop supported accommodation in the community for young people with learning disabilities and complex needs.

Work to develop accommodation strategy for Unaccompanied Asylum Seeking Young People. Service modernisation and development approach to the existing accommodation through a retendering process and expansion of alternative options to support young people's journey towards greater independence.

Intensive Support and Monitoring Service

Continue to provide alternative to Secure Accommodation through a multi-agency approach to support young people and families to reduce risk of harm to self and others, thus increasing the safety of young people and those around them.

Child Sexual Exploitation

Multi-agency approach to protecting young people, focusing on gathering evidence and reducing risk through Scottish Child Interview Model approach and use of Stop to Listen to build relationships with young people; Referral Mechanism to protect young people from being criminalised; and consistent, nurturing relationships to support young people in children's houses

WELLBEING INDICATORS

Safe, Healthy, Achieving, Nurtured, Active, Respected and Responsible Included

NATIONAL IMPROVEMENT FRAMEWORK PRIORITIES

Children and young people grow up loved, safe and respected so that they realise their full potential

Children, young people and families live in communities that are inclusive, empowered, resilient and safe

Children, young people and families are creative and their vibrant and diverse cultures are expressed and enjoyed widely

Children, young people and families benefit from a globally competitive, entrepreneurial, inclusive and sustainable economy

Children, young people and families value, enjoy, protect and enhance their environment

Children, young people and families are healthy and active

Children, young people and families are respected, protected, exercising their human rights and living free from discrimination

Children, young people and families are open, connected and make a positive contribution internationally

Children, young people and families benefit from approaches that tackle poverty by sharing opportunities, wealth and power more equally

Priority 2



PRIORITY 2

PRIORITY 2: Children and young people's health and wellbeing is promoted and improved

OUTCOMES

Improve children and young people's physical and mental health

STRATEGY

Continue to develop and improve health services, based on feedback from children, young people and families, with an emphasis on supporting engagement, and building robust pathways to further support when required, including into the range of family support and community mental health supports, based on families' needs.

Relevant Plans and Policies

- United Nations Convention on the Rights of the Child
- Public Health Scotland's Strategic Plan 22-25
- Scottish Government Pathfinder- 'Best Start, Bright Futures - Child Poverty Action Plan'
- Glasgow City Child Poverty Action Plan
- Glasgow Community Plan
- Glasgow City Council Strategic Plan
- Glasgow City HSCP Strategic Plan 2023 - 26
- Glasgow Community Learning & Development Strategic Partnership Strategy & Action Plan 21-24
- GCC Education - Glasgow Improvement Challenge
- Glasgow Corporate Parenting Plan (currently being refreshed)
- National Youth Work Strategy (2023-2028)-awaiting release
- Local and National Health and Wellbeing surveys
- Community Mental Health and Wellbeing Supports and Services Framework
- Sexual Health and Blood Borne Virus Framework (Scottish Government, 2015 - 2020; update due 2023)
- Pregnancy and Parenthood in Young People Strategy (Scottish Government, 2016 - 2025)
- Equally Safe: Scotland's Strategy to Prevent and Eradicate Violence Against Women and Girls (Scottish Government, 2016)
- Review of Personal and Social Education (Scottish Government, 2019)
- "Someone To Talk To, Someone To Listen" - Supporting Young Pregnant Women and Young Parents in Schools (Scottish Government, 2021)
- Healthy Relationships and Consent - Key Messages for Young People (Scottish Government, 2019)
- Sexual Health Standards (Health Improvement Scotland, 2022)



- Women's Health Plan (Scottish Government, 2021)
- Forward: Scotland's Public Library Strategy 2021 -2025
- Vibrant Libraries, Thriving Schools: A National Strategy for School Libraries in Scotland 2018-2023
- A Collective Force for Health and Wellbeing: Harnessing the power of information for renewal and recovery Action Plan Refresh 2021-2023
- Volunteering, Health and Wellbeing" What does the evidence tell us?
- HEALTH ON THE SHELF Health and Wellbeing in Public Libraries in Scotland
- A Connected Scotland: Our strategy for tackling social isolation and loneliness and building stronger connections
- Wellbeing and Scottish Public Libraries Toolkit

Key strategic focus areas

Robust universal health services, with seamless pathways into additional supports when required

Better integration of services, from pre-natal stage to adulthood, with flexible whole family support to meet children, young people and families' health and wellbeing needs.

Focus on building knowledge base, information and approach to supporting neurodiversity, with a focus on building a shared, consistent approach to meeting families' needs.

Continued focus on development of support and information for parents and carers of children and young people experiencing mental health difficulties, including peer support, in line with the aspirations of the Whole Family Wellbeing Fund.

Development of multi-agency response to address young people's sexual health needs

ACTIONS

Universal

Full and effective implementation of Universal Health Visiting Pathway, complemented by additional supports where required to improve children, young people and families' health and wellbeing, including the new Family Support pathway which provides a direct referral route for Health Visitors.

Continued funding for Glasgow's Youth Health Service to provide mental health support to 12-19 year olds at nine venues across the city, including Listening Ear, Single sessions and therapeutic counselling, with ongoing development and support for alternative, community-based models of mental health and wellbeing supports including 1:1 Walk and Talk and group work, delivered in partnership with a third sector organisation. YHS Youth Workers will support young people with self-management through signposting to quality assured websites.

Co-design initiatives with families and local partners to empower families to access health, financial, sport, leisure, cultural and social supports which meet



their health and wellbeing needs.

Continue to build on success of UNICEF Gold Accreditation by implementing strategies that promote and support breastfeeding in our communities to encourage close bonding and loving relationships between all parents and babies.

Early intervention

Greater integration of maternity services, children's services and family support to provide the earliest intervention at an appropriate level of support for families.

Design and commission high-quality mental health services and supports which respond to the full range of needs of Glasgow's children and young people, building on the learning from the Community Mental Health funded supports and services

Increase the confidence and skills of children, young people, parents and carers to identify and address early signs of mental health issues, and to access appropriate support through building awareness through schools and social media, raising awareness of anonymised online platforms for mental health support.

'Shelf' help in community and secondary school libraries, with material selected by CAMHS practitioners to support young people and their parents and carers with supporting mild to moderate mental health needs

Reading groups in school libraries to explore issues related to mental health, bereavement, separation, bullying or racism in a safe space with peers experiencing similar issues.

Libraries' Book bug sessions to address social isolation of parents and assist new families to build social networks, with Chatterbooks sessions' content/ themes selected by children.

Increase learning offer in play-based initiatives targeted at a range of children and young people, including those with English as an additional language and with additional support needs in order to encourage families to be more connected and integrated in school, at home and in their communities.

Improved understanding of neurodiversity, and support the development of more consistent and effective range of responses, programmes and practices to address children and young people's needs, linked to the service development plan for the Autism Resource Centre.

Improved post-diagnostic support for families, parents, carers and professionals to ensure more consistent support for children and young people.

Updated information, advice and guidance for carers on Your Support Your Way/Glasgow HSCP website.

Programme of free mental health training delivered to partner organisations to ensure children, young people and families receive appropriate support and referral to other agencies, as appropriate.

Continue to develop perinatal and parental mental health services, focusing on mental and emotional wellbeing in homes and communities, and



improvement in the way in which families are supported where a child is identified as having complex health issues in pregnancy.

Support period dignity in schools.

Multi-agency review of the range of indicators and research evidence on sexual health trends, and co-production of an action plan with key stakeholders, including young people, to improve young people's sexual health and relationships.

Develop cross-system response, building practitioners' confidence and competence to speak to young people about sexual health and to signpost to appropriate supports and services

Targeted

Continuation of funding for a health and wellbeing service for LGBTQIA+ young people and their families with a focus on reducing social isolation, loneliness and inactivity; provision of mental health and emotional wellbeing support for those experiencing low mood, anxiety, stress and/or depression; and development and delivery of training for partners.

Continued work to achieve LGBTQIA+ Gold Status within the Youth Health Service to ensure the supports provided are meeting the specific needs of children and young people.

Implement recommendations of scoping report published in 2022 to meet the specific needs of Black and Minority Ethnic children, young people and their families, including staff training on cultural competence and ant-racist practice; knowledge and practice-sharing events with partners, and specialist provision by third sector partners.

Collaborative health and social work collaborative project working with the Roma population to improve outcomes for children, with evaluation to inform future development of targeted service.

Continued work to address the recommendations of the People Achieving Change (PAC) mental health survey to meet the mental health needs of care experienced young people.

Delivery of a digital communication strategy within the Youth Health Service using social media posts to promote young people's wellbeing, in particular targeting groups of children and young people with protected characteristics.

Continue Family Nurse Partnership programme to ensure that all young women aged 19 and under and pregnant with their first baby are offered FNP support from early pregnancy until the child's 2nd birthday with the aim of improving pregnancy outcomes, improving child health and development, ensuring that children are 'ready to learn' and supporting economic self-sufficiency within the household.

Review the age criteria for Family Nurse Partnership, in line with national work.

Continue to develop targeted school nursing service for children and young people in line with Scottish Government investment priorities, improving availability of support for primary aged children, children being supported through Child Protection processes, children with mental



health and wellbeing needs, and at key transitions.

Weigh To Go weight management programme for 12-18 year olds to manage unhealthy weight.

Continued support and information for parents and carers of children and young people experiencing mental health difficulties, including the development of parent/carer hubs including 1:1 and peer support groups across the City, in line with the aspirations of the Whole Family Wellbeing Fund.

Online training for carers developed by Educational Psychology in relation to trauma and attachment, nurture & brain development, relationships, and self-care.

Health for All support for children & young people in care placements, with additional support provided by Youth Health Team, third sector projects, and CAMHS, where appropriate.

Co-design and deliver mainstream curriculum and one-to-one programmes in schools for developing healthier relationships with substances.

Continue to increase awareness of self-harm and risk reduction through the delivery of 'What's the Harm' training and awareness raising about eating disorders across Education Services

Support delivery of the 'Wave after Wave: Providing a compassionate response following suicide bereavement' resource to increase knowledge and understanding of the experiences of individuals affected by suicide bereavement, and build confidence and skills for talking with, supporting and providing signposting information to individuals who have experienced bereavement by suicide

WELLBEING INDICATORS

Safe, Healthy, Achieving, Nurtured
Active, Respected and Responsible
Included

NATIONAL PERFORMANCE FRAMEWORK

Children and young people grow up loved, safe and respected so that they realise their full potential

Children, young people and families live in communities that are inclusive, empowered, resilient and safe

Children, young people and families are creative and their vibrant and diverse cultures are expressed and enjoyed widely

Children, young people and families are well educated, skilled and able to contribute to society

Children, young people and families value, enjoy, protect and enhance their environment

Children, young people and families are healthy and active

Children, young people and families are respected, protected, exercising their human rights and living free from discrimination



Children, young people and families are open, connected and make a positive contribution internationally

Children, young people and families benefit from approaches that tackle poverty by sharing opportunities, wealth and power more equally

Priority 3



PRIORITY 3

PRIORITY 3: Children, young people and their families receive flexible support to address the impact of poverty and the Cost of Living crisis

OUTCOMES

Increase families' household income, and support parents and carers into destinations which help to increase their longer term resilience and self-sufficiency.

STRATEGY

Partnership work by organisations across the City to tackle the impact of poverty is aiming to deliver a well-functioning system underpinned by radical new ways of working to tackle child poverty. The Child Poverty Pathfinder, initiated in 2022, has identified a number of barriers to addressing poverty, so the goal is to work on systemic issues and barriers to helping families through a No Wrong Door approach which provides responsive and flexible help. Partnership work with Scottish Government is focusing on developing funding and policy alignment to maximise families' income, and build family and community resilience through strengths-based employability and family support.

Given the number of families in poverty in Glasgow City, and the ongoing impact of the Cost of Living crisis, a key focus area for the Partnership is the alignment of policy and funding across the Partnership to provide seamless financial and family support, therefore meeting the full range of families' needs using a holistic, No Wrong Door approach. The ambition for the City is to integrate the Child Poverty Pathfinder, Whole Family Wellbeing and Employability funding in order to provide holistic support – including peer support, flexible child care and innovative employability initiatives – in order to build families' and communities' resilience.

A key aspect of this work is to improve the use of data to proactively identify and support families at risk of poverty, and to measure and improve impact. The Partnership is committed to developing strengths-based, trauma informed, non-judgemental approaches to supporting families, which foster trust and further engagement with families in order to maximise the reach and impact of the range of supports being offered.

Relevant Plans and Policies

- Scottish Government Pathfinder- 'Best Start, Bright Futures - Child Poverty Action Plan'
- Glasgow City Child Poverty Action Plan
- Glasgow Community Plan
- Glasgow City Council Strategic Plan
- Glasgow City HSCP Strategic Plan 2023 - 26
- Glasgow Corporate Parenting Plan (currently being refreshed)
- Glasgow's Family Support Strategy 20-23
- Glasgow's Promise 21-24.



- National Youth Work Strategy (2023-2028)-awaiting release

Key strategic focus areas

Support families in poverty through flexible funding and alignment of Child Poverty, Whole Family Wellbeing and Employability initiatives to ensure holistic, strengths-based support to improve families' income, outcomes and resilience

Effective learning and development for practitioners across the partnership to ensure strengths-based, non-judgemental and trauma informed support to address the impact of poverty

Continue to develop income maximisation approaches to ensure that families are receiving all of the benefits they are entitled to in order to alleviate the impact of the Cost of Living crisis and remove barriers to addressing poverty through initiatives including Child Poverty Pathfinder, Financial Inclusion Support Officer, Digital Support, Fuel Poverty, Employability and Parental Employment Support Fund, Glasgow Helps, and collaborative work with schools (e.g. Eligible 2s programme)

Continue to test the use of data to proactively identify families at risk of poverty to inform service delivery and improvement to flexibly respond to families' needs

ACTIONS

Universal

Continue to deliver full range of supports, including Child Poverty Pathfinder, Financial Inclusion Support Officer, Digital Support, Fuel Poverty, Employability and Parental Employment Support Fund, Glasgow Helps, and collaborative work with schools (e.g. Eligible 2s programme), with a focus on building seamless support and pathways into innovative employability opportunities

Health staff access to Section 22 funding and infant feeding pathway

Develop integrated and seamless financial and family support, based on consistently high quality, strengths-based and trauma informed practice

Expand use of data to proactively identify families at risk of experiencing poverty

Increase access to leisure opportunities

Develop robust pathways and transitions with Adult Services, Health and Social Care Connect and Maximising Independence to address the impact of poverty and to build families' and communities' resilience

Early Intervention

Continue to increase knowledge and understanding of the impact of poverty on children and young people's mental health

Test approaches to using data to identify families in need of support

Develop collaborative, multi-agency approaches to offer more seamless support to alleviate the impact of poverty

Authorisation for flexible Section 22 payments extended to Health Visiting and Family Nurse Partnership Service to provide greater access to direct funding for families in need.



Targeted

Continue to address the impact of the Cost of the School Day through a number of initiatives, in partnership with the Poverty Leadership Panel.

Ongoing implementation of the holiday food and activity programme.

Support affordable and accessible school uniforms, including uniform banks and lease and hire schemes

Continue to administer school clothing grants, Scottish Welfare Fund and other funding initiatives, including direct payments where possible

Continue to improve Skills Development Scotland processes, in collaboration with families and young people, taking account funding levels for individual service packages for children, and the impact of transitions.

Ongoing comprehensive wraparound support by the Youth Health Service to connect young people and their families with a range of opportunities including financial inclusion and employability initiatives to mitigate the impact of poverty.

Support to kinship carers to address issues around cost of living increases, cost of school day, and digital exclusion, ensuring early financial assessment of kinship carers and appropriate and timeous financial support.

Partnership work between HSCP and third sector to provide additional financial assistance/ services for some of the lowest SIMD families being supported by the Glasgow Intensive Family Support Service.

Alignment and prioritisation of sport, culture and wellbeing funding to support underrepresented groups, including young people from low SIMD areas, with targeted sport and physical activities for young people living in areas of high deprivation.

Sudden unexpected death in infants (SUDI) prevention and antipoverty work, including training programme anchoring anti-poverty responses, SUDI prevention, smoking, safe sleep and supporting families after a SUDI rolled out to all Health Visiting, Family Nurse Partnership and School Nursing practitioners, and incrementally to the Social Work Services and other statutory and third sector partners,

WELLBEING INDICATORS

Safe, Healthy, Achieving, Nurtured
Active, Respected and Responsible
Included

NATIONAL PERFORMANCE FRAMEWORK

Children and young people grow up loved, safe and respected so that they realise their full potential

Children, young people and families live in communities that are inclusive, empowered, resilient and safe

Children, young people and families are creative and their vibrant and diverse cultures are expressed and enjoyed widely



Children, young people and families benefit from a globally competitive, entrepreneurial, inclusive and sustainable economy

Children, young people and families are well educated, skilled and able to contribute to society

Children, young people and families value, enjoy, protect and enhance their environment

Children, young people and families benefit from thriving and innovative businesses, with quality jobs and fair work for everyone

Children, young people and families are healthy and active

Children, young people and families are respected, protected, exercising their human rights and living free from discrimination

Children, young people and families are open, connected and make a positive contribution internationally

Children, young people and families benefit from approaches that tackle poverty by sharing opportunities, wealth and power more equally

Priority 4



PRIORITY 4

PRIORITY 4: Children and Young People are well supported in their families and communities

OUTCOMES

Children, young people and families receive strengths-based support to live independently in their communities, in line with the recommendations of the Promise, with effective holistic intensive support in place for families who require this to avoid accommodation of children and young people.

STRATEGY

Full and effective implementation of GIRFEC will ensure that all children, young people and families have access to the right support at the right time, underpinned by the principles of the Glasgow City Family Support Strategy. Whilst pathways are well established for Child Protection and more targeted and specialist supports, there is a current focus on earlier intervention and prevention through building consistently high quality, strengths-based support throughout all touchpoints. The aim of this work is to promote engagement through addressing immediate sources of stress and distress (e.g. the impact of poverty), and identifying families' strengths as a basis to make positive changes and promote ongoing engagement.

The Children's Services Planning Partnership recognises that resources available have been unable to meet the needs of families with children with disabilities, particularly since the pandemic and more acutely for children with the most complex needs. A review of the current services framework will be undertaken to ensure that services are designed to meet the needs of children with complex needs and their families. Work is also ongoing to develop closer working links between Social Work Services and the Third Sector to ensure that services are developing alongside identified needs.

Relevant Plans and Policies

- United Nations Convention on the Rights of the Child
- GIRFEC Strategy & Action Plan
- Glasgow's Family Support Strategy 20-23
- National Youth Work Strategy (2023-2028)-awaiting release
- Glasgow's Promise 21-24.
- Glasgow Corporate Parenting Plan (currently being refreshed)
- Scottish Government Pathfinder- 'Best Start, Bright Futures - Child Poverty Action Plan'
- Glasgow City Child Poverty Action Plan
- Glasgow Community Plan
- Glasgow City Council Strategic Plan
- Glasgow City HSCP Strategic Plan 2023 - 26
- Glasgow Community Learning & Development Strategic Partnership



Strategy & Action Plan 21-24

- GCC Education - Glasgow Improvement Challenge

Key strategic focus areas

Development of effective pathways to ensure support is available when needs first emerge, with increased understanding of how to access support by families and professionals, in line with the principles of GIRFEC.

Consistent support for children, young people and families across the partnership, with a focus on strengths-based, trauma-informed practice, focusing on alignment of Child Poverty Pathfinder, Whole Family Wellbeing Fund and Employability Services to maximise impact for families.

Partnership work across the Children's Services Planning Partnership in collaboration with families to widen and strengthen joint working to promote holistic, consistent, wraparound support

Children with disabilities will be supported to live at home with their families and be given opportunities to thrive through full and effective implementation of GIRFEC which will ensure that the right families get the right support at the right time. The Children's (Scotland) Act 1995 introduced a new legal framework for assessment services and support for children with disabilities, with services designed to minimise the adverse effects of disability and to enable children and young people to realise their full potential in line with the Social Care (Self Directed Support) (Scotland) Act 2013.

ACTIONS

Universal

Development of networks of family support, integrating the Whole Family Wellbeing Fund, Child Poverty Pathfinder and Employability initiatives

Development of a consistent practice model for family support, providing responsive, flexible, strengths-based support based on the needs and preferences of families

Strengths-based needs assessment and care planning in co-production with families and relevant third sector/statutory service partners to ensure consistent and collaborative approach.

Strengths-based needs assessment and care planning in co-production with families and relevant third sector/statutory service partners to ensure consistent and collaborative approach.

Access to youth work provision which promotes children and young people's socialisation, empowerment, learning and development

Improved use of data, including demographics, equalities and outcome data, to ensure accessibility and effectiveness of interventions, and to support continuous improvement

Early Intervention

Coaching of parents and carers to support their child's learning and development needs



Targeted

Engagement of third sector partners to support a wider group of kinship families, with community development workers to support & advise local kinship groups.

Continued development of a partnership approach between the Health and Social Care Partnership and third sector organisations to deliver effective intensive support that meets the needs of children and young people at risk of accommodation.

Implementation of 'Supporting Families Through Pregnancy' procedures and review of the current structure for supporting families at pre-birth stage

Further testing and full roll out of Autism Improvement work in Health Visiting and Family Nurse Partnership teams to ensure that neurodiverse children and families receive the right support at the right time

A review of the current services framework will be undertaken to ensure that services are designed to meet the needs of families and their children.

Development of closer links between Social Work and the Third Sector to ensure that services are developing alongside identified needs.

The views of children and their families will inform all aspects of service delivery and improvement going forward.

Families will continue to be offered Self Directed Support for those children who need it most.

Close working links with the Carers Service will be continued to ensure that services are offered to all families where there is an identified caring need, with families supported so they can be happy and thrive together.

WELLBEING INDICATORS

Safe, Healthy, Achieving, Nurtured
Active, Respected and Responsible
Included

NATIONAL PERFORMANCE FRAMEWORK

Children and young people grow up loved, safe and respected so that they realise their full potential

Children, young people and families live in communities that are inclusive, empowered, resilient and safe

Children, young people and families are creative and their vibrant and diverse cultures are expressed and enjoyed widely

Children, young people and families benefit from a globally competitive, entrepreneurial, inclusive and sustainable economy

Children, young people and families are well educated, skilled and able to contribute to society

Children, young people and families value, enjoy, protect and enhance their environment

Children, young people and families benefit from thriving and innovative businesses, with quality jobs and fair work for everyone



Children, young people and families are healthy and active

Children, young people and families are respected, protected, exercising their human rights and living free from discrimination

Children, young people and families are open, connected and make a positive contribution internationally

Children, young people and families benefit from approaches that tackle poverty by sharing opportunities, wealth and power more equally

Priority 5



PRIORITY 5

PRIORITY 5: Children and young people are supported to achieve their full potential through excellent and inclusive education, employment and life opportunities

OUTCOMES

Support children, young people and families to achieve their potential through inclusive learning, education and employment opportunities, including building families' readiness to engage at all stages of their development journey.

STRATEGY

The policy drivers of GIRFEC, UNCRC, the Curriculum for Excellence, the Promise, and Glasgow's Towards a Nurturing City underpin the children's rights approach to supporting children and young people to meet their full potential. The nurture approach aims to support an understanding of children's developmental needs, and to shape their educational experience and environment to best meet their needs. Work across the Partnership is focusing on addressing poverty and structural inequalities to maximise families' participation and outcomes, and the network of mental health and wellbeing supports is also developing – based on need – in order to build children, young people's and families' readiness to engage in education and employment opportunities in order to build families' and communities' resilience. Equality of opportunity is a key theme for building an inclusive education system which meets the diverse needs of children, young people and families living in the City.

Relevant Plans and Policies

- United Nations Convention on the Rights of the Child
- Our City, Our Learning, Our Future
- Curriculum for Excellence
- GCC Education - Glasgow Improvement Challenge
- Scottish Government Pathfinder- 'Best Start, Bright Futures - Child Poverty Action Plan'
- Glasgow City Child Poverty Action Plan
- Glasgow Community Plan
- Glasgow City Council Strategic Plan
- Glasgow City HSCP Strategic Plan 2023 - 26
- Glasgow Community Learning & Development Strategic Partnership Strategy & Action Plan 21-24
- Glasgow's Family Support Strategy 20-23
- Glasgow's Promise 21-24
- National Youth Work Strategy (2023-2028)-awaiting release
- GIRFEC Strategy & Action Plan
- Glasgow Corporate Parenting Plan (currently being refreshed)
- Glasgow City HSCP Carer Strategy 2022 - 25



- No One Left Behind
- Glasgow City HSCP Carer Strategy 2022 - 25

Key strategic focus areas

Embed Glasgow's Towards a Nurturing City programme across all education establishments, and support expansion to other services including children's houses

Continue to improve approaches to participation, building on the success of the Glasgow Schools Forum.

Continue to support improvement in parental involvement, parental engagement and family learning through the development, and provision of a range of learning approaches and opportunities for families, practitioners and partners

ACTIONS

Universal

Embed whole establishment approaches to nurture and wellbeing across all schools and early learning and childcare centres.

Continue to support improvement in parental involvement, parental engagement and family learning through the development, and provision of a range of learning approaches and opportunities for families, practitioners and partners

Review, Develop and implement a refreshed city Literacy Strategy and Mathematics and Numeracy Strategy

Take forward the priorities of the National Improvement Framework

Improve attainment measures against the National Improvement Framework and Local Government Benchmarking Framework (LGBF) indicators

Through the Towards Better Futures Strategy deliver Glasgow's aspiration of 100% positive destinations embedding skills for learning, life and work

Increase the number of young people within the School Leavers Follow Up (SLFU) progressing to Higher or Further Education.

Increase the number of young people participating in Foundation Apprenticeships and the number of young people leaving school to a Modern or a Graduate Apprenticeship

Champion equality and equal access to culture, leisure and sport through continued partnership work between museums, arts, music and cultural initiatives and venues to improve health and wellbeing and support accessible educational and social opportunities

Coordination of the Young Person's Guarantee by a Young Person's Employability Coach, collaborating with employers, key partners and young people to embed the principles of No One Left Behind and support young people into a range of positive destinations, including volunteering.

Continue to facilitate delivery of the expanded early learning and childcare hours, reviewing and improving flexibility where possible

Implementation of Every Child a Library Member (ECALM) initiative to promote



library membership from birth to build a love of reading for life.

Early Intervention

Review and refresh Glasgow's Every Child is Included and Supported guidance to take account of the recommendations of the Morgan review, the Promise and changes to GIRFEC implementation

Continued partnership working with providers and establishments to implement the provision of counselling and other mental health supports in schools.

Develop volunteering opportunities, for example, through the Youth Health Service, to offer young people experience which contributes to accreditation such as the Youth Achievement Awards.

Targeted

Improve achievement and attainment for care experienced young people in literacy and numeracy

Ensure education of the highest quality for the small number of children and young people who require alternative, individualised learning pathways

Continue to review the continuum of support across all sectors to facilitate the inclusion of as many children and young people as possible in mainstream settings.

Empower the Education Equalities Working group to develop opportunities for professional learning related to all characteristics and intersectionality

Continue to provide professional learning on recording and reporting discrimination-based incidents and bullying including targeting training for leaders

Continue to develop multiagency approach to supporting pupils who present with emotionally based school attendance issues to ensure that children and young people achieve positive outcomes.

Support care experienced young people to access and sustain positive post-school destinations to consolidate and develop existing specialised and targeted employability supports

Partnership working with schools to provide educational and social support to looked after and accommodated children and young people.

Access to Virtual School, Care Experienced Team, Outdoor Resource Centre, MCR Pathways & Skills Development Scotland to support educational engagement for looked after and accommodated children and young people.

Promise Participation Workers to support care experienced young people to access arts and culture groups across the City.

Support uptake of bursary for children in kinship placements.

Provide education through the Intensive Support and Monitoring Service to meet young people's holistic needs and ensure that young people involved with the service are being supported to meet their potential.



PRIORITY 5

Representation of Glasgow Virtual School on Glasgow Intensive Family Support Service Screening Group with a key link into Education Services where there is risk of family disruption in order to ensure that young people are being supported to sustain opportunities related to learning, life and work.

WELLBEING INDICATOR

Safe, Healthy, Achieving, Nurtured
Active, Respected and Responsible
Included

NATIONAL PERFORMANCE FRAMEWORK

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Children, young people and families benefit from thriving and innovative businesses, with quality jobs and fair work for everyone

Children, young people and families are healthy and active

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Children, young people and families are open, connected and make a positive contribution internationally

Children, young people and families benefit from approaches that tackle poverty by sharing opportunities, wealth and power more equally

Priority 6



PRIORITY 6

PRIORITY 6: Children and young people are involved and included and their views are influential in the development and delivery of services

OUTCOMES

Children and young people are supported to participate in decision-making fora which impact them directly and through the services they receive

STRATEGY

UNCRC, GIRFEC and the Promise emphasise the importance of voice and participation to inform direct support and service development and improvement. The Partnership has been working on improvements to participation approaches to provide a range of options and opportunities for children and young people to engage. This work is a priority for the next three years, and will continue to adapt to respond to young people's feedback, families' and practitioners views, developing ways of work and digital and technological advances.

Relevant Plans and Policies

- United Nations Convention on the Rights of the Child
- Our City, Our Learning, Our Future
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- No One Left Behind
- Glasgow City HSCP Carer Strategy 2022 - 25

Key strategic focus areas

Equal opportunities for all children and young people across all areas of the City, ages and developmental stages, to participate in the full range of activities available across the Partnership, with consideration of the specific needs of children and young people with protected characteristics.



Co-production of innovative methods and tools to support engagement with children and young people which meets their diversity of needs and preferences

ACTIONS

Universal

Promotion of UNCRC principles across all Partnership work

Provision of advocacy services to support children, young people and their families

Development of approaches to engaging children and young people through social media

Develop the role of the Promise Participation Workers to support the delivery of transformational change to promote consistently high quality strengths-based support for children and young people

Increase the accessibility of policies, strategies and plans to children, young people and their families and involve children and young people in identifying gaps in service provision, working in collaboration with key agencies to address these

Continue engagement work to develop a Children and Young People's version of the 2023 – 26 Children's Services Plan, extending the groups of children and young people involved

Develop children, young people and families' understanding of the priorities underpinning work across the Children's Services Planning Partnership

Continue to develop a range of fora for engagement, building on the success of the Glasgow Schools Forum and Glasgow Youth Council, including support to former Glasgow Youth Council members in creating an alternative Youth Voice structure to represent the views of young people and influence decision making across the City. Support to co-ordinate the Scottish Youth Parliament elections with 16 Glasgow Members of the Scottish Youth Parliament elected to represent the 8 constituency areas.

Review the language used in policies and procedures to ensure accessibility and representation of children's voices

Continue to improve partnership approach to addressing digital exclusion, and strengthen the support from Digital Leaders of Learning within each school

Development of a Health Visiting App to provide feedback from children and parents, with parents' views contributing to the neurodiversity improvement work as it progresses.

Early intervention

Use of social media to promote engagement with mental health supports.

Annual Youth Health Service survey for young people and parents to ensure the delivery model is appropriate, accessible and meets the range of young people's needs, with a co-production approach to service developments, and use of marketing materials and social media to ensure engagement and participation.



Targeted

Engagement with children and young people with protected characteristics, enabling and building their skills and confidence to identify need, shape services, influence spend to develop more active, healthier, inclusive and connected communities.

Explore options to continue to grow pupil voice and engagement, especially among children and young people who are currently under-represented, to support influence on school decision making, and Education Services' and school policies

Involve care experienced young people in the development of a consistent, strengths-based approach to including children and young people in the decisions that affect them, in line with the recommendations of the Promise

Update Viewpoint questionnaire in line with children and young people's feedback and the recommendations of the Promise.

Use of direct workbag to gather children's views.

Involvement of Promise Participation Workers in providing support and guidance to implement the Promise Action Plan and to support improvements across the service.

Use of social media to connect accommodated children and young people with their brothers and sisters and other family members and friends.

Development of robust feedback loops from children, young people and families to inform service improvements, modelled on the type of system in place for the Glasgow Intensive Family Support Service, where families' feedback is used to continuously improve and develop the framework for practice.

WELLBEING INDICATOR

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Active, Respected and Responsible
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NATIONAL PERFORMANCE FRAMEWORK

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Children, young people and families benefit from thriving and innovative businesses, with quality jobs and fair work for everyone



PRIORITY
6

Children, young people and families are respected, protected, exercising their human rights and living free from discrimination

Children, young people and families are open, connected and make a positive contribution internationally

Children, young people and families benefit from approaches that tackle poverty by sharing opportunities, wealth and power more equally