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Item No. 6

Meeting Date

Wednesday 16th November 2022

Glasgow City Integration Joint Board Public Engagement Committee

Report By: Mike Burns, Assistant Chief Officer, Children's Services

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Participation and Engagement in Children's Services

Purpose of Report:

To update the IJB Public Engagement Committee on participation and engagement in Children's Services and how these impact on practice and service development and redesign.

Background/Engagement:

The outcome of the Care Review, 'The Promise' highlights the importance of Voice as one of its 5 foundations it states, 'Active listening and engagement must be fundamental to the way Scotland makes decision and supports children and families. There is no simple formula or standardised approach that will suit all.'

[Independent Care Review Reports](#)

This report adds to the activity discussed previously and provides an update on developments.

[Glasgow's Promise Plan, Planning and the Children's Transformation Programme August 2021](#)

Governance Route:

The matters contained within this paper have been previously considered by the following group(s) as part of its development.

HSCP Senior Management Team ☐

Council Corporate Management Team ☐

Health Board Corporate Management Team ☐

Council Committee ☐

Update requested by IJB ☐

Other ☐

Not Applicable ☒

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Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the participation and engagement activity undertaken and ongoing in Children Services.
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Relevance to Integration Joint Board Strategic Plan:
Voice and participation has direct relevance for the delivery of children's services in the HSCP and the delivery, design and codesign of these in line with the strategic plan.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The delivery of Children's Services has relevance to all 9 national health and wellbeing outcomes and the implementation of the national policy Getting It Right For Every Child (GIRFEC).
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Personnel:	No implications.
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Carers:	Children's Services seeks to better align the coordination and strategic approach with the Carers Service and the funding available to support caring and to actively listen to the voice of those in caring roles.
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Provider Organisations:	GCVS and 3 rd sector providers are key partners in the delivery of Children's Services. GCVS actively support engagement activity to inform the planning, development and design of these services.
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Equalities:	The report is to highlight Glasgow HSCP's participation and engagement with children, young people and their families. An EQIA has been completed for both the Family Support Strategy and also for Mental Health monies.
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Fairer Scotland Compliance:	The approach in Children's Services actively seeks to reduce inequalities and to ensure that where children are socially and economically disadvantaged positive outcomes are actively promoted.
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Financial:	No significant financial implications.
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Legal:	No immediate implications.
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Economic Impact:	Not applicable
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Sustainability:	Not applicable
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Sustainable Procurement and Article 19:	Not applicable
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Risk Implications:	Not applicable.
Implications for Glasgow City Council:	Not applicable.
Implications for NHS Greater Glasgow & Clyde:	Not applicable.

1. Purpose

- 1.1. To update the IJB Public Engagement Committee on participation and engagement in Children's Services and how these impact on practice and service development and redesign.

2. Background

- 2.1. As previously stated, 'Voice' is one of the 5 foundations noted in the Promise and Children's services are striving to actively engage with children, young people and their families at every stage to determine the best approaches for service provision for them as individuals and where considerations is being given to developing new services and redesign existing services. This report seeks to highlight a number of areas where engagement has taken place and the influence this has had or seeks to have on families and service provision.

3. Participation Activities

- 3.1. The HSCP employs a number of Children's Right Officers who advocate for care experienced young people in various areas in terms of their own care plans and the quality of the care they receive, as well as supporting them in a range of activities to gain their views and influence strategy and developments.
- 3.2. The Children's Rights Service and Who Cares? Scotland supported PAC (People Achieving Change, our care experienced young people's champions board) members and kept in touch with 20 young people. The PAC funding from the Life Changes Trust ended in November 2020, but the work of PAC continued throughout 2021. Discussions took place about how the work of PAC could be imbedded into Glasgow City Health and Social Care Partnership.
- 3.3. Social Marketing Gateway was commissioned in January 2021, acting on behalf of PAC to conduct insight research to better understand the experiences and opinions of care experienced young people who were between 12 and 26 years old about mental health services. PAC members were offered a range of opportunities to get involved in the research including meeting the researchers, final design of two surveys, briefing sessions, the promotion and completion of the survey, peer facilitators in discussion groups with young people and the option to take part in the Steering Group. 14 PAC members were involved in the research throughout the year and were supported by their named link from the Children's Rights Service or Who Cares? Scotland. All PAC members were kept informed of the progress of the research by email, 1:1 discussion and by text. A Steering Group was set up to progress the research the different members of the Steering Group made

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very valuable contributions and the PAC members appreciated their input and expertise. 143 young people took part in the research. The final report was published in February 2022. [Glasgow PAC Mental Health Research 2022](#) Young people's views are the core of this report: every recommendation for improving mental health support was suggested by 143 care experienced young people. It is important to PAC that all those voices and their experiences can make a difference.

- 3.4. During 2021 the Children's Rights Service supported 15 young people to give their views about the development of Viewpoint an online questionnaire where young people can provide their views about their care and the services they receive. In total 29 children and young people took part with colleagues from social work locality teams, the fostering and adoption service and the Independent Reviewing Officers supporting. Considering their views and suggestions 2 questionnaires that are shorter and strengths focussed have been developed one for under 15 and one for 15+. Young people have provided the art work added the questionnaires.
- 3.5. 9 young people gave their views on 4 branding options for the Health and Social Care Partnerships Strategic Plan Consultation and Engagement, 6 with support from the team. The branding is being used in GCHSCP communications with people when asking them for their views on the Strategic Plan – including emails, posters, presentations and webpages.
- 3.6. The Children's Rights Team attend the Digital Resilience group. The group was set up to address the digital needs of children and young people. This group meets monthly to improve children and young people's digital access, promote digital inclusion, and digital rights. A monthly You Online newsletter is prepared. In 2022 a competition for a new logo for the newsletter took place. There were 3 entries with 31 children and young people taking part in selecting the entry to be used in the newsletter throughout 2022.



- 3.7. The HSCP has recently appointed 4 Promise Participation Workers (PPW's) whose role will be to ensure meaningful involvement of children, young people and their families in the shaping of our services and decisions that affect them. They will also be involved in the redesign of our services for young people in our care who are ready to move on to more independent living and will lead on our Corporate Parenting and Champions Board responsibilities. These posts were open exclusively to applicants with lived care experience themselves – the PPW's will never be expected to share their personal experiences as part of their role, but more so their unique and critical insight into systems and process. The recruitment process was lengthy due to the team receiving over 100 applications for the role, and a number of group interviews and individual interviews took place before the successful 4 candidates were appointed. 2 young people who currently live in our Children's Houses were on the interview panel for both the group and

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individual interviews, following their successful involvement in the last stage of Independent Reviewing Officer (IRO) recruitment.

- 3.8. One of the first activities the Participation Workers will be involved in is the strategic review and re-design of 16+ Accommodation and Support Services for Care Experienced young people. One of the posts has been funded by The Promise via the Corra Foundation for this specific purpose. The HSCP is striving to ensure that 16+ Accommodation and Support Services meet the needs of all of Glasgow's young people with vision to support young people to maintain stability and security to enable them to flourish and meet their potential. Young people's participation will run throughout the review, and initially young people are being asked to complete a simple questionnaire and there is a communications strategy to ensure this is widely accessed to ensure those no longer in contact with services can have a say. A young person has designed a poster which is being used as the branding for this piece of work (Appendix 1).
- 3.9. Children's Services within the HSCP aspires to ensure that we move beyond consultation and engagement – this often being led by the organisational need to know people's opinions about a particular aspect of our service delivery for a particular time/reason – and towards meaningful co-production with Glasgow's children, young people and families. This will require a shift in organisational culture and resource and will mean that our young people and their families are proportionately financially rewarded for sharing their insight. As such, the HSCP is represented on the COSLA national Remuneration forum which is exploring this issue with a view to national consistency. The Promise Participation Workers are therefore considered the first step in a journey towards co-production and co-design.
- 3.10. Over the last 2 years, young people have been involved in the development of 2 new children's houses, one of which opened in October 2022. From the earliest stages of design, young people have been working alongside their care team and the Property Team to inform and enhance the design of the houses. Young people's ideas have been sought in advance of designs being drawn up, and they have been given the opportunity to choose between designs. They have been consulted on interiors, including furniture, fittings and fabrics, with a real focus on creating a loving, nurturing and homely environment.
- 3.11. Within Children's residential care, participation is an integral part of the service plan for delivering The Promise and improving the care experience of our children and young people. It is recognised that our young people have a wealth of expertise in relation to what makes an effective, loving and caring children's house and tapping into that knowledge, as services are developed, is integral to delivering good quality residential care.
- 3.12. One key area of focus for us has been in relation to recruitment. Over the last 18 months, recruitment processes have developed to include assessment centres in addition to panel interviews. This has been central in terms of assessing the value base of candidates, in addition to their knowledge, skills and experience. Young people have played a central role in this process from the initial planning stage where they have shared ideas for scenarios, vignettes and case studies, to participating in the assessment centre on the day. In conjunction with HR, it is proposed to further develop this area by

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involving young people in all parts of the recruitment process, including the panel interviews, and ensuring that our young people have a meaningful role in the overall assessment of candidates.

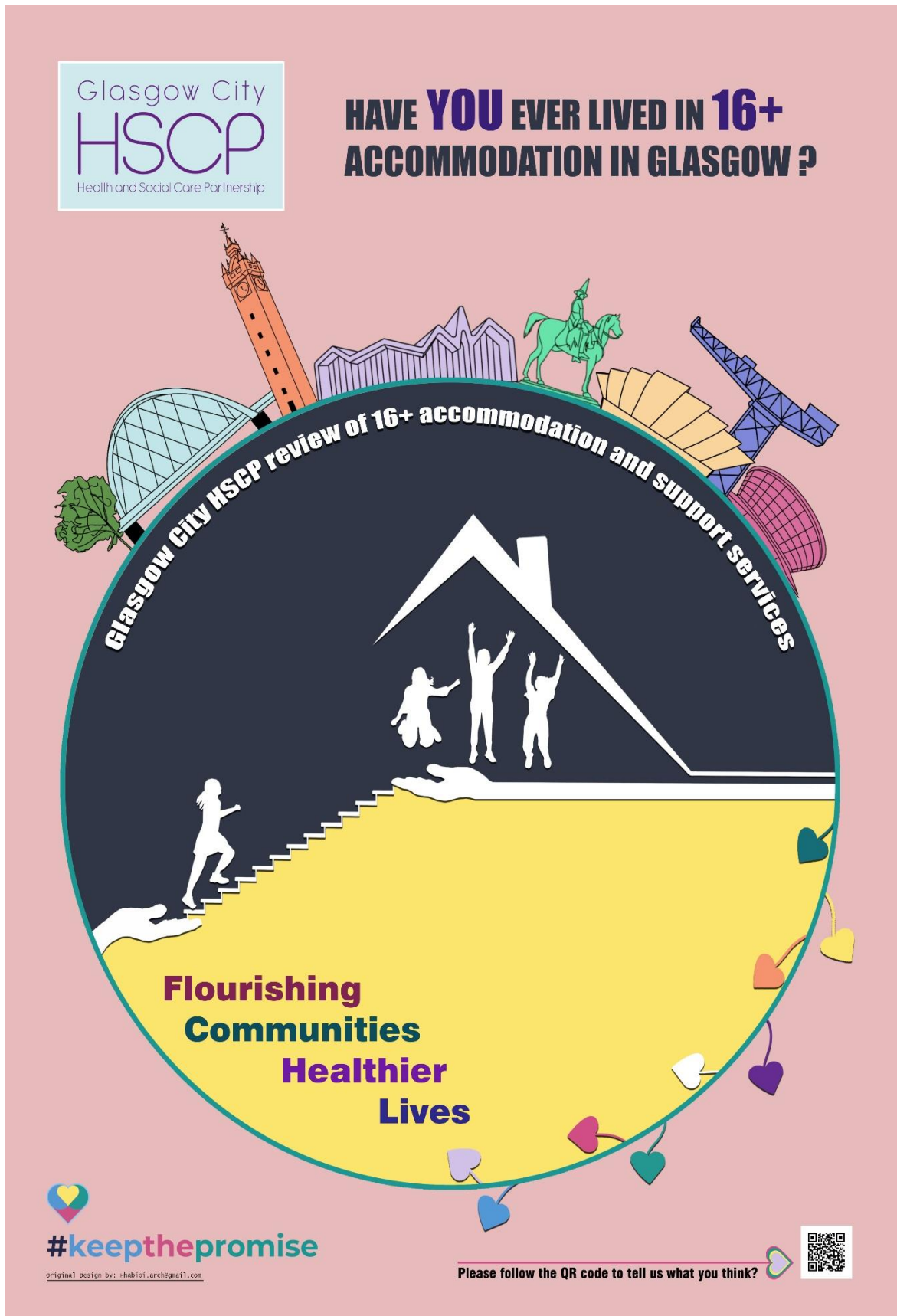
- 3.13. Within children's residential services, it is recognised that the transition into our children's houses can be very traumatic for our young people. The loss of family members, and other people that are important in their lives, the impact of the change, and the threat of the unknown, shape that initial experience. First impressions matter, and small things can make a difference. How a young person experiences this is critical at the point of transition and can impact on the success of their overall care placement within the house. Safety, security, care and compassion are the kind of first impressions that young person should experience, helping them to settle in and giving them the best chance of a positive care experience. As such, we have been working alongside our young people in Chaplet Avenue Children's House and the organisation Scottish Throughcare and Forum (STaF) to design and develop Welcome Boxes for all children and young people from birth to 18. Going forward, all children and young people who come to live in either foster carer or a children's house will receive a Welcome Box.
- 3.14. In designing and developing the boxes, our young people have drawn on their own experiences of coming into care for the first time, to help identify those things that would have made it easier for them. They have chosen items such as soft blankets, night lights, teddy bears, beautiful and significant books, as well as memory boxes and chocolate to be included in the box. They met with designers to create and develop images for the boxes that reflect their identity as Glaswegians, designing images that they felt would connect with all children and young people in Glasgow. (Appendix 2) The box includes a copy of Shannon's Letter, a letter written by a care-experienced young person about their reflections of their time in care. It offers much needed reassurance for the young person at a difficult time of transition, as well as valuable advice and guidance from someone with the same lived experience. These boxes demonstrate the valuable contribution that children and young people can make in relation to service improvement.
- 3.15. Finally, a website has now been developed to highlight the work Glasgow's Children's services is undertaking in relation to delivering the Promise www.glasgowspromise.co.uk demonstrating a commitment to communicating via this platform in an accessible and engaging format for children, young people and their families. The website was launched on 26 October 2022 to reflect this being Care Experienced week. There is also a dedicated Promise e-mail address thepromise@glasgow.gov.uk for any enquiries relating to how Glasgow is keeping the Promise.

4. Recommendations

- 4.1. The IJB Public Engagement Committee is asked to:
- a) Note the participation and engagement activity undertaken and ongoing in Children Services.

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Appendix 1



Appendix 2

