



Item No. 7

Meeting Date Wednesday 15th November 2023

**Glasgow City
Integration Joint Board
Public Engagement Committee**

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

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**Integrated Children’s Services Plan 2023 – 2026
Consultation and Engagement Process**

Purpose of Report:

To provide the IJB Public Engagement Committee with detail of the consultation and engagement process with children and young people to develop the Children’s Services Plan 2023-2026.

Background/Engagement:

The Children’s Services Plan is a statutory requirement outlining the key priorities of the Children’s Services Planning Partnership. Given its importance for driving activity across the Partnership, a key element in developing the Plan is engagement with children and young people. Engagement for this Plan included creative engagement in order to provide children and young people with a range of ways to express themselves including art, design and drama. Feedback suggests that this was successful in hearing different voices, including from children and young people who are often less interested in engaging through traditional methods such as surveys and focus groups.

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

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	The draft CSP has been approved by the CSP Steering Group, GIRFEC Lead Officers' Group, Children's Services Executive Group and the IJB. Not Applicable <input type="checkbox"/>
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Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the process for engaging children and young people in the development of the Children's Services Plan 2023 – 2026; b) Note the positive impact of creative engagement on the process of involving children and young people in the development of the Plan; c) Note the approval and publication of the Children's Services Plan 2023 – 2026; and d) Note the priorities and next steps.
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Relevance to Integration Joint Board Strategic Plan:
The engagement of children and young people in developing the Children's Services Plan aligns with the IJB Strategic Plan aim to develop strong communities through engagement: "Strong communities are places or environments where people who live, work and contribute in those communities have a say in what happens. They will have the resources, skills and opportunities they need." (IJB Strategic Plan 2023-2026 Accessible Summary, p.5) The engagement of children and young people has been critical to developing strategies and activities underpinning each of the priorities to ensure that the approaches and services being delivered across the Partnership align with the areas of importance to children and young people.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The Children's Services Plan and the process of its development is designed to address all of the National Health and Wellbeing Outcomes, which are referenced in the Plan.
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Personnel:	Staff were consulted as part of the engagement to support the development of the Plan, which is important as staff across the Community Planning Partnership are required to work within the parameters of the Children's Services Plan in order to deliver best possible outcomes for children and families. The Plan outlines the overall strategy for meeting each priority.
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Carers:	Carers will benefit from the delivery of improved, integrated local services, and the Glasgow City HSCP Carers Strategy (2022-2025) is specifically referenced within the Plan.
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Provider Organisations:	Provider Organisations are represented in the CSP Steering Group and have actively contributed to the development of the Plan, and the refinement of the
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	priorities to take account of local organisations' current work and strategic priorities.
Equalities:	As with the previous Integrated Children's Services Plan (2020-2023), the strategic priorities are based on the diverse needs of children and families in Glasgow, with a commitment to reducing inequalities and improving health outcomes for children and young people, as well as ensuring equality of access to the full range of supports and services provided by the HSCP and partner agencies. An EQIA has been completed for the Plan, and the engagement process involved a diverse group of children and young people, as detailed below.
Fairer Scotland Compliance:	The Plan has been developed to take account of the additional impact of poverty post-pandemic and during the Cost of Living crisis, and a new priority specially focused on addressing poverty has been added in response to feedback from children and young people.
Financial:	The implementation of the Plan will not have direct financial implications, though further development of services and the workforce may have indirect financial implications over the period of the Plan.
Legal:	None.
Economic Impact:	It is anticipated that there will be positive economic impact as a result of more integrated and streamlined support, which will reduce duplication, and increase capacity and equality of access, and achieve positive outcomes for children and young people, in response to their feedback.
Sustainability:	Through increased alignment and reduced duplication, it is hoped that the Plan will help to support provider sustainability across the children's services sector.
Sustainable Procurement and Article 19:	Development of the Plan did not involve direct procurement of services, and instead provides a framework for the delivery and integration of services to promote better outcomes for children, young people and families.
Risk Implications:	None.
Implications for Glasgow City Council:	The Plan is beneficial to the Council as it creates a shared set of priorities across all partner agencies, aligning the aims of different services and integrating children and young people's feedback in order to maximise the impact of support for the benefit of children and young people and families.

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Implications for NHS Greater Glasgow & Clyde:	The Plan is beneficial to the NHS as it creates a shared set of priorities across all partner agencies, aligning the aims of different services, in order to maximise the impact of support and complement the range of specialist NHS provisions available to children, young people and families
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1. Purpose

- 1.1. To provide the IJB Public Engagement Committee with detail of the consultation and engagement process with children and young people to develop the Children's Services Plan 2023-2026.

2. Background

- 2.1. There is a growing responsibility on Scottish Government, Local Authorities, HSCPs and Children's Services Partnerships to engage with our youngest citizens and gather their views on issues that affect them. This extends to engaging with groups of young people of all ages and backgrounds to ensure that a fair and representative breadth of views are heard. These views are then collated to inform and shape the strategic and service decisions made on their behalf. Where appropriate, children and young people can then be supported to be involved in service design, delivery and evaluation, thereby ensuring their perspectives are integrated into every aspect of services for children.
- 2.2. Every three years, each Local Authority must publish a Children's Services Plan under the requirements of the [Children and Young People \(Scotland\) Act 2014](#). The Scottish Government provides guidance on what should be included in the plan, and this includes engaging with children and young people. Feedback provided by the Scottish Government on Glasgow's 2017-2020 Children's Services Plan indicated that there was insufficient consultation of children and incorporation of their views. Therefore, for the 2020-2023 version, there was extensive engagement carried out with children and young people and this underpinned the development of five key priorities. Since the publication of the 2020-2023 Plan, there has been ongoing engagement with children and young people to develop the child friendly version of the Plan, which has culminated in a series of short videos. Part of this process involved children and young people feeding back on the Plan, and this was supplemented with a targeted exercise within schools and community settings to gather children and young people's views on the priorities to inform the 2023-2026 version.
- 2.3. The engagement process started with an open question asking children and young people to provide feedback on the areas most important to them which then developed into creative engagement activity using art, design and drama to elicit feedback on the existing priorities. Over 200 children and young people participated, with positive feedback about the process from children, young people, teachers and community leaders.

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3. Demographics and Equalities

- 3.1. Six schools and six community groups participated in the engagement, with five of the schools and groups participating in two sessions. The schools were all in SIMD 1 areas (areas with the highest levels of deprivation) and the community groups were based in a range of areas, including decile 1, 2, 7 and 8 (least deprived areas). In order to try and represent a range of children and young people's views, engagement sessions were carried out with children and young people attending LGBTQIA+, Scottish Refugee Council and Quarriers support groups. Sessions were also arranged with Youth and Scouts Groups. Over the course of the development of the child friendly version of the plan and the creative engagement process, groups of children and young people from mainstream education establishments (Early Years Centres, Primary and Secondary Schools), Additional Support Needs schools, care experienced young people, LGBTQIA+ young people and asylum seeking young people were involved.
- 3.2. The age range of children and young people was between 3 and 20 years. Almost half (47%) were aged between 8 and 11 years, with a further third (34%) aged between 11 and 13 years.
- 3.3. In one of the participating schools, 20 different languages are spoken by pupils, highlighting the range of backgrounds and demographics of children and young people participating in the engagement sessions.

4. Creative Engagement Process

- 4.1. When developing the child friendly version of the Plan, children and young people were asked to provide feedback on areas they felt could be strengthened within the 2020-2023 Children's Services Plan. These insights, along with feedback collated by members of the Children's Services Plan Steering Group, informed the design of a creative engagement exercise with children and young people to inform the development of the 2023-2026 Plan.
- 4.2. The engagement sessions were facilitated by officers from the HSCP Children's Services Planning Team and an artist. The session started with an overview of the process of developing the Children's Services Plan, the reasons for engaging with children and young people and an overview of the format of the session(s). The children and young people were then asked an open question about the areas of importance to children and young people, and a creative engagement process was used to elicit children and young people's views about the priorities driving the 2020-2023 Plan, with feedback specifically elicited in relation to strengths and/or gaps in order to inform the development of the new Plan and priorities. The creative engagement comprised of drama, storytelling, art and design, including making models and tote bags. In some of the sessions, children and young people made items to keep.

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5. Feedback and Analysis

5.1. 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 group of asylum seeking young people emphasised the importance of access to education and the ability to work and give back to their new country, and the LGBTQIA+ group commented on the importance of acceptance of (intersectional) differences.

5.2. The feedback provided from children and young people was broadly affirming of the 2020-2023 priorities, with selected examples of the areas important to children and young people included below:

"All children should be safe"

"Education – so we can learn and get good jobs"

"Children's rights - all of them"

"Food – definitely the most important"

"Enough to eat every day...never go to bed hungry"

"Safety in their environment"

"Less homophobia in schools"

"Is it the family you're born with or the family you choose?"

"Home is not a place, it's a feeling"

"Fun and having toys"

"Comfortable warm beds for everyone"

"Like to have lots of cuddles, especially at bedtime"

5.3. Given the focus of children and young people's feedback on themes related to poverty and the cost of living crisis, a new priority was introduced into the 2023-2026 Plan specifically focused on poverty.

5.4. Feedback from practitioners supporting the children and young people was very positive. One head teacher stated that "we don't do much arts activity through the year and the children really enjoy it... can we get more?" and another school sent an email saying:

"Thanks [HSCP Planning Team Officer], it was wonderful to meet both you and [Artist] on Wednesday and our children thoroughly enjoyed the session."

Scout leaders stated that the sessions would help young people to achieve citizenship aspects of their awards programme, and school teachers praised the creative aspect of the sessions as an opportunity for their children to engage in aspects of the curriculum related to arts, which can be difficult to fit into the daily timetable.

6. Children's Services Plan Priorities and Next Steps

The final set of priorities are as follows:

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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

Next steps will be to develop the child friendly version of the Plan and also the social media communications plan for the Plan.

7. Recommendations

7.1. The IJB Public Engagement Committee is asked to:

- a) Note the process for engaging children and young people in the development of the Children's Services Plan 2023-2026;
- b) Note the positive impact of creative engagement on the process of involving children and young people in the development of the Plan;
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