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|-------------------------|--|--------------------|----------------------|
| <b>Report To:</b>       | <b>Inverclyde Health &amp; Social Care Committee</b>   | <b>Date:</b>       | <b>8 June 2022</b>   |
| <b>Report By:</b>       | <b>Allen Stevenson<br/>Interim Chief Officer<br/>Inverclyde Health Social Care Partnership</b>   | <b>Report No:</b>  | <b>SW/21/2022/AG</b> |
| <b>Contact Officer:</b> | <b>Anne Glendinning<br/>Acting Head of Children &amp; Families and Criminal Justice Services<br/>Inverclyde Health and Social Care Partnership</b> | <b>Contact No:</b> | <b>01475 715368</b>  |
| <b>Subject:</b>         | <b>THE PROMISE</b>   |                    |                      |

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## 1.0 PURPOSE

- 1.1 The purpose of this report is to update the Health and Social Care Committee on the progression of local activity and delivery of The Promise referred to locally as I Promise (Inverclyde's Promise).

## 2.0 SUMMARY

- 2.1 The Promise was published in 2020 followed by the 2021- 24 plan outlining Scotland's ambition and commitment to ensure that children grow up loved, safe and respected so that they realise their full potential.
- 2.2 Inverclyde HSCP in partnership with CVS Inverclyde and Inverclyde Alcohol Drug Partnership made a successful funding bid to the Promise Partnership in 2021 to establish the I Promise Team. The service pressures associated with the pandemic did create challenges in establishing the team however the I Promise Programme Manager took up post in January 2022 and is joined by the 3<sup>rd</sup> Sector development worker and a coaching and modelling worker.
- 2.3 The I Promise Team is tasked with enabling Inverclyde HSCP to deliver on the five foundations on which The Promise is founded and outlined in Promise Plan 2021-24:-
- A good childhood
  - Whole Family Support
  - Planning
  - Supporting the workforce
  - Building capacity

The Promise is embedded within wider strategic planning processes including children's service planning and it is intended that the I Promise team will have a pivotal supporting role in supporting and enabling partner agencies fulfil their Promise plans.

2.4 The I Promise team have produced quarterly reports that outlines the range of activity undertaken:-

1. Awareness raising with all partner agencies throughout Inverclyde;
2. The consultation with children, young people and families who are care experienced in order to provide a good childhood, provide whole family support and building capacity;
3. Development of the I Promise Board;
4. Whole Family Approach that scaffolds the whole family with the aim of ensuring that children can safely within their family reducing the need for children to be looked after away from home. This has included a small test of change.
5. Test of change focusing on the delivery of Throughcare, Aftercare, and Continuing Care for young people who have been looked after; and
6. Maintaining strong links with the national Promise Team

### **3.0 RECOMMENDATIONS**

3.1 The Health and Social Care Committee note the progression of activity in delivering Inverclyde's commitment to The Promise and the establishment of the I Promise Team.

3.2 That members of the Health and Social Care Committee continue to actively support the delivery of I Promise and the system shifts required.

**Allen Stevenson**  
**Interim Corporate Director (Chief Officer)**  
**Inverclyde Health & Social Care Partnership**

## **4.0 BACKGROUND**

- 4.1 The Promise was published in 2020 followed by the 2021-24 plan outlining Scotland's ambition and commitment to ensure that children grow up loved, safe and respected so that they realise their full potential.
- 4.2 Inverclyde HSCP in partnership with CVS Inverclyde and Inverclyde Alcohol Drug Partnership made a successful funding bid amounting to £250,000 to the Promise Partnership in March 2021. The bid was built on existing work streams and pledges by Inverclyde "help me by helping my family" and "nothing about me without me".
- 4.3 The funding allocated was aimed at delivering system changes aligned to The Promise with the condition of partnership approaches following the Scottish Approach to Service Design (SAAtSD). The I Promise Team was established in line with the aim of progressing the cultural and systems changes required to implement The Promise.
- 4.4 The I Promise Team was established in January 2022 delays were experienced due to a range of service pressures and covid response priorities role. The I-Promise Team were recruited predominantly on experience and the ability to establish effective working relationships. This reinforces the importance of relationships and promotes the foundation of People and Voice in the creation of the I-Promise Team and upholds an agile way of working.
- 4.5 The I-Promise Team have a key role in modelling for the wider organisation and as such although there is a structural hierarchy within the team in terms of responsibility, there is no hierarchy in the approach or accessibility of the team to wider stakeholders.
- 4.6 Early activity around the Promise began within the multi-agency Children's Services Planning Partnership in conjunction with the Champions Board. It is hoped that the I-Promise Team will have capacity to support the delivery of the wider Inverclyde planning activity around implementing The Promise providing support from the learning taking place to other agencies and services to develop their own plans to deliver on transformational change.
- 4.7 The I Promise Team is tasked with enabling the HSCP to deliver on the five foundations on which The Promise is founded and outlined in Promise Plan 2021-24 and have produced a brief quarterly report (attached) that provides an overview of the range of activity on the five foundations of the Promise Plan 2021/24:-
  - A good childhood
  - Whole Family Support
  - Planning
  - Supporting the workforce
  - Building capacity

## **5.0 PROPOSALS**

- 5.1 Inverclyde HSCP will continue to implement the learning from I Promise which will shape the delivery of services to children and families across Inverclyde. This will strategically link with the emerging government commitment to Whole Family Wellbeing and preventative spend.

## 6.0 IMPLICATIONS

### Finance

#### 6.1 Financial Implications:

I Promise is funded directly Promise Partnership administered by Cora Foundation on a non-recurring basis.

| Cost Centre | Budget Heading           | Budget Years | Proposed Spend this Report | Virement From | Other Comments  |
|-------------|--------------------------|--------------|----------------------------|---------------|---|
| N/A         | Employee costs           |              | 77                         |               | I Promise Programme Manager   |
|             | Payments to other Bodies |              | 130                        |               | 3 <sup>rd</sup> Sector Development worker<br>Coaching Modelling worker      |
|             |                          |              | 43                         |               | Resourcing of consultation / discovery exploration activity/ test of change |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact | Virement From (If Applicable) | Other Comments |
|-------------|----------------|------------------|-------------------|-------------------------------|----------------|
| N/A         |                |                  |                   |                               |                |

### Legal

6.2 None

### Human Resources

6.3 None

### Equalities

#### 6.4 Equalities

(a) Has an Equality Impact Assessment been carried out?

|     |  |
|-----|--|
| YES |  |
| x   | NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required |

(b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

|   |  |
|---|--|
| x | YES – The promise seeks to address the human cost of the care system and reduce the disadvantage and inequalities experienced by children and young people |
|   | NO   |

(c) Data Protection

Has a Data Protection Impact Assessment been carried out?

|   |        |
|---|--------|
|   | YES –. |
| x | NO     |

**Repopulation**

6.5 N/A

**7.0 CONSULTATIONS**

7.1 Promise activity across Inverclyde is done in consultation with partner agencies and young people with care experience.

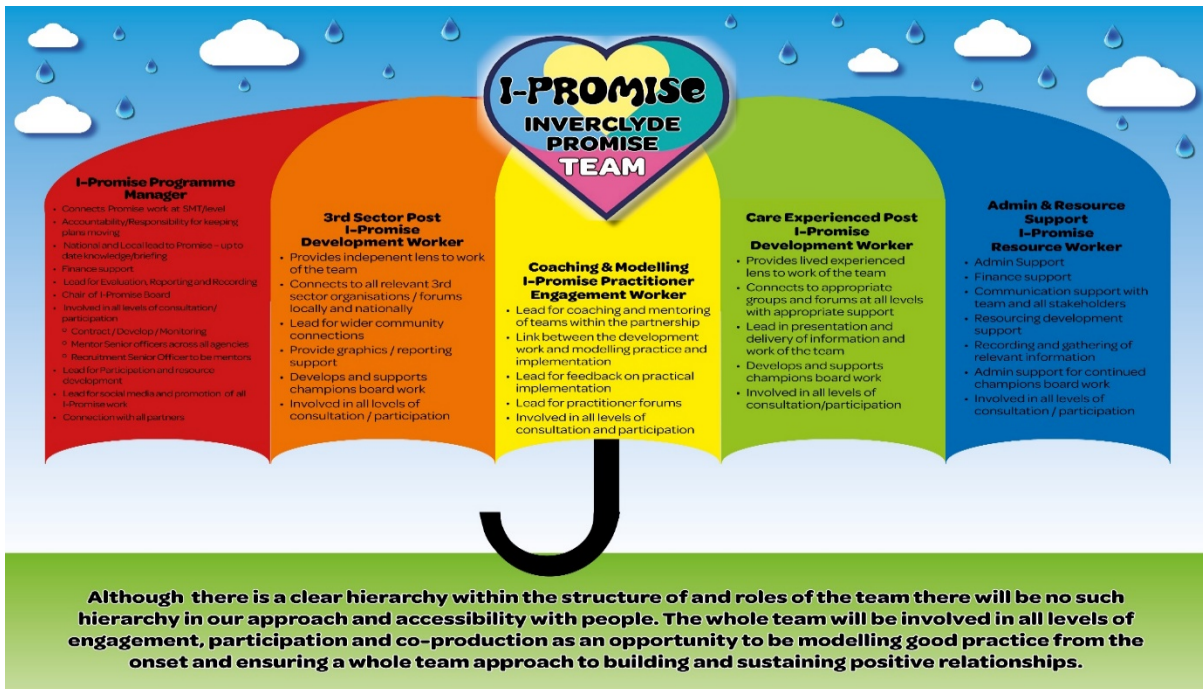
**8.0 BACKGROUND PAPERS**

8.1 I Promise Quarterly Report

**Inverclyde Promise Team**  
**Quarterly Report April 2022**

I Promise team is now been in operation for 3 months with the Coaching and Modelling practitioner joining the Programme Manager and Development Worker. A note of interest in hosting a Business Administration Modern Apprentice is submitted.

The Coaching and Modelling practitioner has also received a place on the Scottish Approach to Service Design School with National Promise Team.



Work is progressing in relation to the **Five Priority areas** within Promise Plan 21-24 in line with national agenda.

**A GOOD CHILDHOOD**

Inverclyde Young People and Corporate Parents undertook Stop and Go Pledges which the team are now promoting to aim to meet all 5 priority areas, specifically a good childhood and whole family support.

The Stop and Go Pledges have been made into larger posters and will be displayed within Hector McNeil House and Princes Street House, there will also be available copies of The Promise, Pinky Promise, Plan 21-24 and Change Programme. As detailed:

## INVERCLYDE HSCP PLEDGE 1

### Keeping Families Connected

*“Help me by helping me and my family”*

|  |   |  |
|--|---|--|
|   | <p><u>My Rights</u></p>   |   |
| <ul style="list-style-type: none"> <li>Stop birth families from feeling isolated</li> <li>Stop kinship carers from feeling isolated</li> <li>Stop services from care planning without the input from appropriate extended family members</li> <li>Stop separating siblings unless there are <u>safe guarding</u> reasons</li> <li>Stop putting barriers in place that may limit sibling contact</li> <li>Stop a lack of information that allows children to form part of their identity</li> </ul> | <p><b>Article 3</b> - All adults should always do what is best for you.</p> <p><b>Article 8</b> - You have the right to an identity.</p> <p><b>Article 12</b> - You have the right to an opinion and for it to be listened to and taken seriously.</p> <p><b>Article 20</b> - You have the right to special protection and help if you can't live with your parents.</p> <p><b>Article 21</b> - You have the right to have the best care for you if you are adopted or fostered or living in care</p> <p><b>Article 39</b> - You have the right to help if you have been hurt, neglected, or badly treated.</p> | <ul style="list-style-type: none"> <li>Birth Ties – A range of support for birth families of children who have been adopted</li> <li>Support for parents and family members even if children are not returning home</li> <li>Ensuring children know that support is being offered to their family</li> <li>Family Ties – A range of support for Kinship carers and extended family members including parents</li> <li>Early inclusion of extended family members in care planning</li> <li>Early support for permanent sibling placements</li> <li>Increase opportunities for siblings who are separated to spend time together and/or build/maintain relationships</li> </ul> |

### The 5 Inverclyde Stop Go Pledges are:

- Help me by helping my family
- Nothing about me without me
- Try to keep me where I am and support me for as long as needed
- Help me to understand what's happening and why
- Help people to understand me and my experiences

Creation of I Promise Logo and straplines alternating 5 pledges for correspondence/social media/twitter.



The Promise is at the heart of Inverclyde with the 5 foundations of the Promise given consideration.

Consultation with care experienced children and young people regarding logos and correspondence. These have now been placed onto hoodies and also other merchandise that will be distributed throughout launch day/night or I Promise Board and Open Days.

### Test of Change – Planning (Throughcare, Aftercare, Continuing Care)

Care experienced young people who have moved into their own accommodation or, will be moving into their own accommodation in the near future formed a focus group to explore and discuss in partnership with staff of the Throughcare, continuing care and Aftercare services what changes could be made to improve the service.

Assessment materials were considered with language at the core, group members proposed changes, and paperwork is now referred to as a check-in rather than an assessment. Young People also co designed the new paperwork to be more user friendly using relatable language within the discussion points and influenced the content and options to better reflect the needs of young people. Understanding of the three services and referral route was also explored within the group and workforce.

- The new check in paperwork is now being piloted with Through Care, After Care and Continuing Care Teams alongside service users.
- Name has been proposed by young people to the Going4Ward service one name and one referral door in.
- Referral process – new referral form designed, referrals to 1 central point then coordinated to appropriate worker/team (3 Teams under G4W Service).
- This particular group began to look at language and a further group will be set up to continue to look at language which will feedback into the I Promise board



Form fields for the Going4Ward check-in:

- NAME: [ ]
- MY LIFESTYLE: [ ]
- MY FAMILY, FRIENDS and RELATIONSHIPS: [ ]
- ANY SIGNIFICANT LIFE EVENTS - BIRTHS, DEATHS, MARRIAGES: [ ]
- MY HEALTH and WELLBEING: [ ]
- MY LEARNING, MY WORK: [ ]

### What matters to Children and Families?

Consultation mirroring the Independent Care Review with children, young people and families of Inverclyde who are care experienced will determine what we need to do better.

**106** letters are being distributed to Social Workers for young people who are currently subject to Compulsory Supervision Orders this week who will share these with young people aged 14-18 years of age in an effort to introduce the team and meet in person or virtually to obtain their views in relation to their experience and how as a service we can do better.

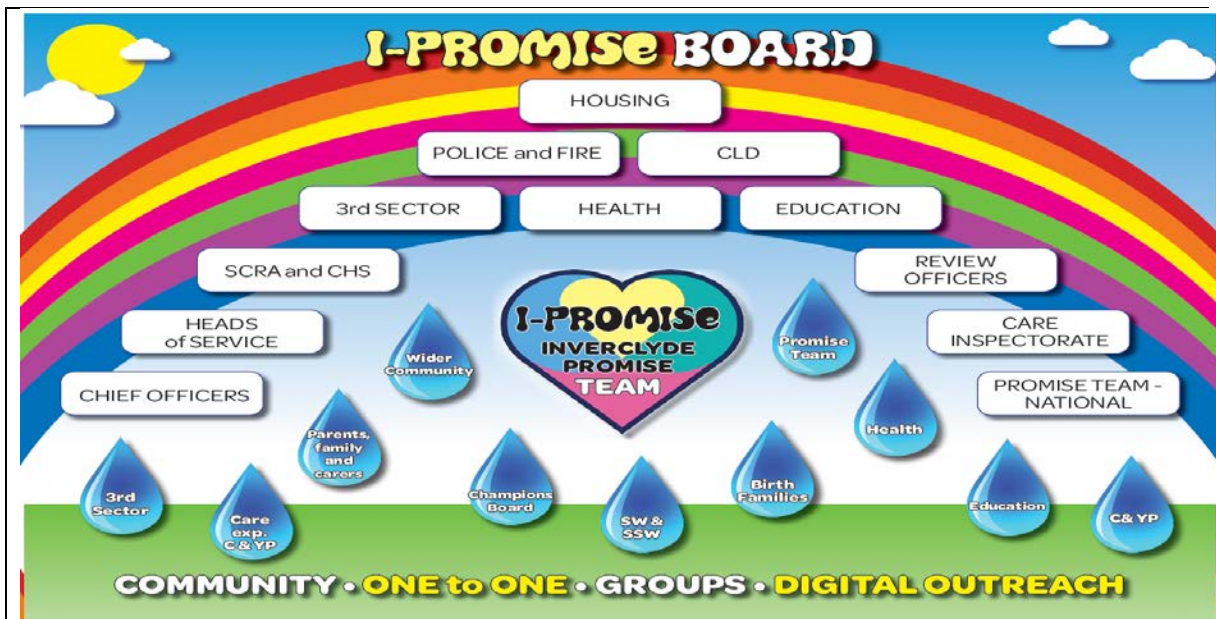
A further **45** letters will be sent to 11-13 year olds.

And **74** letters will be sent to 4-11 year olds.

As noted the consultation that we undertake with children, young people and families will be within the realms of the Scottish Approach to Service Design which we understand and value whilst promoting active participation of those involved and this participation has







Connections have already been made current corporate parents in line with Champions Board. This diagram demonstrates the vision for I Promise board. As time is spent with partners and colleagues discussion is and will continue around the importance of Keeping the Promise and the need for Promise keepers to be identified.

Key corporate parents to date who have agreed to forming the I Promise Board are detailed below and discussion is ongoing to bring on board other partners.

- Elected members
- Chief Officer / Executive
- Police Scotland
- NHS
- Scottish Fire and Rescue
- Children's Rights Officer
- Education
- Barnardos
- West College Scotland)

## WHOLE FAMILY SUPPORT

**Family:** where children are safe in their families and feel loved they must stay – and families must be given support together to nurture that love and overcome the difficulties that get in the way.

**Scaffolding:** workforce/ supports that would be ready and responsive to families when this is required.

**Test of Change** – a small outreach reach service delivered to 10 families has been in operation aimed at reducing the risk of children and young people being accommodated. Consultation undertaken with social worker/parents has included the following:

- Parents have shared this has been so helpful and supportive
- Parents have also said it was difficult to accept at first but the children love having staff there and it has helped them.
- Good relationships with staff and feel supported
- SW advised that emotional support was very much required and beneficial
- SW advised that the service has so far been successful. I'll be contacting the service to withdraw this week following positive improvements for the family.
- The family have said that the supports have been intrusive at times. This is more about the nature of support rather than individual practice however they were able to engage.

**Alcohol and Drugs Partnership** – Discussion and input has taken place on The National Promise and IPromise regarding Whole Family Approach to Recovery and expectations actions in relation to alcohol and drugs. An input to ADP committee is planned for May.

Recovery community supports were set up in November 2021 and information awareness /referral process of support/recovery cafes with connections made with Social work teams to identify referral pathway to recovery community projects.

All information regarding the service being provided within Inverclyde has been shared with SW Workforce that is offered 7 days per week.

Further discussion being offered to those with lived experience.

**Kinship Carers** – time was spent with Kinship carers who identified a number of barriers with regards to the level of care they are providing to their young people.

## PLANNING

Part of National Guidance CP working group- **Family Group Decision Making** with unborn infants webinar with Edinburgh City Council and time with Reviewing Officers and Service Manager regarding test of change/Pilot ,

Focus on **wellbeing assessments**

The introduction of **Mind of My Own** –a digital tool for ensuring we are meeting the requirements of The Promise in relation to promoting the voice of the child is being explored.

I Promise Team plan to undertake **IROC Award** to ensure that all activity has children's rights at the core.

Attendance at NES Scottish Trauma Informed Leaders Training. Recognition of the importance of the LA being **trauma informed** across the whole workforce.

## SUPPORTING THE WORKFORCE

### **Workforce**

Awareness raising with SW workforce is almost complete with the consultation and input to 55 plus SSW/SW/SWA/HM within Children and Families. This has included discussion in relation to What are we doing well, what do we need to do better. Statements from The Promise Briefings in relation to our ambitions

A tracking report is underway which includes a baseline of where we are at in terms of plan 21-24/Change programme and what needs to be better in terms of outcomes. This will be shared with workforce following a final session and will include the development day with Throughcare, Aftercare and Continuing Care.

There are a number of key themes being shared from the workforce however what has been identified by the team is the value that the workforce place on relationship based practice with children, young people and families.

Workforce sessions to join the dots of all the supports available to families across Inverclyde from HSCP and 3<sup>rd</sup> Sector partners.

### **Emerging themes so far**

Family group decision making- Need to facilitate opportunities for families to come up with solutions. Empower our families.

Wellbeing assessments keep repeating the history and almost reaffirming it. Write reports that care experienced children and young people and families WANT to read. Developing a young person report like the Pinky Promise version/style.

Report Writing, needs to be written in a way that young people and families understand. We need to change the language and the way we report. Writing to the child/young person in case notes and also within minutes/plans.

Peer support opportunities – value of lived experience, people supporting each other, building resilience together and empowering each other

Family Time (contact) we need better environments to meet that are friendly and relaxing spaces, family time needs better coordinated so less stigma perceived.

Language -change the language we use to be less stigmatising and more supportive, clear and concise.

Specific actions graded on a traffic light system, used as a baseline for moving forward in terms of their plan.

## **Youth Justice**

### Plan 21-24 Youth Justice:

- The disproportionate criminalisation of care experienced children and young person will end
- 16-17 year old will no longer be placed in young offenders institute for sentence or remand
- There will be sufficient community based alternatives so that detention is a last resort
- Children who do need to have their liberty restricted will be cared for in small, safe trauma informed environments that uphold their rights

Social workers involved in delivering youth justice had a session with I Promise team looking specifically at Plan 21-24 objectives and the Change Programme for Youth Justice. In addition information was provided on the National Promise and key details of secure care, restraints and Justice.

## **Partner Agencies**

Child Protection Practitioner's forum were provided with the National Promise and I Promise presentation on 25<sup>th</sup> April 2022. Also delivered to The Best Start in Life Network. Joint working has also commenced with the Parenting Strategy group.

Communication has commenced with Employability and West College Scotland in relation to how we support care experienced children to access college and be supported throughout their course or should they withdraw from their course. Work will continue in relation to a strategy plan along with Virtual Head Teacher for Care Experienced young people.

Continued work with Poverty Action group in terms of contribution to Action plan.

## **4 Children's Houses**

Awareness and development days planned this will include Language matters. National Promise Briefings/Plan 21-24 and specific residential statements.

|           |                             |
|-----------|-----------------------------|
| No 9      | 27 <sup>th</sup> April 2022 |
| The View  | 29 <sup>th</sup> April 2022 |
| Kylemore  | 3 <sup>rd</sup> May 2022    |
| Crosshill | 17 <sup>th</sup> May 2022   |

**Awareness raising with Fostering/Kinship Services** will take place on 4<sup>th</sup> May 2022

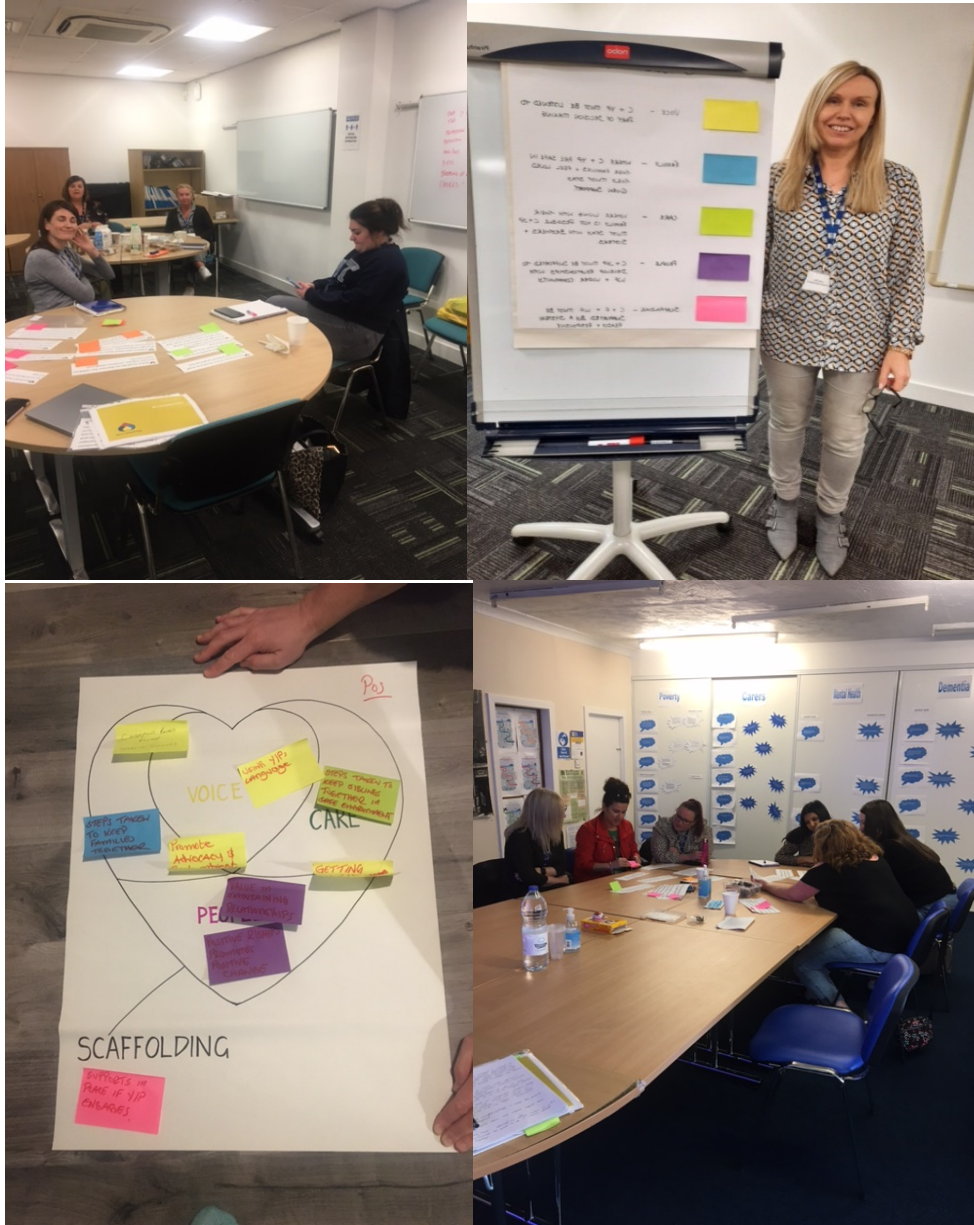
**Awareness raising with Adoption Services** on 16<sup>th</sup> May.

Previous days had been spent with **Throughcare/Continuing Care/After Care - Development Day** held including Promise information directed to this service.



**Learning and Development Team /students - Promise input and discussion (awareness raising and what we are doing well and need to do better) March**

Some photos attached.



**BUILDING CAPACITY**

Awareness raising with Children's Panel members took place 7<sup>th</sup> March and 14<sup>th</sup> March virtually (Inverclyde panel community) This includes learning from The Promise, what we are doing well and need to improve. These engagements covered local and national Promise plans. The first engagement covered Inverclyde's Promise and then the following week Carol Wassell, Head of Area Support and Community Improvement for Children's Hearing's Scotland spoke regarding CHS delivering the promise and legislation.

Local face to face input is planned for **Thursday 5<sup>th</sup> May 2022** to explore with the panel community regarding keeping the promise. The Foundations will be a focused exercise along with specific briefings from National Promise with regards to Children's Hearings. Photos will follow.

**POWERED BY YOUNG PEOPLE = Jargon Buster/Language Matters**

The young people have been engaging in Jargon Buster/Language Matters. Here is what they have so far.

**LETS STOP USING**

ABSCOND  
CARE PLAN  
CHALLENGING BEHAVIOUR

CONTACT

PERMANENCE  
PLACEMENT

live  
RESPITE

SIBLINGS

STAFF, SUPPORT WORKER, UNIT MANAGER    Their name, My person  
RELEVANT PERSON

LAAC  
LAAH  
SAFEGUARDING

CSO  
ICSO  
ASSESSMENT

IN CARE  
SCATTER FLAT

CASE FILE  
TRANSITIONS

**THIS SOUNDS AND FEELS BETTER**

Run away; Go missing  
Future plans; My plan  
Having trouble coping; feeling distressed;  
Difficult thoughts  
Making plans to see our family; Family meet  
up time/Family time; Seeing  
Dad/Mum/Gran/etc.

My home without disruptions  
Our home; My house or the house where I

A break for children (not carers); Day out;  
Stay over; Sleepover

Our brothers and sisters; People who are  
related to me

My Story

As noted, a previous test of change relates to the Planning of Throughcare, Aftercare and Continuing Care in terms of their Going4ward paperwork.

**National Promise linkage**

|  |  |
|--|--|
| Attendance at 5 day Design school        | Complete with additional 1-1 with lead design          |
| Monthly links with National Promise Team | This includes local authorities/3 <sup>rd</sup> sector |
| Engagement with COSLA                    | Re The Promise/GIRFEC/National Promise                 |
| Link with neighbouring authorities       | Peer learning  |

|                     |   |
|---------------------|---|
| Meetings with CORRA | Oversight of spending and work progress |
|---------------------|---|

I Promise Team

27<sup>th</sup> April 2022