

Report To: Health and Social Care Committee **Date:** 11 January 2018

Report By: Louise Long
Corporate Director, (Chief Officer)
Inverclyde Health and Social Care
Partnership (HSCP) **Report No:**
SW/01/2018/SMcA

Contact Officer: Sharon McAlees
Head of Children Services and
Criminal Justice **Contact No:** 01475 715365

Subject: UNICEF RIGHTS RESPECTING AWARD KYLEMORE
RESIDENTIAL CHILDREN'S UNIT

1.0 PURPOSE

- 1.1 The purpose of this report is to advise the Health and Social Care Committee of Kylemore residential childcare unit's achievement in gaining the UNICEF UK Level One Rights Respecting Award.

2.0 SUMMARY

- 2.1 The UNICEF UK Rights Respecting Award is well established across education settings in the UK. The development of UNICEF accreditation and recognition of rights respecting practice across residential childcare settings was supported and developed by UNICEF, Inverclyde's Children's Rights and Information Worker and Inverclyde residential childcare services.
- 2.2 Kylemore, Neil St and Crosshill residential units registered for the UNICEF UK Rights Respecting Award in 2015 and were awarded recognition of commitment in 2016. All three residential units have continued to work towards the Level 1 which is the highest achievable level possible for residential services.
- 2.3 Kylemore was formally assessed as meeting the standards for the Level 1 Rights Respecting Award on 18th September 2017. This is the first award of its kind in the UK for residential childcare services. UNICEF have described this service as world class

3.0 RECOMMENDATIONS

- 3.1 The Health and Social Care Committee is asked to note the achievement of Kylemore Children's Unit.

Louise Long
Corporate Director (Chief Officer)
Inverclyde HSCP

4.0 BACKGROUND

- 4.1 The UNICEF UK Rights Respecting Schools Award is well established across education settings across the United Kingdom. The development of accreditation and recognition of rights respecting practice across children's residential care settings was supported and developed by UNICEF, Inverclyde's Children's Rights and Information Worker, Inverclyde residential childcare services and is unique to Inverclyde.
- 4.2 Kylemore, Neil St and Crosshill residential children's units registered for the UNICEF UK Rights Respecting Award in 2015 and were awarded recognition of commitment in 2016. All three residential units have continued to work towards Level 1 which is the highest achievable level possible for residential services. In September 2017 Kylemore children's unit was assessed as meeting the standards for Rights Respecting Level 1 Award. It is anticipated that Crosshill and Neil St will reach this level of achievement in 2018.
- 4.3 The Level 1 Rights Respecting Award assesses evidence within four standards.
- Standard A - Rights respecting values underpin leadership and management
Standard B – The whole community learns about the Convention on the Rights of the Child.
Standard C – The establishment has a rights-respecting ethos
Standard D- Children and young people are empowered to become active citizens and learners
- 4.4 The assessors met with young people, managers, staff, parents, liaison police officer and considered additional evidence provided via a learning walk, written material and a children's rights DVD made by young people.
- 4.5 A number of areas of good practice were highlighted within each assessed standard each of which contributed to the award. Staff, young people and parents reported that they feel respected and that since introducing a rights based approach relationships are stronger and based on mutual respect.
- 4.6 The Level 1 award within residential child care services is an important milestone for Kylemore and the first of its kind in the UK. During the assessment a number of actions and priorities were agreed to enable the service to maintain the standard and progress successfully. This area of achievement is recognised as sector leading and other local authorities have expressed an interest in learning how they can embed similar approaches .UNICEF have described this development as world class.

5.0 IMPLICATIONS

FINANCE

5.1 Financial Implications:

One off Costs

| Cost Centre | Budget Heading | Budget Years | Proposed Spend this Report £000 | Virement From | Other Comments |
|-------------|----------------|--------------|---------------------------------|---------------|----------------|
| | | | | | |

Annually Recurring Costs/ (Savings)

| Cost Centre | Budget Heading | With Effect from | Annual Net Impact £000 | Virement From (If Applicable) | Other Comments |
|-------------|----------------|------------------|------------------------|-------------------------------|----------------|
| | | | | | |

LEGAL

5.2 There are no legal issues within this report.

HUMAN RESOURCES

5.3 There are no human resources issues within this report.

EQUALITIES

5.4 There are no equality issues within this report.

Has an Equality Impact Assessment been carried out?

| | |
|---|---|
| | YES (see attached appendix) |
| √ | NO – This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required. |

6.0 CONSULTATION

6.1 This report has been prepared by the Chief Officer, Inverclyde Health and Social Care Partnership (HSCP).

7.0 LIST OF BACKGROUND PAPERS

7.1 UNICEF Rights Respecting School Award (UNICEF are currently working on the branding of the award to design it specific to residential services).

UNICEF UK RIGHTS RESPECTING SCHOOL AWARD

ASSESSMENT REPORT - LEVEL ONE

| | |
|--------------------------|--------------------------------------|
| | Kylemore Residential Children's Unit |
| Unit Manager | Donna Macintyre |
| RRSA coordinator: | Gill Roxburgh |
| Local authority: | Inverclyde Council |
| Assessors: | Gerry McMurtrie & Aileen Wilson |
| Date: | 18 September 2017 |

The school context:

Kylemore Residential Children's Unit is a purpose built residential children's house, located in a residential area of Greenock. The service provides care and accommodation for up to six children and young people who are Looked After and Accommodated by the Local Authority. Kylemore offers quality accommodation with two large lounge areas, a kitchen, dining room, sun lounge and individual bedrooms with ensuite facilities. Large outdoor areas are laid mainly to lawn, with an area of decking. Young people were involved in the design process for the new building. Kylemore officially opened in 2013.

A recent unannounced Care Inspectorate inspection awarded Kylemore as excellent.

First registered for RRSA: 18/11/15

Recognition of Commitment: 5/5/16

Assessment information:

| | | | |
|--|---|--|-----|
| Progress and evaluation form received | Yes | Impact evaluation form received | Yes |
| Attendees at SLT meeting | Unit Manager / Depute Unit Manager | | |
| Number of children and young people interviewed | 2 | | |
| Number of staff interviewed | 2 Residential Staff 1 Cook 1 Parent 1 Community Police Officer | | |
| Evidence provided | Learning walk Written evidence Child Rights DVD | | |

The Assessment Judgement:

Kylemore Residential Unit has met the Standards for UNICEF UK's Rights Respecting Schools Award at LEVEL 1

The following good practice evident at the assessment contributes to the unit's success at Level 1:

Standard A:

Rights-respecting values underpin leadership and management

- The Senior Management Team demonstrated real passion and commitment to the principles of the RRSA and had a sound knowledge of the UNCRC and the importance of a rights based approach to supporting looked after young people. The Unit Manager said *"It has encouraged our young people to develop a sense of self-worth, and to empower them to be involved in their care planning. We want our young people to know that we are here for them, and that their plan meets their individual needs. That only works by them being involved"*. Care Plans have been revised and are now linked to Articles of the UNCRC, with personal goals rather than expected behaviours.
- The Depute Manager said *"Originally it was all very management led. Some staff felt this was something new for them to do, until they realised that rights based practice is actually something they have always been doing. It's about us as staff ensuring we do the best for all of the young people in our care"*.
- The RRSA and the Rights Based Approach to supporting young people was clearly referenced as a key priority within the Unit Development Plan, and has been recognised as a key strength during a recent Care Commission Inspection. The Inspection team recorded that *"Through strong insightful practices, taking account of young people's right to be listened to and taken seriously, the service had created further means of providing a particularly nurturing and therapeutic environment in which young people flourished and felt valued"*.

Standard B:

The whole community involved with the Unit learns about the CRC

- All staff and young people interviewed were confidently able to discuss key articles of the UNCRC. The young people interviewed were able to talk about how rights impacted on their daily lives. One young person said *"We know about our rights because we are told about them and given lots of information and chances to talk about them. The staff respect us and we respect them back. I know they want the best for me and help me to get that. Knowing about rights has helped me in school and now that I am working part time"*.
- Staff advised that everything they do is about promoting the rights of the individual child in their care. One member of staff said *"Everything that happens now is in consultation with young people. We fully involve them in all decisions. As they grow up, various rights touch them, from school, to the community, to work. Promoting their rights is now part of our daily practice and conversations"*. Staff mentioned that they no longer have formal meetings within the unit – and that this has since been replaced with a much more relaxed conversation during 'tea time talk'. This gives staff and young people time to talk about issues, make suggestions, and develop plans for menus, trips and activities.
- Parents are supported by staff to continue to be involved in the lives of their children, where appropriate. If it is safe to do so, parents are welcome to visit the unit and attend review meetings, or to have dinner with their child. One parent said *"They phone me and keep me up to date. I feel welcome here and that has really helped us as a family"*.

Standard C:

The Unit has a rights-respecting ethos

- Staff and young people worked together to develop a charter of rights, focusing on the promotion of positive behaviour and respect for rights. The charter is displayed in the main hallway and linked to articles of the UNCRC. A 'Rights Frame' has also been developed and includes a number of statements from young people alongside Article numbers. This has been cleverly designed using scrabble and is on display for all visitors to the unit to see.
- All young people are provided with a Welcome Pack when they first move in. This pack includes information around children's rights and what they are entitled to while being looked after and accommodated. The young people were supported to be involved in the creation of the packs. The Children's Rights Officer visits the Unit regularly and provides localised information and support. UNCRC posters are on display within the staff areas, with information leaflets provided to all staff.
- Staff and young people reported that they feel respected and listened to within the Unit. Staff advised that since introducing a Rights Based Approach, relationships are stronger and based on mutual respect. One staff member said *"Everything here is about supporting the children. It's helping them to make informed choices and moving away from the feeling of them living in an institution. This is their home for as long as they need it to be. A open, honest relationship built on trust and respect is key to this"*.

Standard D:

Children are empowered to become active citizens and learners

- All young people interviewed said they felt happy and safe in Kylemore, and were confident that their voices and opinions would be heard, listened to, and acted upon. Young people talked about being involved in the design of the current building, and how this has also impacted on the development of two new residential units currently being built. Young people have a say in decorating their own bedrooms, and being involved in their own care planning and reviews. Young people reported that they are always supported and encouraged to have their say. All young people have access to an independent advocacy worker, a Children's Rights Officer, Unit key worker and Social Worker. Staff support young people with their education needs and have supported them to move to higher education and employment.
- Young people get together during 'tea time talks' and use this time to have their say. Young People said that they had been involved in planning group activities and ideas for holidays. The young people are also regularly involved in the planning of unit meals and can get involved with the chef and cook meals when they wish.
- Young people were involved in creating a DVD promoting the rights of the child and sharing what they have been doing in Kylemore. This included them organising a walk up Ben Lomond while raising money for their chosen charity – The Yorkhill Children's ward. This was important to the young people as it directly affects one of them. Young people have also been involved in supporting a number of local and global charities though bake sales and coffee mornings. Young people also asked for pets, were listened to, and now have a Unit dog to care for. This has helped them to create a warm, homely environment.

Continuing to improve:

Level 1 is an important milestone on the Rights Respecting journey. In the light of the assessment visit, the assessor has identified the following priorities for further progress. These recommendations, based on Unicef's experience, will have been discussed in more detail during the assessment visit:

In order for the unit to maintain and progress successfully, the following steps and actions will be required:

- Be more explicit in looking for correlation between improved outcomes for children and the implementation of a rights based approach across the unit. Continue to ensure that rights remain at the heart of care planning documentation.
- Enhance ambassadorial activity by enabling children and staff to promote and encourage Rights Respecting values and actions and knowledge of the UNCRC with other residential units within the local community and with other Duty Bearers within the Local Authority.
- Continue to raise awareness and deepen the knowledge and understanding of the UNCRC across all staff and young people. Consider using the Child Rights Launchpad resource to support this: <https://launchpad.unicef.org.uk/>
- Build upon the work already begun to support young people to be active citizens and continue to encourage them to be involved in decisions. Continue to encourage young people to attend youth forums and be involved in shaping their care experience.
- Continue to embed the Unicef RRSA Charter Guidance and focus on the language of 'respect for rights' and endeavour to include actions for Duty Bearers as well as for children.