
Report To:	Inverclyde Integration Joint Board	Date: 27 June 2022
Report By:	Allen Stevenson Interim Chief Officer Inverclyde Health & Social Care Partnership	Report No: IJB/28/2022/AG
Contact Officer:	Anne Glendinning Acting Head of Children & Families and Criminal Justice Services Inverclyde Health and Social Care Partnership	Contact No: 01475 715282
Subject:	THE PROMISE	

1.0 PURPOSE

- 1.1 The purpose of this report is to update the Integration Joint Board 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 is joined by the 3rd 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 a quarterly report 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 live 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.
6. Maintaining strong links with the national Promise Team.

3.0 RECOMMENDATIONS

3.1 The Integration Joint Board 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 Integration Joint Board continue to actively support the delivery of I Promise and the system shifts required.

Allen Stevenson
Interim Chief Officer

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. 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 at appendix 1) 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 IMPLICATIONS

FINANCE

- 5.1 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 £000	Virement From	Other Comments
N/A	Employee costs		77		I Promise Programme Manager
	Payments to other Bodies		130		3 rd Sector Development worker 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 £000	Virement From	Other Comments
N/A					

LEGAL

- 5.2 None

HUMAN RESOURCES

- 5.3 There are no specific human resources implications arising from this report.

EQUALITIES

- 5.4 Has an Equality Impact Assessment been carried out?

	YES
✓	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.

- 5.4.1 How does this report address our Equality Outcomes?

Equalities Outcome	Implications
People, including individuals from the above protected characteristic groups, can access HSCP services.	none
Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.	none

People with protected characteristics feel safe within their communities.	none
People with protected characteristics feel included in the planning and developing of services.	none
HSCP staff understand the needs of people with different protected characteristic and promote diversity in the work that they do.	none
Opportunities to support Learning Disability service users experiencing gender based violence are maximised.	none
Positive attitudes towards the resettled refugee community in Inverclyde are promoted.	none

CLINICAL OR CARE GOVERNANCE IMPLICATIONS

5.5 There are no clinical or care governance implications arising from this report.

NATIONAL WELLBEING OUTCOMES

5.6 How does this report support delivery of the National Wellbeing Outcomes?

National Wellbeing Outcome	Implications
People are able to look after and improve their own health and wellbeing and live in good health for longer.	none
People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community	none
People who use health and social care services have positive experiences of those services, and have their dignity respected.	none
Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.	none
Health and social care services contribute to reducing health inequalities.	none
People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.	none
People using health and social care services are safe from harm.	none
People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.	none
Resources are used effectively in the provision of health and social care services.	none

6.0 DIRECTIONS

6.1

Direction Required to Council, Health Board or Both	Direction to:	
	1. No Direction Required	X
	2. Inverclyde Council	
	3. NHS Greater Glasgow & Clyde (GG&C)	
	4. Inverclyde Council and NHS GG&C	

7.0 CONSULTATION

7.1 The report has been prepared by the Interim Chief Officer of Inverclyde Health and Social Care Partnership (HSCP) after due consideration with relevant senior officers in the HSCP.

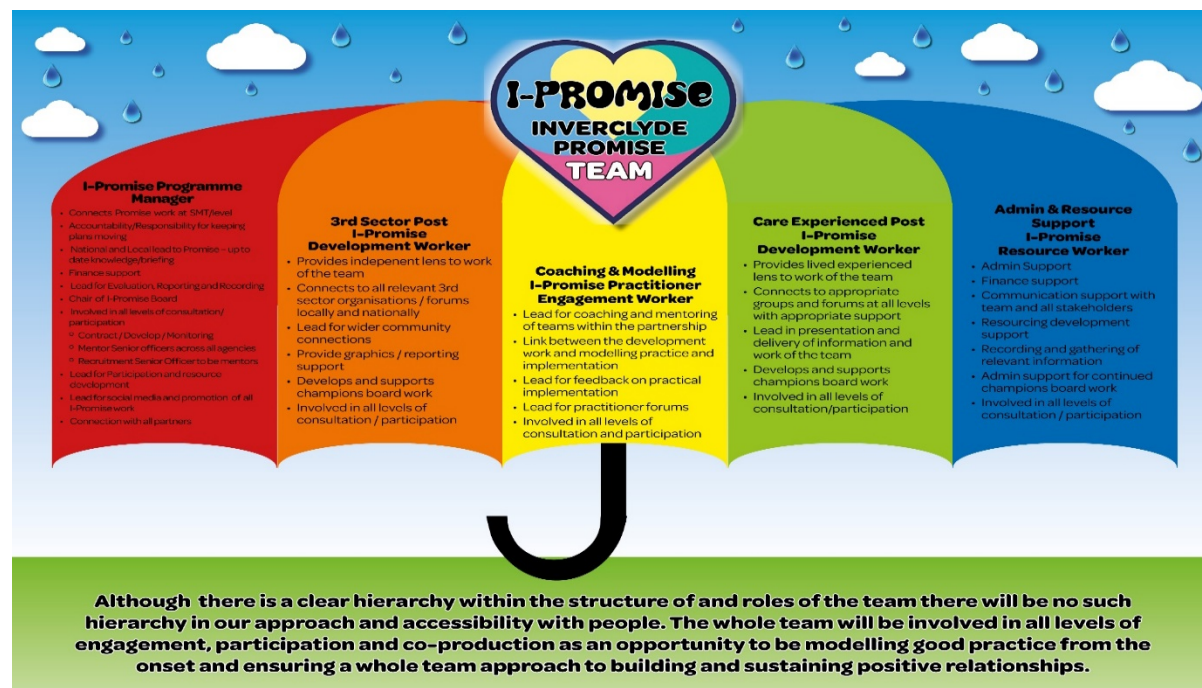
8.0 BACKGROUND PAPERS

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

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 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

been from the onset. Proud2care young people have had continued discussions with the team in relation to progressing forward with raising awareness and beginning the consultation process. Being mindful of the digital element of The Promise and recognition of no assumptions in relation to literacy levels the QR code which contains a video ensuring that we are not disadvantaging anyone along with careful planning ahead. A young person within the group reminded that assumptions can never be made regarding literacy levels.

Copy of letter



Hello Sean,

We are writing to introduce ourselves as Inverclyde's Promise Team. You may have heard about the Promise, for Scotland to be the best place in the world for children and young people to grow up. If you scan the QR code over the page you can see a short video clip, where we further introduce ourselves!

The Promise Team has been formed to reach out to Inverclyde's care experienced children, young people and families here in Inverclyde to have your voice heard and make the right changes. We need to hear from those who know care experience best. You will know from school that it is your right to have your voice heard, this is especially important to us.

We are hoping to have lots of opportunities to hear your voice. We have listed options of how we might be able to do this over the page and invite you to tick the box for what you think would be the best options for you.

The type of questions we will ask you are about your experiences including the support provided, meetings you attend and what we can do to change things. We want to listen carefully to what needs changed.

Everything is confidential and the information that you share will be so important for us to make the right changes, we will not use your names or any other identifying information.

You can return this letter back to your social worker once you have chosen the options over the page.

Thank you for taking the time to read our letter.

Yours sincerely
Lesley & Erin
I Promise Team

We will
#KEEPTHEPROMISE
NOTHING ABOUT YOU WITHOUT YOU
Inverclyde council |  |  | 

Please tick what you think would be the best way for us to support you to have your voice heard and how is the best way to contact you?

- To meet 1-1 Email _____
- To meet in a group setting Mobile _____
- To speak over the phone House No: _____
- A survey via email
- To speak over a digital meeting
- A digital survey
- Drop in at school

Other:



Erin Power

Lesley Ellis



You can scan here to meet the Team if you have a camera phone!

If you want to chat more about this or have any questions, we can be contacted via the details below

Email: ipromiseteam@inverclyde.gov.uk

Your Voice: 01475 729028 (Erin)

Lomond View Academy: 01475 715020 (Lesley)

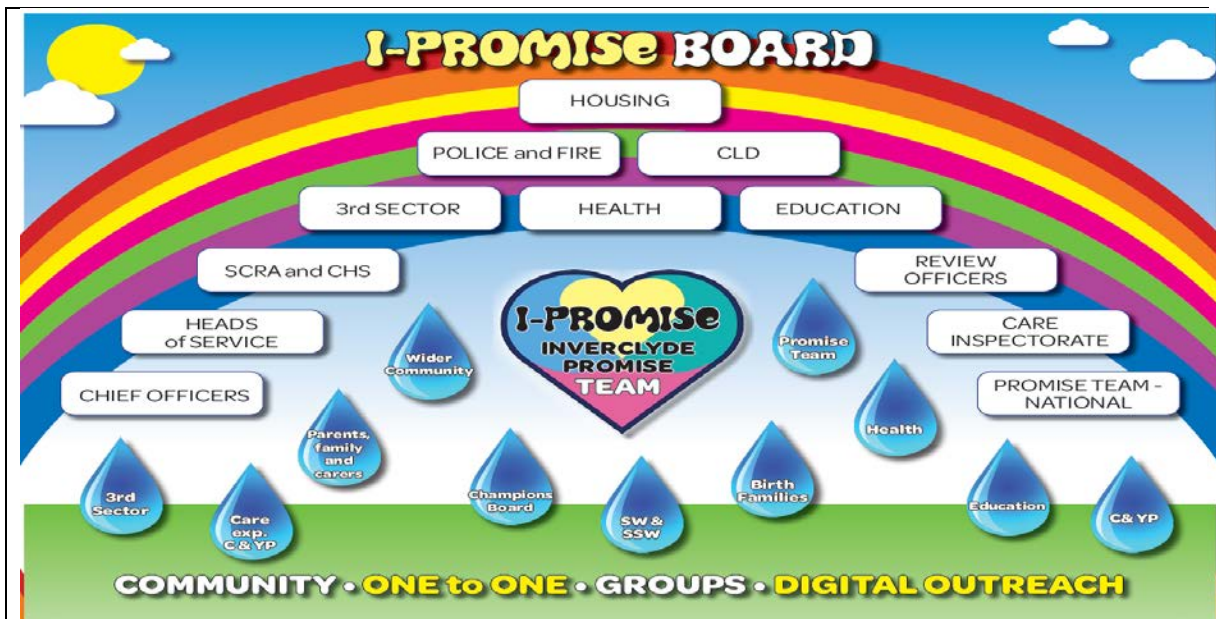
Or you can contact us through your social worker.



Stategic plan refresh – Big 6 actions.

The Proud2Care young people were part of consultation process with Head of Service facilitated by I Promise team. The information shared during the discussion was relevant in relation to the priority area of a good childhood in terms of supporting young people with their mental health, having access to information in relation to substance misuse and in addition they shared that in order for this advice to be effective more communication should take place with lived experience people.

I Promise Board/Championship Board – Corporate Parents.



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 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 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 3rd 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 25th 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 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 th April 2022
The View	29 th April 2022
Kylemore	3 rd May 2022
Crosshill	17 th May 2022

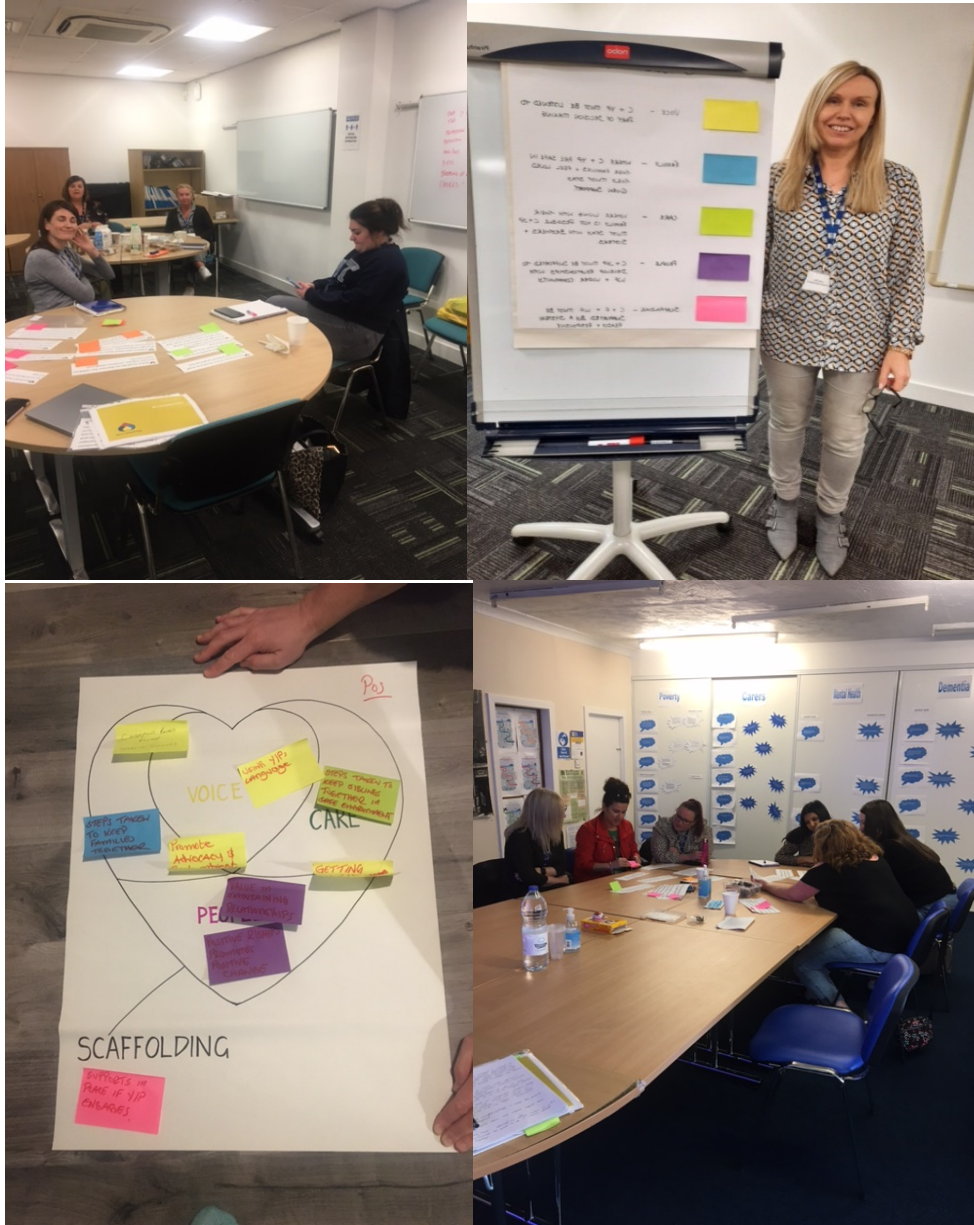
Awareness raising with Fostering/Kinship Services will take place on 4th May 2022

Awareness raising with Adoption Services on 16th 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 7th March and 14th 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 5th 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

RESPIRE

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 rd 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
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I Promise Team

27th April 2022