



CYPIC National Conference 2023

Keeping the Promise
Session 2
1.45 pm – 2.45

Scotland made a promise to care experienced children and young people:



You **will** grow up loved, safe and respected.
And by 2030, that promise **must be kept.**



What did you hear that struck you most?
What could you take away and put into
practice?



Children 1st Family Wellbeing Service East Renfrewshire

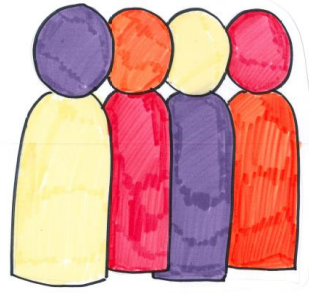
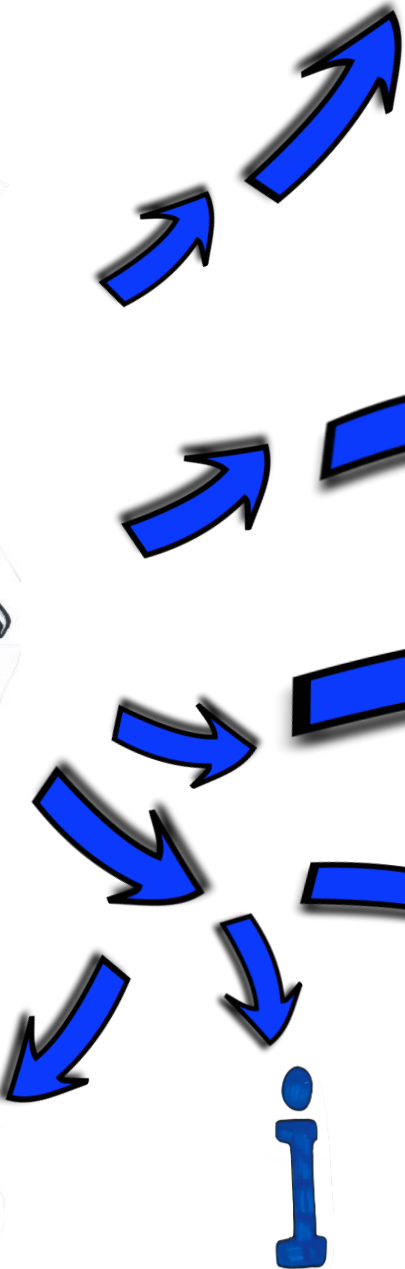


Leeann Hart
Maureen McAteer



What comes to mind when
you think of family support
in Scotland?

Children 1st



The Challenge

- Increasing numbers of distressed children and young people
- Overwhelmed professionals and systems
- Anxious parents and families
- Children and young people re-presenting repeatedly – not receiving the help they needed

The Hypothesis

- Children and young people needed a new alternative.
- The emotional wellbeing and resilience of children and young people is built, compromised and recovered within family and community relationships.
- Holistic, family support can support children, young people and their families to improve their emotional and mental wellbeing.

no confidence **frightened** **rejection** **low self esteem** **alone**
Lack of self worth **sad** **under pressure** **Can't regulate feelings**
Substance misuse **worried**
afraid **hated** **Help!!!** **Suicidal thoughts**
being bullied **aggression and anger** **stressed** **embarrassed**
helpless **Identity struggles** **Self Harm** **Isolation**
tired **Relationship difficulties** **confused** **desperate**
different **Caring for family members**
missing school **Lack of belonging** **lonely** **paralysed**
misunderstood **Struggle with everyday things – bus, café, shops**



What's happened so far?

- Over a three year evaluation, the service saw:
- 66% decrease in GP repeat visits for mental health support in the six months following a referral to us
 - 86% reduction in re-presentations one year after a referral

Success and Challenge

Success:

- True partnership working
- Shared understanding and response to risk
- Bravery led to success

Challenge:

- There is no Nirvana and challenge is ok!
- It does take time, and it does take resource
- Sustainability/Planning

For more information on the East Renfrewshire service you can listen to our story in a forthcoming Promise Podcast or watch the clip below in the App

[\(2\) East Renfrewshire Family Wellbeing Service - YouTube](#)

You can also contact us directly

Leeann Hart leeann.hart@children1st.org.uk

Maureen McAteer maureen.mcateer@children1st.org.uk



What did you hear that struck you most?
What could you take away and put into practice?

Support to Keep the Promise

Careen Rennie, Implementation Lead

Rachael Hood, Promise Design School Lead

E: support@thepromise.scot



Why Change?

- Publication of the Strategic Work Programme
- Promise Delivery Partner role has evolved
- Support offer needs widened
- Greater understanding of the needs & asks of local authority areas and wider partners
- Optimise resource allocation
- Feedback from Local Authorities
- Clear and transparent Support offer

Revised Support Offer: Tiered Levels of Support

(1) Universal

(2) Targeted

(3) Specialist

- Each tier would enable efficient resource utilisation & targeted assistance based on need.
- The support offer is tangible and equitable.

Universal Support Offer

- This level provides universal resources for all – ease of access and assisting/supporting delivery of Promise actions in Local Authorities and with **wider partners**.
- It aims to establish a foundation to aid effective service delivery.
- Menu of Supports
- Examples: Communities of Interest, Promise Leads Network meetings, themed pop-up sessions, merchandise, website resources, podcasts...

Targeted Support Offer

- This level tailors assistance based on specific needs and challenges.
- PDP's will collaborate with Local Authorities & partners to develop customised strategies.
- Targeted support can be offered based on need, expertise and will likely be short term for specific pieces of work.
- Example: Tailored Promise Design School programmes, Promise conferences/events, joining steering groups, training programmes etc.

Specialist Support Offer

- Local Authorities and partners requiring more complex and longer-term pieces of work on specific themes.
- This level would involve more intensive collaboration between support teams, Local Authorities, and relevant stakeholders to overcome and support complex challenges in the longer-term.
- Example: *Promise in Places*, focused work on whole system tests of change & 'doing the money differently'...

Regional Allocation

- Offer of support on a regional basis, affording Local Authorities and partners across a region to come together in a supportive way to collaborate & share practice.
- Promise Delivery Partners allocated to a region.
- This encourages economies of scale, enhances knowledge exchange and the potential to pool resources.

Promise Delivery Partners

(1) Partnered with individual LA's

(2) PDP's Partnered with a region which will:

- Support Promise Leads/Teams by drawing on expertise of staff from the Promise Scotland
- Provide focus as outlined in Plan 21-24 and the new strategic work plan
- Deliver collaborative working, specialist advice and support, sharing best practice
- Build capacity & assist in developing customised solutions to address specific issues

(3) Research/bespoke projects

Promise Delivery Partners

Continue to offer...

- Support and engagement with stakeholders
- Support the development and deployment of The Promise Scotland feedback loop and 'joining the dots' approach
- Ensure that change happens with the voice of the care community at the heart of change
- Build relationships, foster partnership & collaborative implementation approaches
- Gather data and information
- Facilitate listening, reflection and self-diagnosis by stakeholders to understand the bridges and barriers to making change and document learning for continuous improvement.

Good relationships let us:

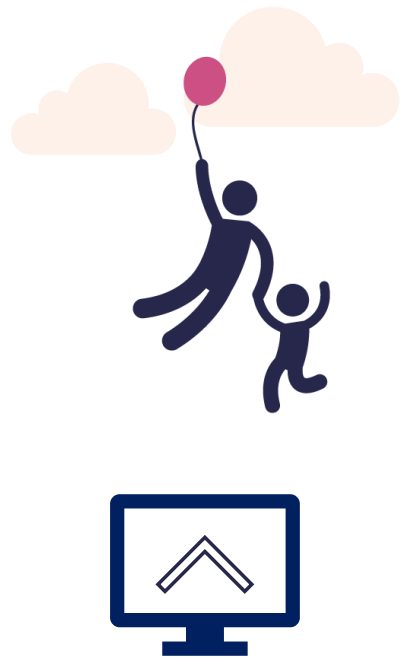
- experience genuine collaboration
- bring people together on a journey of change
- accelerate and enhance the change required
- step back and enable others to lead.

Good relationships mean we have:

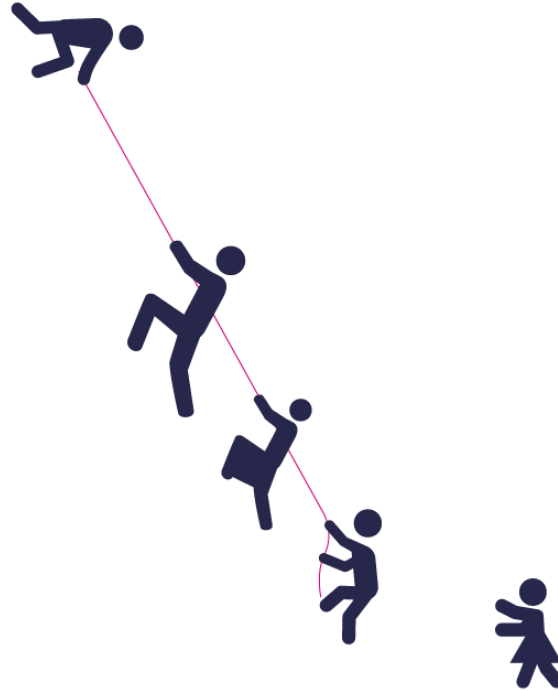
- surfaced, showcased and shared good practice
- identified solutions to challenges
- identified gaps in the "care system"
- been more able to focus on priorities.

The Promise Design School

2D Sprint



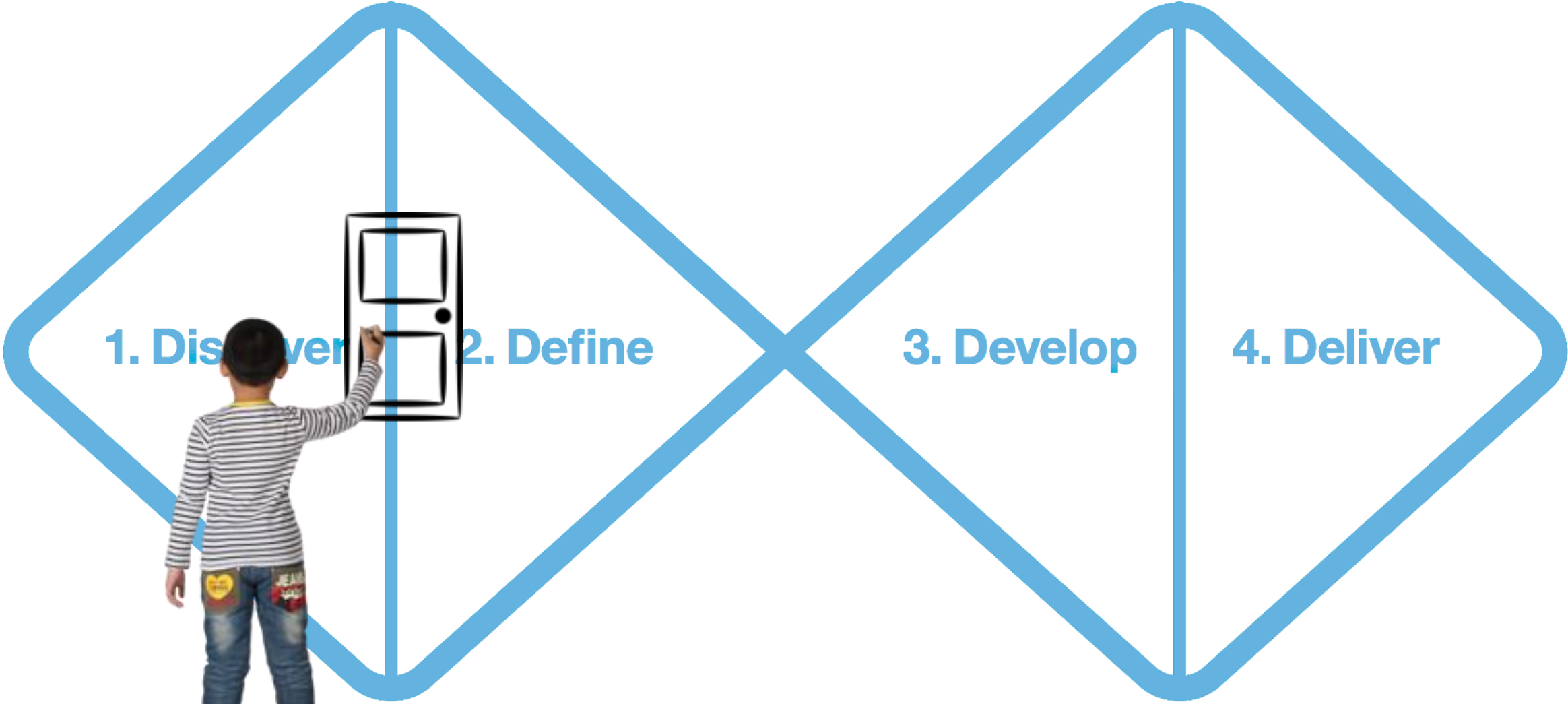
Bespoke



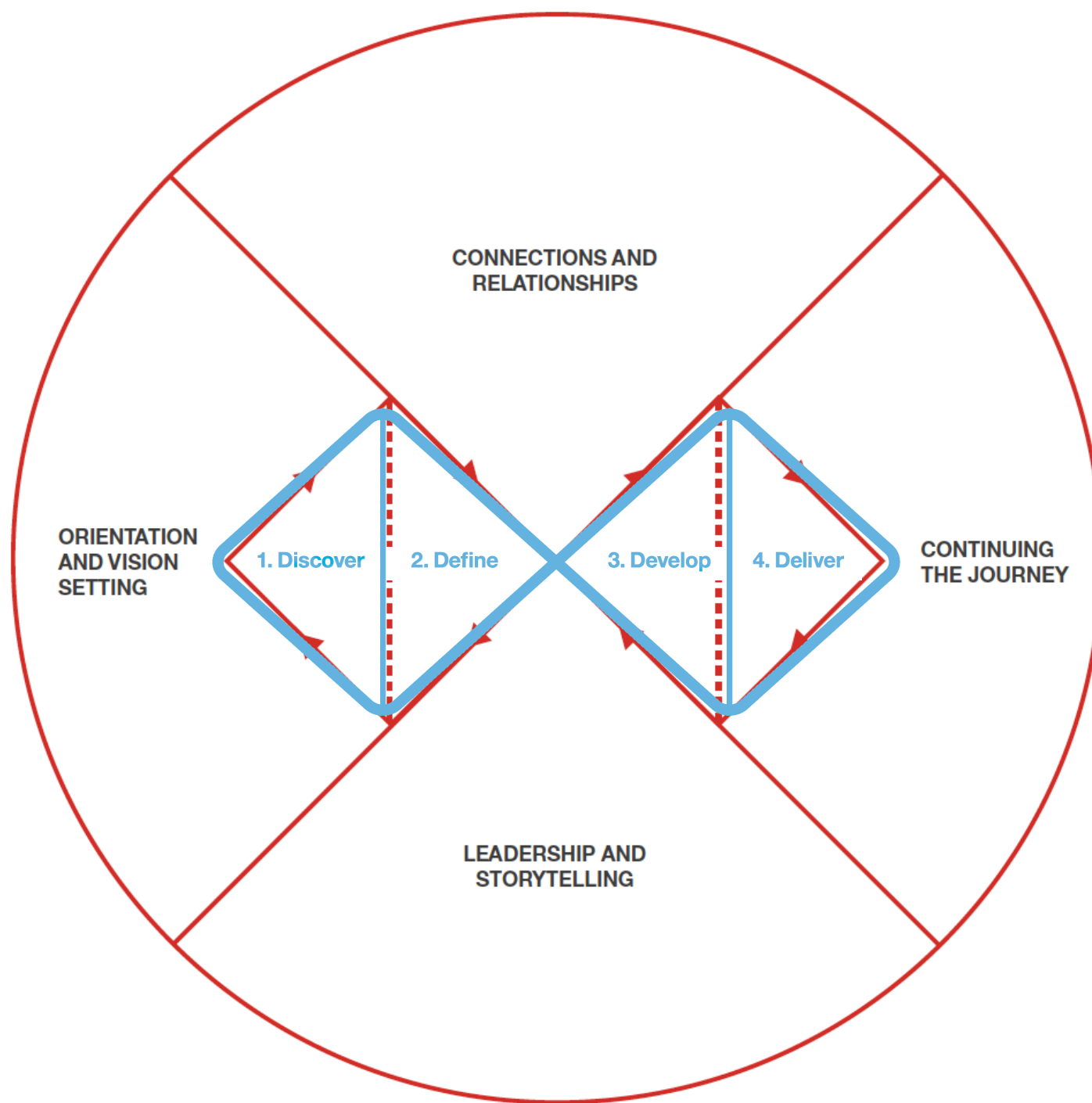
Promise in Places

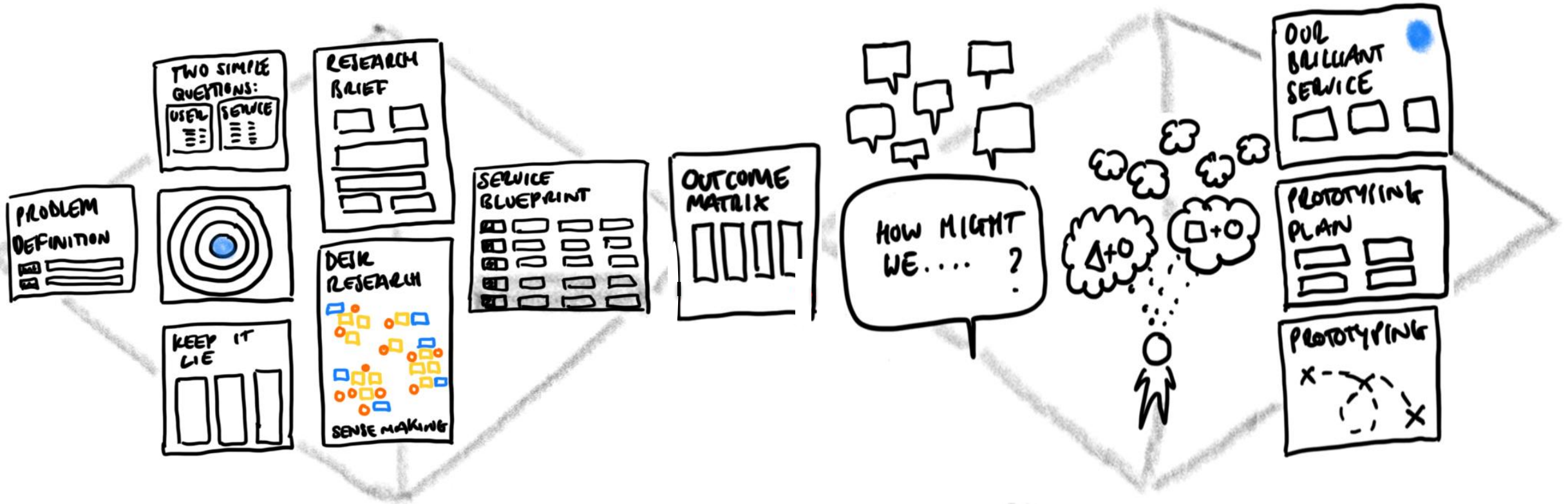


Design the right thing




Design the thing right











Multi agency
desire and will
to contribute

Strategic support

Regular
coaching and
mentoring

Capacity and capability
in the system to deliver
the qi approach -
The critical mass

Weekly meetings

Data collection and storage
with opportunities to learn
from data

Regular multi agency
Quality Improvement
meeting

Relationship between
strategic Leaders
and middle managers

Priority leads

**WILD (2023)
IMPLEMENTATION
BINGO CARD**

Macro

Meso

Micro

Focus

Method

Connection

ACTION!

~~TALK~~

