

Event Outline

Plenary

- **Chair and Welcome** – Liz McEntee, GCVS
- **Launch of Citywide Forum** – Eddie Kane, Barnardo's
- **The Children's Services Plan** – Gary Dover, Glasgow City Health and Social Care Partnership

Key themes workshops

- **Keeping children safe** – Eddie Kane, Barnardo's
- **GIRFEC/Named Person** – Lesley Mortimer, GCC
- **Raising Attainment** – Suzie Scott, GCVS

Plenary

- **Transforming Glasgow for its Children and Young People** - Mike Burns, GCC

Key topics workshops

- **Early Years and Childcare**
- **Play/Youth Services**
- **Addictions**
- **Family Support**
- **Looked After Children and Care Leavers**

Summary and way forward – Suzie Scott, GCVS

Executive Summary and Key Messages

This event was part of the 3rd sector consultation on the new Children's Services Plan for Glasgow. It was attended by over 80 delegates from 3rd sector organisations across Glasgow (See Appendix for attendance).

Delegates welcomed the Children's Services Plan priorities on keeping children safe, and healthy, family support, early intervention, raising attainment and looked after children.

They also welcomed the Health and Social Care partnership emphasis on transforming the balance of care from crisis care to investment in prevention, and the commitment to a new approach to involve the 3rd sector, along with families and communities.

The event demonstrated the significant scale and diversity of the third sector in the city. There are a wide range of organisations providing services to children, young people and families - from big nationals to small, local community projects. Together, over 800 organisations provide support to over 28,000 children and young people.

The workshop discussions highlighted the huge range of services and activities provided – from toddler groups, nurseries, out of school care, family support, counselling, play, sports, arts, advocacy, youth work, employability, addiction support for families, respite care, residential care and support for care leavers.

Critically, delegates felt that the strengths of voluntary organisations were their flexibility and commitment. As a vital partner in early intervention provision and wider community activities, the 3rd sector provides enormous benefit to the public sector and helps generate significant achievements for significant numbers of individuals, families and communities. One of the crucial components of this success is the ability to create and provide an environment which sustains strong, trusting relationships. This is not a “bonus” or a “by-product”; this is the foundation for successful relational based practice and overall positive change. Such interventions can have a big preventative role.

The key barriers facing the sector were reflected in the discussions that took place and included the position with ongoing funding arrangements and the lack of ability to plan or consolidate, leading to:

- Continuing issuing of short term/ temporary contracts for staff
- Problems with staff retention and therefore consistency
- Difficulties in planning beyond the short-term
- Continual requirement to find match funding in an ever decreasing pool of available sources

There were also concerns about access to schools and leisure facilities by 3rd sector organisations – which made many activities too expensive.

Delegates were very keen to work in partnership with health, education, social work and Glasgow Life. The workshops heard many good examples of partnerships in practice.

However, there were concerns that the 3rd sector was not seen to be 'professional' or equal in standing. There was a view that there was a need for culture change among some statutory sector staff to recognise and respect 3rd sector colleagues. It was acknowledged that this was sometimes more of a difficulty in middle management levels within the public sector rather than at the frontline.

Key messages

- 3rd sector services have a key role to play across the Children's Services agenda – from family support, early learning, child-care, out-of school services, play, youth work, youth employment and addictions, support for children in care and care leavers. The sector has particular strengths in early intervention provision and wider community activities but can also provide intensive support where needed.
- The commitment to partnership working with the third sector and service users should encompass service planning, commissioning, design and delivery.
- If Glasgow Health and Social Care partnership is serious about recognising the vital role that 3rd sector organisations play, they must also work with the sector to ensure that organisations have stable, multi-year funding to enable them to focus their time and resources on helping those in need and providing direct support where it is needed.
- There is a need for a mixed portfolio of grants and commissioned work – but also a need to recognise that procurement does not always equate to best value or best outcomes.
- The third sector should be involved in the roll out of the Named Person scheme. There is a need for training and information for voluntary sector workers and volunteers on how the scheme will work.
- Named Persons should engage with local third sector organisations and be able to signpost and refer children and families for support at an early (rather than crisis) stage.
- There should be more networking, more joint discussions and more shared training to break down some of the barriers between the voluntary and statutory sectors.
- Finally, the launch of the Citywide Forum was welcomed. People attending hoped there would be more events in the future to continue the dialogue and discussion.

1. Plenaries

Introduction - Liz McEntee - GCVS

The event was opened by Liz McEntee, Director of External Affairs at GCVS. Liz welcomed delegates and noted that the idea of the event had come from the work carried out by the Everyone's Children project to improve consultation, participation and engagement with 3rd sector organisations that provide services to children, young people and families.

Liz hoped that the work the Everyone's Children had done would help to improve the sectors views on participation and joint working. This event is an important part of way forward – Launch of the Citywide Forum and 3RD sector consultation on the new Children's Services Plan.

She looked forward to stronger partnership working in the future – for the benefit of the children and young people of Glasgow.

Citywide Forum Launch - Eddie Kane – Barnardo's

Eddie began by emphasising that he was speaking as a member of the steering group for the [Children, Young People and Families City-wide Forum](#). He noted that the third sector in Glasgow is not one organisation, but a diverse range of organisations providing an equally diverse range of services to children, young people and families. There are representatives from the third sector on many strategic and operational groups at a local level and across the city - but this brings many challenges.

Eddie said that the idea for the forum had come from two events held by the Everyone's Children project in 2016. There was broad agreement from delegates at the events to establish a Citywide Forum. He stressed that this would enhance the third sector participation and influence in key strategic areas. It was not designed to replace local forums.

A steering group was formed from people who attended the events, to help shape how the forum would develop and operate. Work is currently in progress on Terms of Reference and Communications and more information will be made available as it progresses. Eddie urged delegates to take advantage of this opportunity to participate in the CSP consultation and raise awareness of the forum.

Children's Services Plan - Gary Dover - Glasgow Health and Social Care Partnership

Gary said that the Children's Services Plan is a joint responsibility of local authorities and health boards. They are tasked with preparing the new Children's Services Plan by April 2017.

At this stage, the plan has not been written and this consultation event is to find out what third sector organisations want to see in the plan. The **Children's Service Plan Priorities are:**

- * **Keep Children Safe**
- * **Healthy and Resilient Children**
- * **Family Support and Early Intervention**
- * **Raise attainment and achievement for all.**
- * **Looked After Children and young people**

Gary asked delegates to consider, through the course of the day, whether these priorities are the right ones.

Transformational Change - Mike Burns - Head of Children's Services, Glasgow City Health and Social Care Partnership

Mike said that the Health and Social Care Partnership wanted to transform the balance of care so that investment is in prevention and rather than crisis care. He noted that Children's Services spend £20 million on residential care for 95 children - and only £1million on community and family support. It would take a radical shift to move expenditure towards primary and preventative care.

The Children's Services strategy to deliver this will involve:

- A commissioning Strategy linked to outcomes
- New approach from and with key partners - Education/Third Sector
- Critical new engagement / capacity building with Parents and Communities
- A solidarity and coalition for the Whole System-a coherence in preventative spend

He stressed that this is a generational opportunity to leave a legacy-the fierce urgency of now.

2. Workshops Feedback

a) Keeping Children Safe Workshop

What does the third sector currently do in this area?

- Good relationships with families 'broker' and maintain support
- Information sharing issues can be overcome
- Experiences (practitioner) – there is different quality of practice across all partners
- Experiences of good practice across range of third sector organisations

What are the barriers and obstacles?

- Funding constraints: number of streams, short term, retention of staff
- Commissioning structures
- Strategic perspective and practice perspectives – parallel challenges

How can we work better in partnership?

- Structures for better collaboration
- Concerns re transitions of young people (housing benefit)

What are the key messages we'd like to see in the children's Services Plan?

Multi-agency working - Collaboration – best practice (multi-agency) -> can examples of best practice be incorporated into service (strategic) planning?

Recognition of Asylum seekers and refugees - Some looked after

- Vulnerability/safety/protections/rights, - Uncertainties of future status impacts, Family resilience

Child Poverty

- better planning to mitigate effects of poverty to be addressed, impact of welfare reform and child safety/wellbeing

b) Raising Attainment Workshop

What does the third sector currently do in this area?

- Parenting programmes – Drumchapel ,DRC – Knightswood – peer mentors
- Third sector nurseries , youth employment , Govan – large parent volunteer programme, CLD network / ESOL , School uniform bank , Additional Support Needs
- Bereavement counselling, Working with school non-attenders – who are now looking at qualifications

What are the barriers and obstacles?

- Access to facilities (e.g. sports parks, charges) and costs of access to schools

- Schools getting funding to raise attainment - not using to work in with third sector
- Measuring outcomes – soft outcomes
- Influencing decision making on where money is spent
- Family support → childcare barriers -> 50 languages + cultures

How can we work better in partnership?

- School/third sector to measure outcomes together
- Influence culture of schools
- Local funding – dependant on third sector partnerships

What are the key messages we'd like to see in the Children's Services Plan?

- Sharing resources – commissioning third sector instead of re-inventing wheels
- Reduced price access to council/Glasgow Life venues for community groups
- Recognition that third sector can engage where others can't and that 'soft' interventions can have a huge preventative role
- Recognition that some projects need long-term funding to make a difference

c) GIRFEC/Named Person Workshop

What does the third sector currently do in this area?

- Provide a link from social work signposting to alternative services
- Educational and Early Years Joint Support Team meetings
- Challenging behaviours/creative play programmes for children and parents together
- Provide advocacy for children and young people and support needs
- Provide programmes for non-attendees
- Write Care Plans which schools follow
- Outreach – additional support

What are the barriers and obstacles?

- Existing Information Sharing Protocols
- Media view of Named Person and Data Protection fear and general misconceptions
- Vast diversity within third sector
- Change in structures/responsibilities within Social Work/Health/Education/Police/community groups
- Lack of resources and funding
- Capacity makes it difficult to find out what support is in the area
- Consistency and longevity of services
- Lack of training for GIRFEC
- Keeping information up to date and relevant paperwork demands, staff shortages
- Communication dependant on school

How can we work better in partnership?

- Citywide Forum for third sector with specific linkage through all strategic groups

- Better information sharing/routes
- Local community events to include schools
- More contact with schools due to wide diversity/cultural difference
- Central info base
- Sharing expertise

What are the key messages we'd like to see in the Children's Services Plan?

Third sector needs clarity about how GIRFEC/Named Person scheme will operate e.g.:

- Communication when more than one service have child/adult concerns about same family
- Who is working with/involved with child (family)
- Ensuring relevant info is shared - what joint systems could be put in place?
- How concerns are raised and when third sector orgs should go direct to social work
- Clarity/detail on links and provisions during school holidays
- Continuity on who is the 'lead professional' for a particular child; ensuring same people are involved
- Everyone should receive exact same training

d) Family Support Workshop

Gary Dover's introduction

- There's a need for change in family support - shift infrastructure so it's well-funded and fool-proof
- Issues around sustainability of funding
- Often difficult to track down services e.g. many organisations don't know what services are available
- Gaps in service delivery for family support
- Trying to develop third sector strategy using Big Lottery Fund and the Robertson Trust
- Best practice is complex and still up for discussion - a debate we need to have across third and statutory sector

What is the third sector vision for family support across Glasgow?

- Include all providers
- Family focused
- Long term investment and funding. Working to prevent job insecurity in third sector and losing excellent skills due to lack of/short-term funding
- Look at areas where there is limited services
- Increase status of volunteers
- Early intervention and prevention – focused pre-birth but continued support
- Families receive the support they need when they need it
- Recognition of the impact of third sector services

- Statutory and third sector need to be more joined up, with more trust between

What are the barriers and obstacles?

- Postcode lottery
- Crèche facilities
- Funding: criteria, reporting/applications, short-term
- Communication difficulties
- Changing communities/demographics
- Housing
- National legislation
- Timescales
- Statutory organisations at times view third sector as 2nd class, despite third sector spending more time with families and having key relationships
- Voluntary organisations information can change e.g. care plans, CP order etc.
- Third sector orgs not invited to Panels

How can we work better in partnership?

- Change perceptions of statutory services – third sector have a vital role to play
- Around families, openness and understanding
- Networking – need to know what is available/what we all do in third sector
- Third sector to complement each other's service
- Address gaps

What are your concerns around commissioning?

- Large vs small organisations = complex
- Many organisations have grown in relation to local needs and the community engagement perspective is crucial – communities helping themselves. Where does that fit with a city wide commissioning strategy which has to include some rationalisation and uniformity?
- Prescriptive reporting requirements and time it takes. Larger organisations have invested enormous resources to develop their own reporting systems already and many smaller organisations will struggle to find the resources to do this in a way which meets the Council's expectations.
- Consistency of outcome application/requirement
- Transparency
- Collaboration in commissioning/design
- One size doesn't fit all – will we lose local element and lose sight of local need?
- One relationship is not necessarily better and more supportive than a number of relationships – localised forums are supportive

What are the key messages we'd like to see in the Children's Services Plan?

- Change perceptions of statutory services – third sector have a vital role to play
- Make access to family support services simple and make it clear to people that it's okay to ask for help

e) Early Years and Childcare Workshop

What does the third sector currently do in this area?

- Early years - Toddler groups , Play provision, Nurseries/childcare, faith group provision, mobile crèche, out of school services, child-minding, baby massage
- Support for parents - Parents and carers groups/support , dads projects, Triple P , outreach work, income maximisation
- Additional support needs - Child's advocacy (children with ASN), Children's hospital , respite care, play and care in family home

Participants felt that community based third sector services can 'see' families as they grow and move on. They can build relationships with the whole family. Early years services can support families, and have a context for a child's life and differences as life/factors impact

What are the barriers and obstacles?

- Resources – patchy, not equally spread (dense population)
- Funding – inconsistent
- Staff - retention, upskilling, competing for resources, ratios of staff: child
- Quality service - higher costs
- Duplication of services
- Lack of affordable and flexible (e.g. beyond 6pm) childcare located/available in communities
- Better access to under 2's would support early intervention
- Funding in early years curtailed if services for children/families considered as childcare -> need government involvement

How can we work better in partnership?

- Named Person will help aid partnership -> communication
- No organisation/agency works alongside children in isolation
- "Soft work" is not "soft" – has an impact, has relevance and can be challenging/hard work -> early intervention
- Child poverty – "in work"
- Families, needs -> small, pace to pace, chat, cuppa tea - as prevention -> family does not hit crisis
- Relationships – facilitate tracking of outcomes in families
- Third sector often seen as "non-threatening" and has rapport with families
- Challenging expectations/perceptions of roles/rights

What are the key messages we'd like to see in the Children's Services Plan?

- More equality in partnership working between voluntary sector and statutory services – each has a valuable role to play
- Maintain momentum and inclusion of voluntary sector and support its involvement
- Have structures that facilitate and encourage participation of children, young people and families so they can influence
- Make use of Participatory budgeting -> community empowerment

f) Addictions Workshop

What does the third sector currently do in this area?

- Linking addiction to other issues; Peer education in primary and secondary schools
- Youth-work diversionary activities in evenings; Building links across different community groups, age groups; Networking, signposting
- Promoting employability with young people; Reducing barriers/boundaries;
- Creating and widening opportunities for community
- Supports the families who are affected – builds resilience and strength with extended family to provide care or support when needed
- Providing a secure base to children
- Works closely with statutory services

What are the barriers and obstacles?

- Commissioning approach – breeds competition rather than co-operation
- Budget allocation to different needs/care settings
- Social workers not being freed up to fully utilise their skills day-to-day
- There's expectations on statutory provision at times that when not provided breeds frustration and mistrust
- Stigma – can make it difficult for people/parents & children to contribute to shaping service development
- The community/kinship carers experience being let down by social workers

How can we work better in partnership?

- Shared training – delivery and participation
- Regular networking events
- Building on strengths that exist in services
- Need to clarify roles and responsibilities
- Public information needed to describe what a statutory service will provide
-> this would reduce some unfair criticism while empowering the community to know what to ask for

What are the key messages we'd like to see in the Children's Services Plan?

- More shared working – networking events, training, clarity about roles and building on strengths

- A projection of where we aim to get to, with timescales - avoiding time wasted in planning rather than delivery
- A commitment to support kinship carers who are not social work placed

g) Play and Youth Services Workshop

What does the third sector currently do in this area?

Youth:

- Issue based – alcohol, drugs, sex ; Employability; Street work; Youth-work training
- Award schemes

Play - sessions and schemes

Both - Additional Support Needs, activities, volunteers

What are the barriers and obstacles?

- Information – who does what? – silos
- Funding cocktails – can restrict flexibility to respond to changing needs
- “Owning” the participant instead of referral and partnerships

How can we work better in partnership?

- Sharing knowledge, expertise, resources and training opportunities
- Third sector forum – links to city youth partnership
- It shouldn't matter who does what as long as there are clear outcomes and positive impacts

What are the key messages we'd like to see in the Children's Services Plan?

- Access to support/sharing of expertise - Willingness to work together
- Recognise work of third sector
- Specific about support and services for children and young people with additional support needs
- Engagement of young people

h) Looked After Children and Care Leavers

Children Staying Put – Positive Outcomes Agenda

- Outcomes for Care Leavers are poor, expectations need to be greater
- Corporate parents have now been named in the Act-Legislation for who is responsible
- 3rd Sector-implicit that we all act as a parent
- Part 10 & 11 Aftercare and Continuing Care. Aftercare-26
- Continuing Care-New duty Y/P to 21 year old-including acc.
- Care leavers leaving care too soon

- Reflects the 'staying put' agenda 2013-Y/P-should stay in care until they are ready to leave care
- Multiple care placements can lead to a cycle in later life
- LCS-Glasgow-renamed in 2016 as Continuing Care Services Glasgow.
- Impact on services not just statutory services
- Glasgow stats 22 Dec 2016

Young People in Care – Reasons

- Are Y/P coming into care for the right reasons – should we be re- focusing on the reasons for young people coming into care
- Work with families and return to home
- We need to get it right at the start-1383 YP in care 22nd Dec 2016
- Respite Care-experienced residential staff working in the community to sustain y/p at home

Critical Value of Inter-Agency Collaboration

- Outcomes impacted by how well agencies pull together-inter agency work vital for YP with complex needs
- What does the 3rd sector currently do in this area
- Resilience of resources – importance of effective planning and collaboration
- Relationships of trust and resilience
- 3rd sector resources accommodate complex service users-3rd sector need the same supports

Barriers, Obstacles and Ways Forward

- Resources – clarity on the use of resources – 3rd Sector
- YP wanting to leave care-how do they remain-What supports?
- Culture of removing CSO & YP remaining in care
- Limitations in what can & cannot be done
- YP –who achieve excellent outcomes – maximising abilities
- Services will need to accept risks-in order to move forward
- 3rd Sector-their responsibility to meet Corporate Parent responsibility
- Importance of Move on plans and ensuring these plans are comprehensive and thorough
- Continuity for YP –difficulty in coping with change-different workers
- 3rd sector not wanting to share their knowledge
- Lack of relationships with other local authorities-moving towards Glasgow
- Need to research the reasons for placements against outcomes and breakdowns
- Did everyone play their part in planning and collaboration?

List of participants

Children, Young People and Families Steering Group and GCVS staff		
Joanne	Aitken	Govan HELP
Colette	Boyle	Home Start Glasgow South
Vicki	Burns	Y People
Biba	Devine	Stepping Stones for Families
Isabel	Dunsmuir	DRC Generations
Greg	Gallagher	Stepdown
Debbie	Hamilton	Geezabreak
Maxine	Hawthorn	Aberlour
Eddie	Kane	Barnardos
Tam	Munro	West and Central Voluntary Sector Network
Liz	Reid	Action For Children
Julie	Richardson	Children 1 st
Colin	Simpson	Quarriers
Jackie	Tolland	Parent Network Scotland
Liz	McEntee	GCVS
Suzie	Scott	GCVS
Lisa	Wright	GCVS
Statutory Services		
Barbara	Adzajlic	Glasgow Health and Social Care Partnership
Ian	Arnott	Police Scotland
Mike	Burns	Glasgow Health and Social Care Partnership
Fiona	Chan	Glasgow Health and Social Care Partnership
Gary	Dover	Glasgow Health and Social Care Partnership
Peter	Finn	Glasgow Health and Social Care Partnership
Pauline	Hughes	Glasgow Health and Social Care Partnership
Lesley	McCarron	Glasgow Health and Social Care Partnership
Andrea	McMillan	Glasgow Life
Lesley	Mortimer	GCC Education Services
Karin	O'Hagan	Glasgow Health and Social Care Partnership
Jackie	Smith	Glasgow Health and Social Care Partnership
Catriona	Sutherland	Police Scotland
3rd sector Organisations		
Irene	Butler	West Glasgow Kinship
Carol	Campbell	West Scotland Deaf Children's Society
Tia	Campbell	NU Communities
Sharon	Colvin	3D Drumchapel
Jim	Connie	Govan Youth Information Project
Caroline	Delaney	East Pollokshields Mobile Creche
Anna	Dounan	Kinship Carers - North Group
Joan	Dreghorn	NU Communities
Morag	Duffy	West Scotland Deaf Children's Society
Barbara	Dunbar	Loretto HA

Leigh-Anne	Elliott	Rathbone
Angela	Friel	COJAC
Kenny	Fulton	Crossreach
Victoria	Gilbride	Rathbone
Dianne	Glendye	NU Communities
Liffy	Grant	Home-Start Glasgow North
Tim	Haines	Families Outside
Louise	Hamilton	Quarriers
Paula	Harkins	St Margaret's Children And Family Care Society
Donna	Harrigan	NU Communities
Caroline	Hever	Loretto HA
Polly	Jarman	Cycling UK
Marjorie	Kerr	COJAC
Umar	Khalid	Framework for Dialogue NGIN
Pauline	Linn	Family Mediation West
Carrie-Ann	Logan	FASS
Sarah	Mackie	MACS
Maureen	McAteer	National Third Sector GIRFEC Project
Marissa	McCourt	Play At Our Place
Alison	McIntyre	Barnardos
Elizabeth	McLellan	Southside HA
Donald	McMaster	Dunard After School Care
Gillian	Middleton	Central Halls
Mary-Anne	Montieth	NU Communities
Mandy	Morrison	Quarriers
Lindsay	Muir	Blue Triangle Housing Association
Nikki	O'Hara	Home Start Glasgow North
Stephanie	Peters	Rathbone
Tracy	Plant	Geezabreak
Sadie	Prior	Kinship for the Future North
Charlotte	Reid	West Glasgow Kinship
Angela	Rushton-Clark	Stepping Stones for Families
Michael	Shanks	Includem
Margaret	Sharvin	Partners in Advocacy
Deborah	Smith	Scottish Child Minding Assoc
Jacqueline	Spence	Scottish Child Minding Assoc
Shaukat	Sultan	Madrassa Taleem-UI-Islam
Derek	Todd	Scottish Council on Deafness
Martin	Whelan	NSPCC