



**#KeepThePromise**

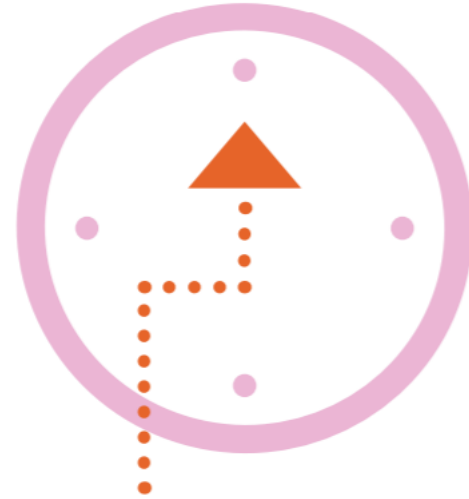


The Promise and Office of the Chief Designer

# Welcome

## What we'll cover today:

- What does it mean to **#KeepThePromise**
- A recap of the Care Review conclusions
- The Scottish Approach to Service Design
- The purpose of this engagement phase
- Q&A



5,500+  
voices heard

c.300  
families

943 sources of research ⇒ 56 outputs

150+  
volunteers

all 32  
local authorities

2,640+  
infants, children,  
young people  
and adults with  
lived experience

2,321+  
parents, carers and the  
unpaid / paid workforce

charities and  
providers

regulation

data

organisations  
500+

education

justice

20 reviews /  
commissions /  
inquiries

Corporate  
parents /  
national  
bodies

schools and universities

inspection

poverty

curious collaborative of  
FUNDERS

think tanks

health



etc. etc. etc.

### This pack contains seven reports:

#### **The Promise and The Pinky Promise**

These two reports, a long and a short one, tell Scotland what it must do to make sure its most vulnerable children feel loved and have the childhood they deserve.

#### **The Plan**

This report is intended to help Scotland figure out how to keep **The Promise** – so what needs to be done, by who, by when and how.

#### **The Money and Follow the Money**

These two reports tell Scotland that it must change the way it thinks about investing in its children and families to keep **The Promise** and shows the difference that will make.

#### **The Rules**

This report tells Scotland how complicated all the rules are, how some get in the way of **The Promise**, and how working with **The Plan** will change that.

#### **The Thank you**

This tells the story of the Care Review and says thank you to all the children, families and others who were involved.

Everything in these reports reflects what the Care Review heard about what matters to children, young people, and their families.

**The Promise** includes 12 composite stories. This means that each story is not a real person but has been written to reflect the experiences the Care Review heard. The Care Review checked with children and young people how they felt about the stories. They liked them, made some little changes and said they were happy for them to be used.

Please look after yourself when you are reading them as you might find some upsetting.

# The Five Foundations of 'the promise'

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.

People

The children that Scotland cares for must be actively supported to develop relationships with people in the workforce and wider community, who in turn must be supported to listen and be compassionate in their decision-making and care.

Voice



Scaffolding

Children must be listened to and meaningfully and appropriately involved in decision-making about their care, with all those involved properly listening and responding to what children want and need. There must be a compassionate, caring, decision-making culture focused on children and those they trust.

Care

Where living with their family is not possible, children must stay with their brothers and sisters where safe to do so and belong to a loving home, staying there for as long as needed.

Children, families and the workforce must be supported by a system that is there when it is needed. The scaffolding of help, support and accountability must be ready and responsive when it is required.

# The First Minister

5<sup>th</sup> February 2020



“The Independent Care Review published one of the most significant reports that we will consider in this session of Parliament. Indeed, I consider this to be one of the most important moments so far in my tenure as First Minister.”

“A radical overhaul is what the review demands, and that is what we have a duty to deliver.”

“We will work with local authorities, care providers and all other relevant partners to make the necessary changes to care.”

**“I am making this statement today to underline my political and personal commitment to turning its vision of how we must care for our most vulnerable young people into reality as quickly as possible.”**

**- First Minister Nicola Sturgeon**

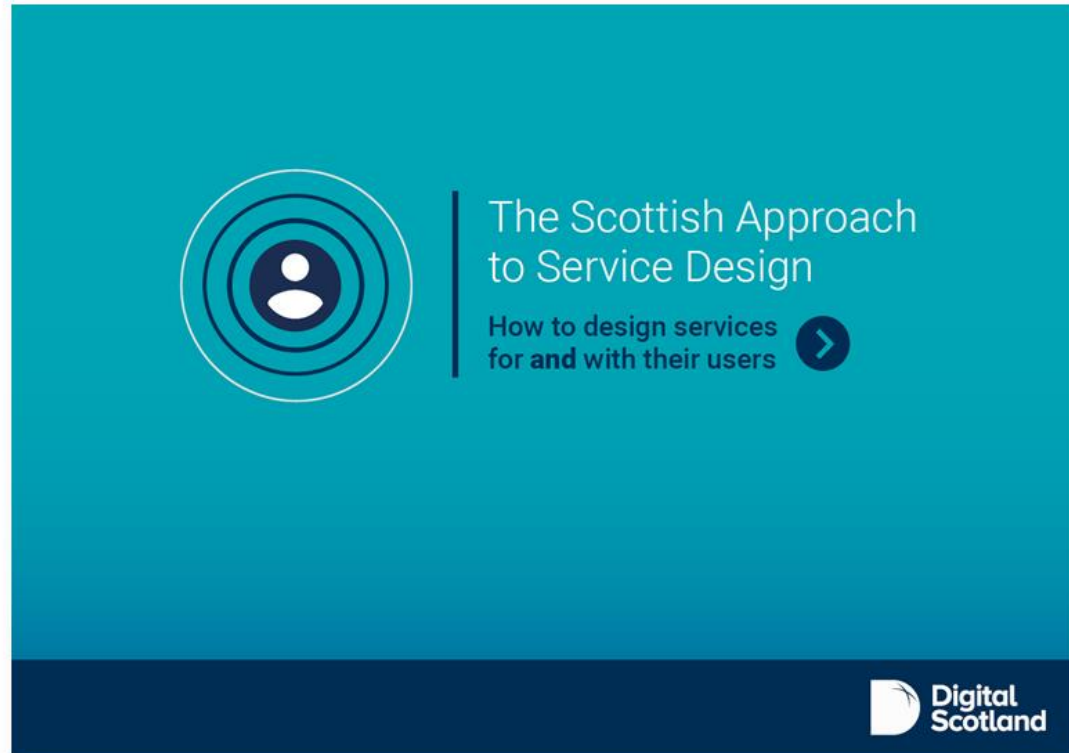
# This engagement phase

- **Phase 1: WEBINARS and DOCUMENT** to help organisations understand implementation and how to respond. (Oct)
- **Phase 2: DISCUSSION:** listening, helping work through what change will look like for each organisation. (Oct/Nov)
- **Phase 3: CONSOLIDATION:** Reviewing, going back to organisations to reflect what has been said.
  - Synthesising it all into **The Plan.** (Nov/Dec)
- **Phase 4: ACCOUNTABILITY:** The Plan goes to The Oversight Board for their approval. (Jan 2021)

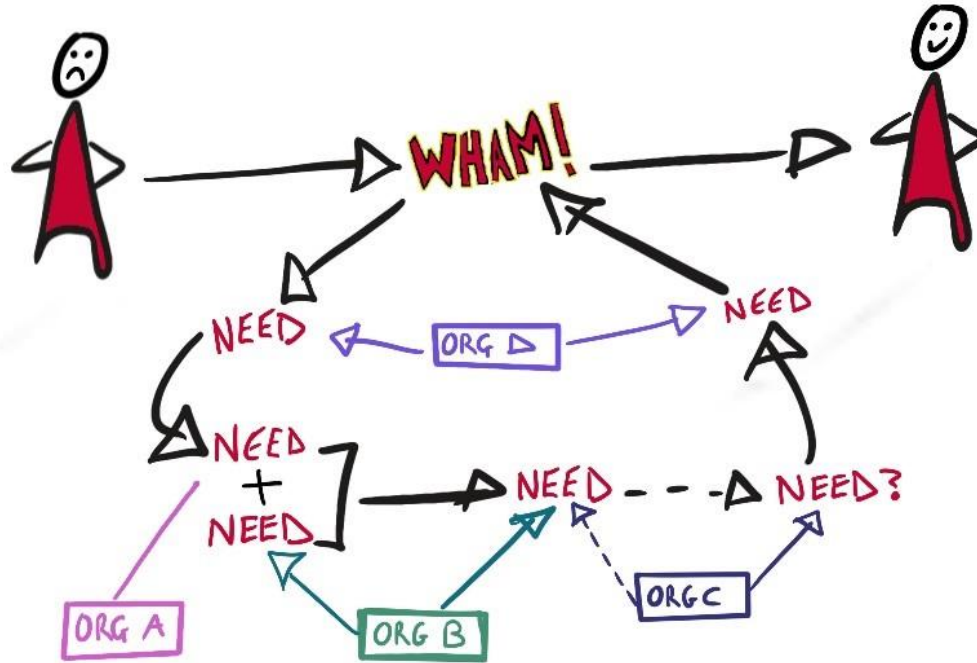
# The Scottish Approach to Service Design (SAAtSD)

How to #KeepThePromise

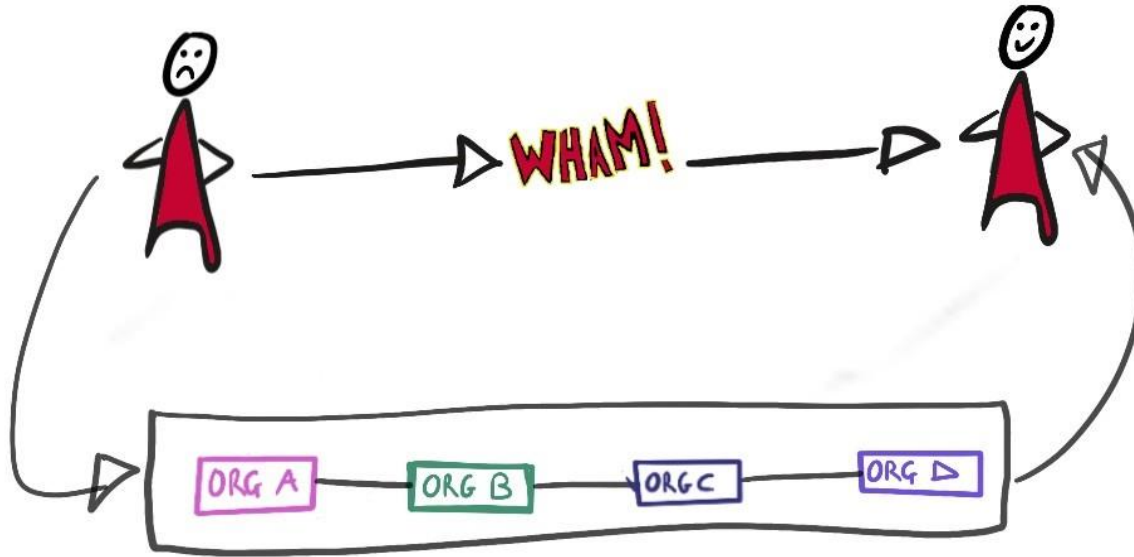
# What is the Scottish Approach to Service Design?



# Why a different, new approach is needed



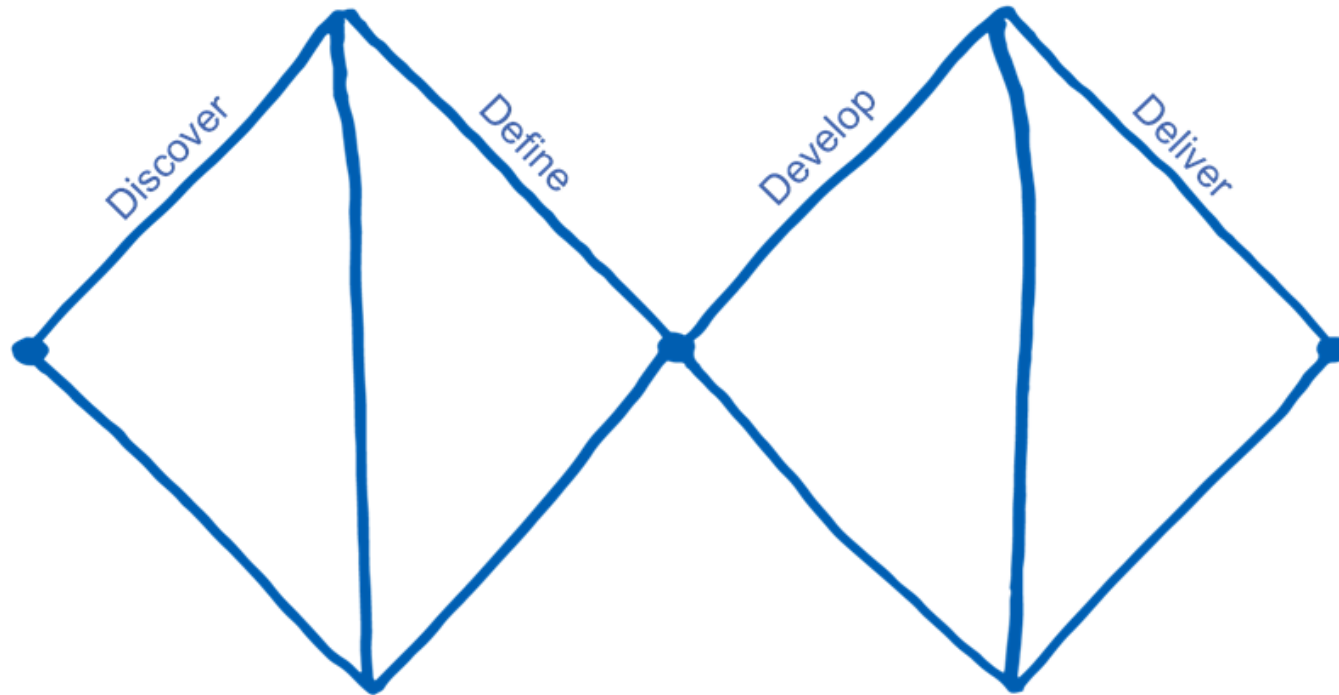
# Where Scotland must get to



# The design process and public services

DESIGNING THE **RIGHT** THING

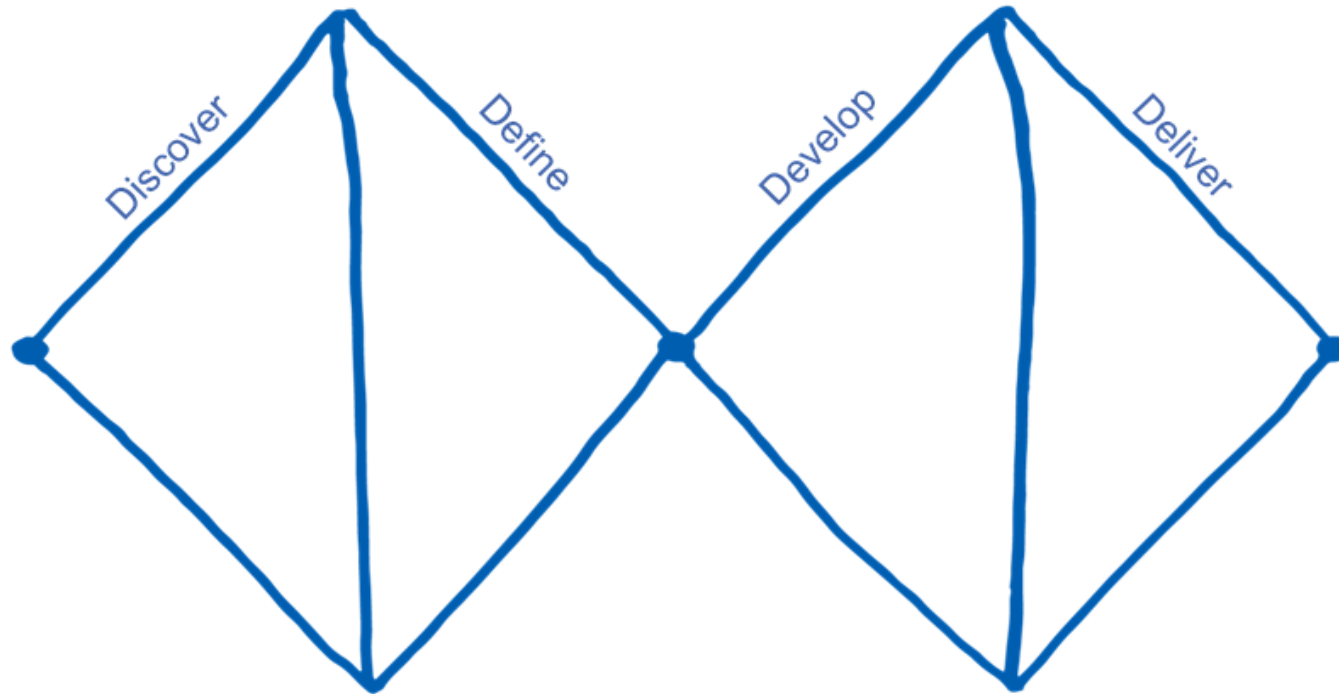
DESIGNING THE **THING** RIGHT



# The design process and the promise

CHANGING **EXISTING** SITUATIONS

INTO **PREFERRED** ONES



# The 7 principles of the SAtSD

- Explore and define the problem before design the solution.
- Design service journeys around people and not around how the public sector is organised.
- Seek citizen participation in our projects from day one.
- Use inclusive and accessible research and design methods so citizens can participate fully and meaningfully.
- Use the core set of tools and methods of the Scottish Approach to Service Design.
- Share and reuse user research insights, service patterns, and components wherever possible.
- Contribute to continually building the Scottish Approach to Service Design methods, tools, and community.

# The 7 principles applied to #KeepThePromise

- Making sure organisations have interpreted what The Promise means for them.
- Designing services around children and families and young people, not around organisational structures.
- Involving children and families and care experienced people in service design / redesign fully, and from day one.

# The 7 principles applied to #KeepThePromise

- Using inclusive and accessible research and design methods so everyone can participate fully and meaningfully.
- Using the core set of tools and methods of the Scottish Approach to Service Design.
- Sharing and reusing insights from lived experience, service patterns, and components wherever possible.
- Contributing to continually building the Scottish Approach to Service Design methods, tools, and community.

# This matters because...

Children and families must be able to participate in decisions about how services work.

Services can't be delivered if children and families are not involved in designing those services in the first place.

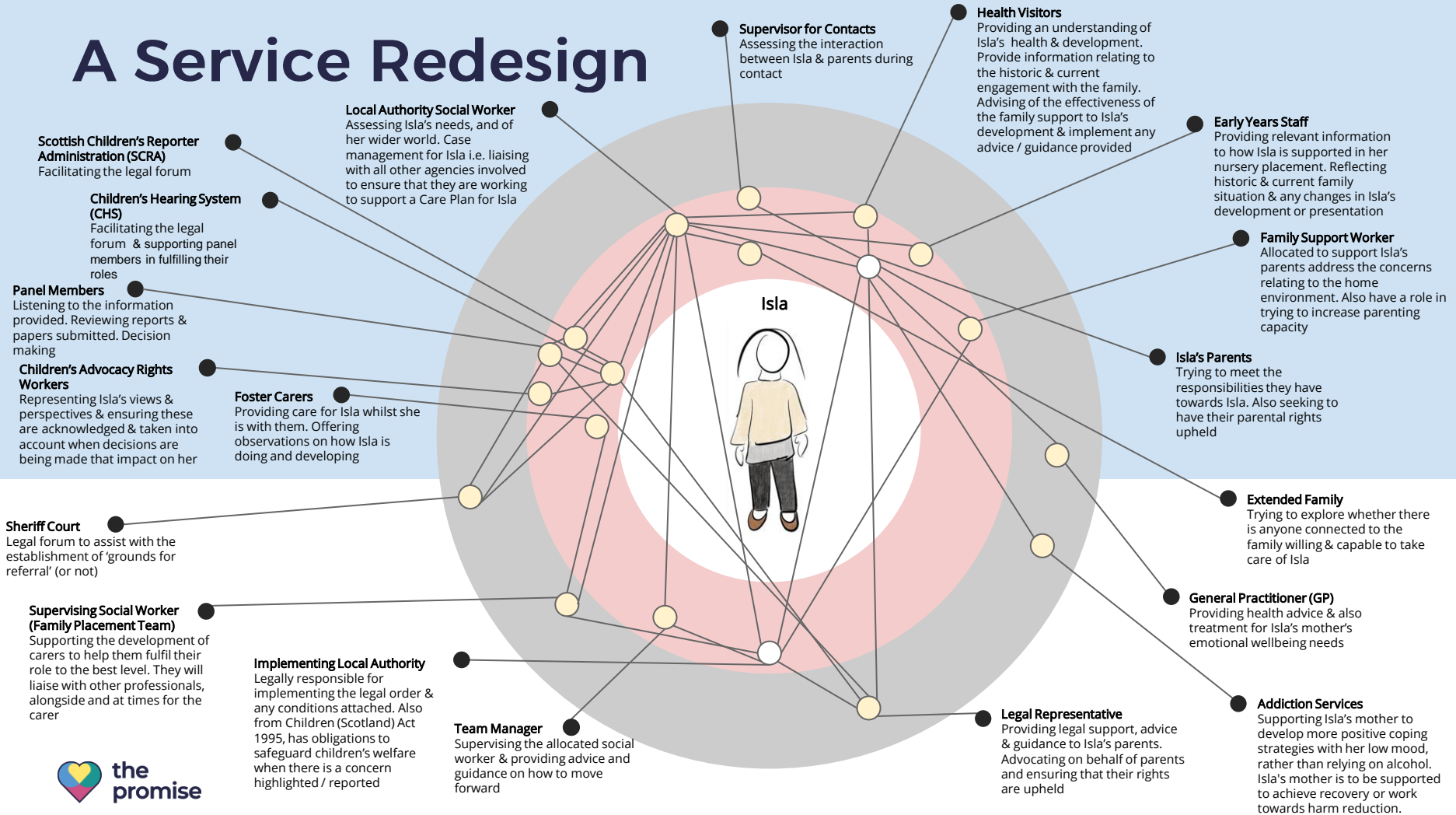
# Redesigning family support and care

Transforming the whole system

# Isla



# A Service Redesign



# Redesigning care

It won't happen if:

- Attempts are made to transform services in silos, rather than as a whole.
- Presume all the answers exist now.
- Don't continue to engage children, young people and families fully.
- Try to fix system pressures as opposed to facilitating change that can be experienced by those living in the communities being served.

# SUPPORT

- Capability and capacity building
- Tools and methods
- Scoping and prioritisation for delivery
- Support through the Promise Partnership
- Removing barriers to progress

Get in touch....

[hello@thepromise.scot](mailto:hello@thepromise.scot)

# #KeepThePromise: Engagement Document



 This document is intended to support you in working out how you and your organisation can #KeepThePromise to Scotland's infants, children, young people and families.

The Promise is offering Webinars to help you find your role in the work of change, please sign up at: [<link to follow>](#).

These will follow up engagement work throughout October and November. All of the information, proposals and commitments received will be collated into a 'cross sector, multi agency, collectively owned Plan.'

Should you wish anything you provide to remain confidential that will be respected. That Plan will then be put before the Oversight Board at their first meeting.

### Immediate programme of work

Month	Key Activities
<b>October</b>	Recruitment for the Oversight Board with a majority of members with lived experience of the 'care system.'
<b>November</b>	Recruitment for the majority care experienced Oversight Board ongoing. Engagement with organisations ongoing with The Promise Team available to help and support.
<b>December</b>	Consolidation period to discuss plans with organisations and review commitments. Oversight Board recruitment finalised. Engagement process reviewed and collated to form the basis of The Plan.
<b>January</b>	Oversight Board – meeting one; agenda item one: The Plan (with a view to its ratification).

9 #KeepThePromise



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- 1** What do you need from The Promise Team to understand their role and responsibility and what you can and can't expect from them?  
What ways of working would support collaboration between you and The Promise Team?
  - 2** How will you involve the care community and lived experience in your plans to **#KeepThePromise**?
  - 3** What initiatives in and around the 'care system' you think need to be considered to ensure they are fully aligned to **#KeepThePromise** – including what needs to cease?
  - 4** What networks and groupings currently exist that can support collaborative change?
  - 5** Lived experience must be in the room to plan for a new landscape of care. Who else in your view must also be there?
  - 6** What help do you need to properly reflect the Scottish Approach to Service Design in order to **#KeepThePromise**?
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- 7** What internal mechanisms do you have to measure change? How will these mechanisms need to change to include measurements of what matters to children and families?
  - 8** What data do you capture and can it be used to monitor progress towards your organisation being able to **#KeepThePromise**? What other data sources do you need to understand your current position?
  - 9** What are your procurement and commissioning arrangements that facilitate or inhibit progress?
  - 10** What role must The Promise play in unlocking the barriers from service innovation to wholesale implementation?
  - 11** What are your current barriers to **#KeepThePromise** and what are the opportunities you have to make change?
  - 12** Are there any additional target areas the **Oversight Board** should be considering?
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# #KeepThePromise: The Plan



# #KeepThePromise: Oversight Board

## How to make sure The Promise is kept?

The **Oversight Board** is a key component in the work of change.

Chaired by Fiona Duncan, recruitment will take place over the rest of 2020 and meet for the first time in January 2021. As with the Care Review, at least 50% of its membership will have lived experience of care.

**It will hold Scotland to account. It will recognise that there are both national and local bridges and barriers to change which are of critical importance to the lives of children and families.**

This means that accountability for change cannot sit solely at national level. The **Oversight Board** will develop local accountability structures to hold to account local areas responsible for change, so that there can be speedy remedy for local issues. If something is going wrong in a local area, it should be dealt with in the local area.

How to make sure The Promise is kept?

### Accountability across the 'care system'

The requirement for change sits with many organisations, including Scottish Government itself. There are groups and forums that are already charged with responsibility for change in and around the 'care system.'

A full governance map of all the forums and strategic boards that relate to the 'care system' will be produced as a result of this engagement. The **Oversight Board** will ensure that there are governance relationships across the 'care system' to ensure the work to **#KeepThePromise** has an sufficiently expansive perspective.

Decision makers, inspection frameworks and professional regulation standards all contribute to the scaffolding that surrounds the lives of children and families. All need to be part of the work of change.

The Promise will work closely with those entrusted with system responsibility and The Scottish Government to ensure that those structures uphold the rights of children and young people and their voices are listened to.

**It is vital to ensure that all those with responsibility work collectively, collaboratively and creatively to overcome the barriers to change.**

Commitment to change must come with accountability. As outlined above, The Promise will work closely with those parts of the system that need to change shape to ensure that they understand their role in the work of change and have robust governance relationships with The Promise to monitor that change.

**The Promise will take responsibility for its own role in driving and supporting change – and welcome being held to account by the care community for its actions. No part of the landscape can be exempt from scrutiny and challenge.**

#### October

Recruitment for the **Oversight Board** with a majority of members with lived experience of the 'care system.'

**#KeepThePromise** engagement to help organisations find their

#### November

Recruitment for the majority care experienced **Oversight Board** ongoing.

Engagement with organisations ongoing with The Promise Team available to help and support.

#### December

Consolidation period to discuss plans with organisations and review commitments.

**Oversight Board** recruitment finalised.

Engagement process reviewed and collated to form the basis of

#### January

**Oversight Board** – meeting one; agenda item one: **The Plan** (with a view to its ratification).

# #KeepThePromise: The Promise Team



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# Questions?

Thankyou and next steps  
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