Promise Learning Collaborative on Voice— 5th December 2024, Glasgow

Programme

Welcome and Introduction

Presentations:

- East Renfrewshire HSCP/ Aberlour
- Circle Scotland
- The King's Trust

Panel Questions

Table Discussion and Feedback

Lunch – World Café

Presentations:

- Aberlour
- Why Not Trust/ The Village (Unfortunately had to withdraw due to ill health)
- Inspiring Scotland/ YsortIt

Panel Questions

Table Discussion and Feedback

World Cafe

Close

Event Notes

Registered – 57 Attended – 35

Participants were from a wide mix of organisations which included representation from the Third Sector, Local Authorities and Scottish Govt.

Welcome

Group total of 637 years of relevant experience gained either through work, volunteering or life!

Together with the Promise Scotland Team, have 838 years of experience to utilise.

People were encouraged to use the bank of experience:

- Speak, be curious, make the most of the knowledge bank that you can
- Speak to 3 people you have not met before

Morning sessions

East Renfrewshire HSCP/ Aberlour

Key Takeaways

- Life changes trust funding - trying to do things differently with the voice of young people.
- Continuation from 2016 – Beyond consultation, creating a care family and legacy. Reaching out to younger people.
- Housing redesign project – funded by LA, building on previous work and wider consultation. Identify pain points, multiagency approach .
- 9 themes were identified (– see powerpoint)
- Young people involved, all stages, management board. Equal participation of all.
- Multi agency workshop and young people – Reviewing transitions and acknowledge pain points.
- Capital expenditure and support gap identified – Case study of John used to maintain a focus on a particular individual and 'keep it real'.
- Engaged other Las
- 2.5 years duration

Outcomes

365 days support service, housing skills programme, new housing protocol for young people post 16, new priority band for care experienced young people. Join SWS and Housing meetings to review. Worked with housing providers to review policy. Tenancy handbook (rights and entitlement) and welcome hampers.

Youth led funding project developed.

Young people to generate ideas for care experienced community. Successful due to authenticity and strategic embedding of voice. Taking Scottish Approach to Service Design- strong voice of care experience, recognising needs of ASN, unaccompanied and younger children. Develop positive care experience identity.

Creating Promise Board to drive forward work within the council.

Circle Scotland

Key Takeaways

- Started in 1980s, support whole family
- Areas of focus poverty, addiction, trauma. Looking at how they change the system.
- Approach
- Trauma informed approach, Lundy model of participation and framework for feedback, extending use to the workforce.
- Window of tolerance to support, change model particularly beneficial.
- Driscoll reflection model
- Trauma informed road map and principles.
- Development two hours, 3 weeks, 8 sessions to support co-design
- Identify strengths, rights based, find ways for improvement.
- Created safe place prior to identifying challenges and opportunities.
- Wanted consistency, to be part of systems change, spaces for frontline staff to continue to influence culture. Recognition of the level of trauma held by staff.
- Audience frontline staff keen to take at manager's level.

The Kings Trust

Key Takeaways

- UK largest youth charity
- Bold ambition, increase reach Care Experienced Young People. Identified prior to funding lack of involvement of Care Experienced, those involved not reaching positive outcomes.
- Keen to learn, reflect and improve as an organisation.
- Not doing enough and essential to improve outcomes. Less than 5% CE prior to funding.
- Coproduced approach using the Scottish Approach to Service Design. Supported view of work and wanted to ensure feedback loops were incorporated and young people led the approach. Influencing the whole organisation across UK. Paperwork, processes, physical space, leadership support, language.

Snapshot of impact

- Going strong 12 months long
- Culture shift in organisation – started and ongoing
- Core group of young people supporting and stayed the journey.
- Prioritised relationship building, creating trust and safety.
- Staff training and awareness raising.
- Influencing 5-year strategy (challenges variation across UK, legislation, and policy)
- Promise/Independent Care Review empowered to challenge
- Working with multiagency partners
- The Promise Pledge, coproduced YP and workforce. (Growing seeds of change)

- Creating Promise Champions Network that the organisation with support and create a legacy.

Snapshot of impact

- Change is a journey
- Some staff need more support
- Need to authentically work with young people, not just listening.
- Voice has no hierarchy
- Be comfortable being uncomfortable
- The power of relationships – no significant involvement without significant relationships
- Learning what meaningful coproduction is – lens of organisation and young people
- Revisited data on Care Experience involvement/engagement move to 10.3% involvement
- Leadership is crucial
- Recruit using a different approach
- It is ok to say no
- Engage with National teams and community earlier

Open questions/ feedback

Presentations were informative.

East Renfrewshire – Hampers, contents, and funding. Emergency for B&B, temp, permanent – all designed by Young People. All include a SIM card. Funding Alcohol and Drug Partnership.
How to reach Young People

- Adapt process to balance voice, doesn't always have to be a group setting. Changing environment, more personal and conversational approach.
- Take a step back, remove the language, shift YP menti from Forms. All work tested first.

Afternoon sessions

Aberlour

Key Takeaways

- Short video (see presentations) Importance of participation
- Young people supported to discuss the issues which matter to them, not led or directed by staff/organisation
- Challenge creating organic relationships vs representing the organisation
- Pilot consultation minimum income guarantee
- Sometimes young people don't want to engage. Reward and recognition policy key to engaging hard to reach voices. Rewards held centrally and anyone across services can access.
- We are all paid to extract info from young people, they need to be compensated not to minimise contribution.

- Shared narrative, how many young people will see the impact for themselves. Need to be grateful for youth involvement and collaboration.

- Taking back thoughts on relationship building from the day.

Inspiring Scotland / Y-Sort-It

Key Takeaways

- Mentoring programme young people, 7+, community based, volunteer mentor engages weekly. 12 national partners, 19 LAs.
- Strong relationship with family developed, resulting in a greater role in whole family support.
- Focus re-engage in education, support for family.
- Previously children looked after at home, not able to support in Kinship. Identified dedicated funding for kinship, now 40%.
- West Dun – CSO 7 years, now kinship matching level.
- Most referrals Kinship, drop off in CSO referrals.
- Families from SiMD 1 and 2.
- Participation work. Monthly meeting of portfolio charities. Raise and address issues.
- In Voice – Youth Forum developed to influence and lead the organisation. Established for 3 years. Many original young people have moved on. Split group, older core influence org and Intandem programmes. Older members mentor younger members/ group, use lived experience to support others and share insights. Looking to build in employment opportunities.
- Youth led activities and responses to consultations.
- Platform to build confidence in voice. Mix of fun/focus, support Scottish Government consultation on Care Leavers Payments.
- Residential element to support group development, building relationships.
- Kinship Care, engagement with families identified hidden needs/crisis and a lack of willingness YP approach statutory services for support. Coordinators were picking this up and identified gaps across the country within Kinship Care support.
- Conference to build knowledge of support around kinship. TCA new family mentoring programme launching in Dundee in January 2025. Needs to be evaluated, aims to build scaffolding arrive the family.
- Participation work. also supporting identifying issues, for mentors. City Wide consultation on the definition of Care Experience, building on earlier work and an engagement exercise.

Questions/Feedback

Paid participation – questions and disagreements on best approach (research discourse) need to ensure does not fall under coercion.

- Recognising barriers to participation
- Recognition to input
- Young people need to feel recognised for efforts.
- At what point should rewards be offered.

- Impact on benefits to be considered, what do articulates actually want

Could Intandem share the mapping work on Kinship – variation across country

- Lack of services and support for Kinship
- KCAS really good database on website, superseded Intandem
- Impressed with Kinship work in England, lots to catch up on.
- Assessments don't take account of need of kinship carers
- Fostering not keen to engage
- More complex needs and trauma being seen in kinship, not always the best environment be supported.
- Lack of support to kinship carers, gaps and challenges with capacity
- Variation on status, resulting in less support (especially informal)
- Lack of resource attached to Kinship, not the same level as adoption, fostering or residential. Due to statutory gaps.

Group discussions

Groups were asked to feedback key points that emerged from their discussions:

- Genuine relationships, powerful and authentic
- Challenges with engagement – Reward and remuneration, valuing lived experience.
- Culturally still really struggle with true co-design – schools' key environment, reach out beyond core groups, inclusive of all voices
- Importance of understanding voice within participation, ability to see change happen.
- Time constraints, process and changing language.
- Consistency of professionals
- Supporting voice vs capacity
- Risk aversion
- See parents as an asset and area for investment
- Experience of care and children in care
- Role of non-medical professionals in GP practices
- Transition points YP /adulthood – child and parent support
- Lack of childcare
- Definition of young person – some orgs up to 30, Europe up YP 36.
- High level of facilitation skill needed.
- Safeguarding coproduction, considering re-traumatisation.