the promise Learning Collaboratives

Voice

Glasgow

5th December 2024

10.20 am - Introduction and Welcome

10.30 – 12.00 – Inputs and Discussion

East Renfrewshire HSCP/ Aberlour

Circle Scotland

King's Trust

Questions and table discussion

12.00 – 1.00pm – Lunch/ World Cafe

Break / Networking / lunch/ World Café conversations

1:00– 2.30pm – Inputs and Discussion

Aberlour

Why Not Trust/ The Village

Intandem

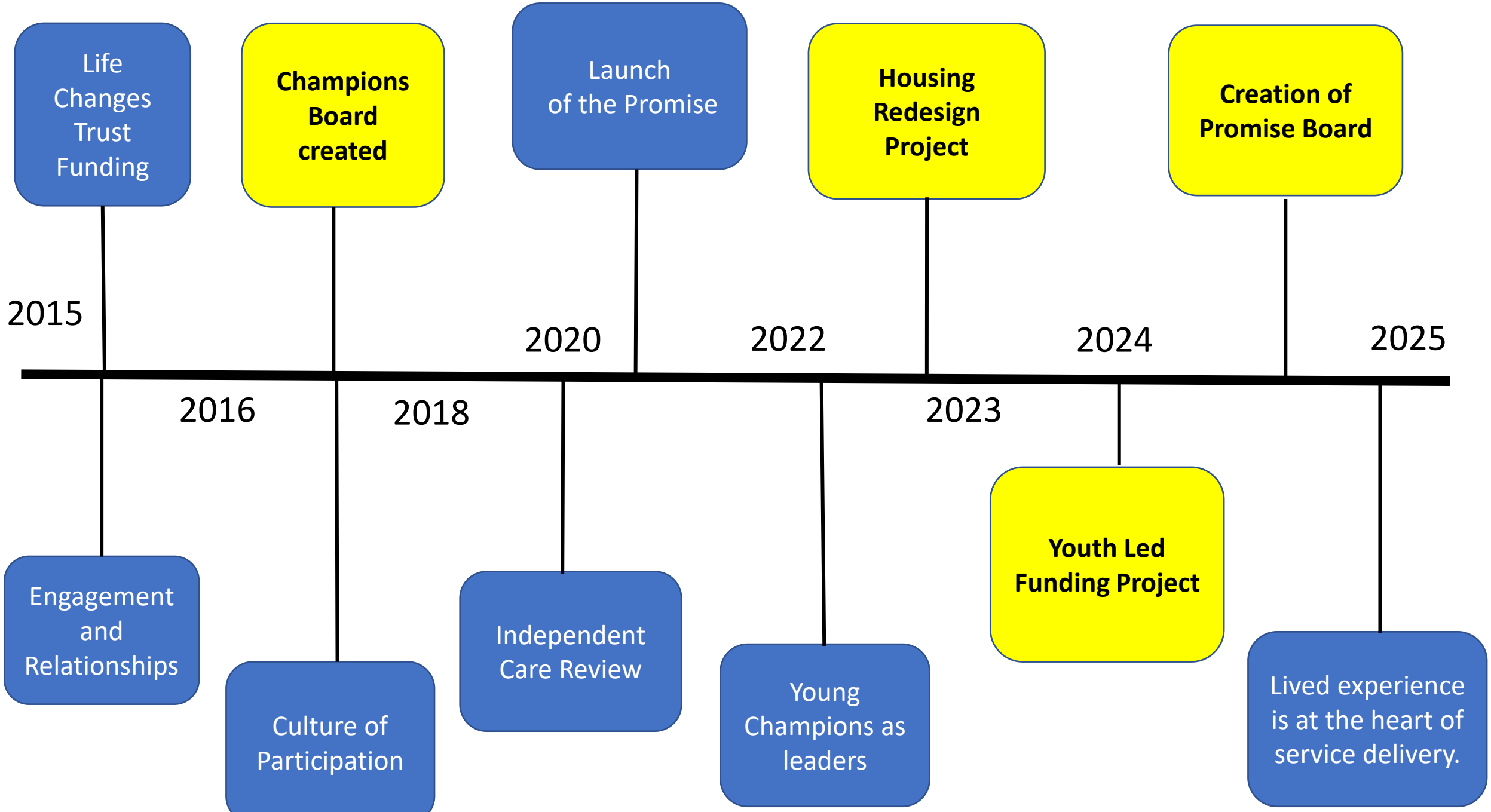
Questions and table discussion

2.30 – 3.00pm– World Café Conversations/ Networking

Voice

VOICE
IN
EAST RENFREWSHIRE

Presented by Amanda Reynolds (HSCP), Katya Cox- Kruger (Aberlour)


Life Changes Trust Funding
Champions Board created
Launch of the Promise
Housing Redesign Project
Creation of Promise Board
2015
2016
2018
2020
2022
2023
2024
2025
Engagement and Relationships
Culture of Participation
Independent Care Review
Young Champions as leaders
Youth Led Funding Project
Lived experience is at the heart of service delivery.

CHAMPIONS BOARD

Success of the Champions Board

Young Champions as Leaders

Relationships

Identity and Care Family

Culture of listening to lived experience

HOUSING RE-DESIGN PROJECT

The Voice of Young People told us the project was necessary

Consultation carried out with Young People, Carers, Social Work & Housing, External Stakeholders

Do not know services available and struggle to engage with right services at right time	Require support with practical skills to support ability to live independently	Do not want shared living, want support within own tenancies
Almost all support currently comes from Social Work	Know workers are stretched so hesitate to ask for help until crisis point	Lack of Information about the process so feel overwhelmed
Would like to have a peer support system	Want a place to build relationships with one another and feel like it is theirs	Want to feel independent in a place that feels safe and secure

ues Ambition Kindness Trust

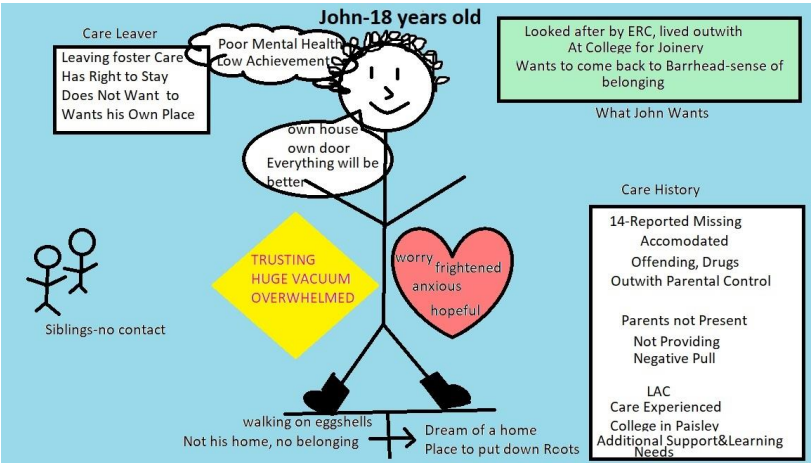
PROCESS

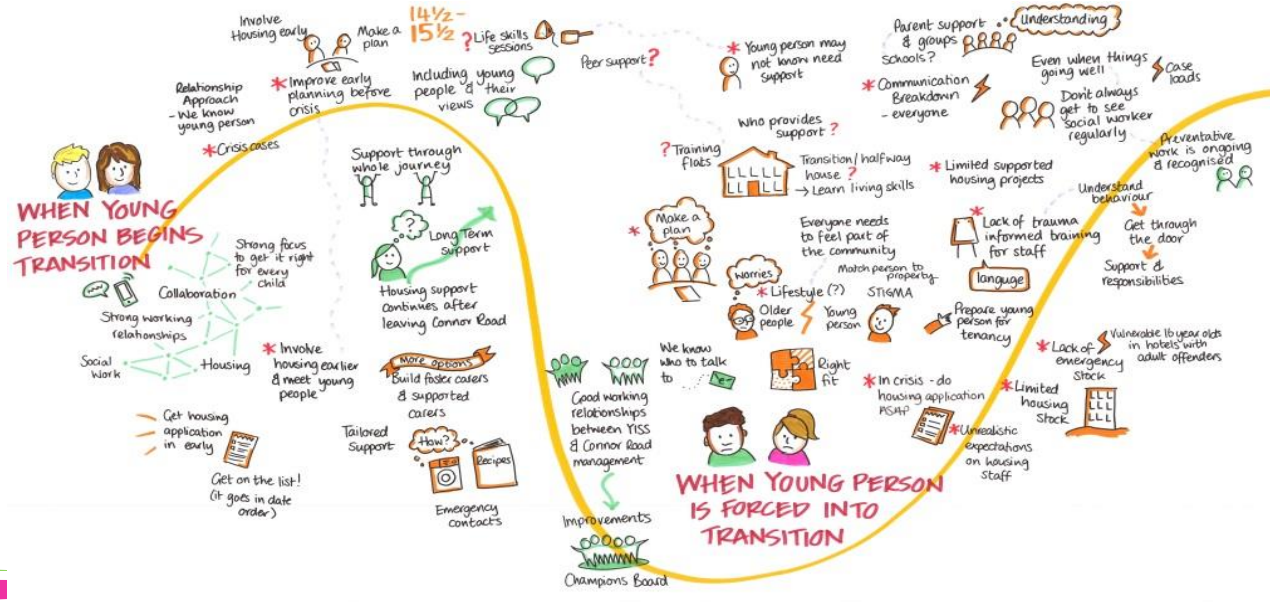
A Good Childhood Board-Co Design from the Beginning

Meaningful and Equal Participation

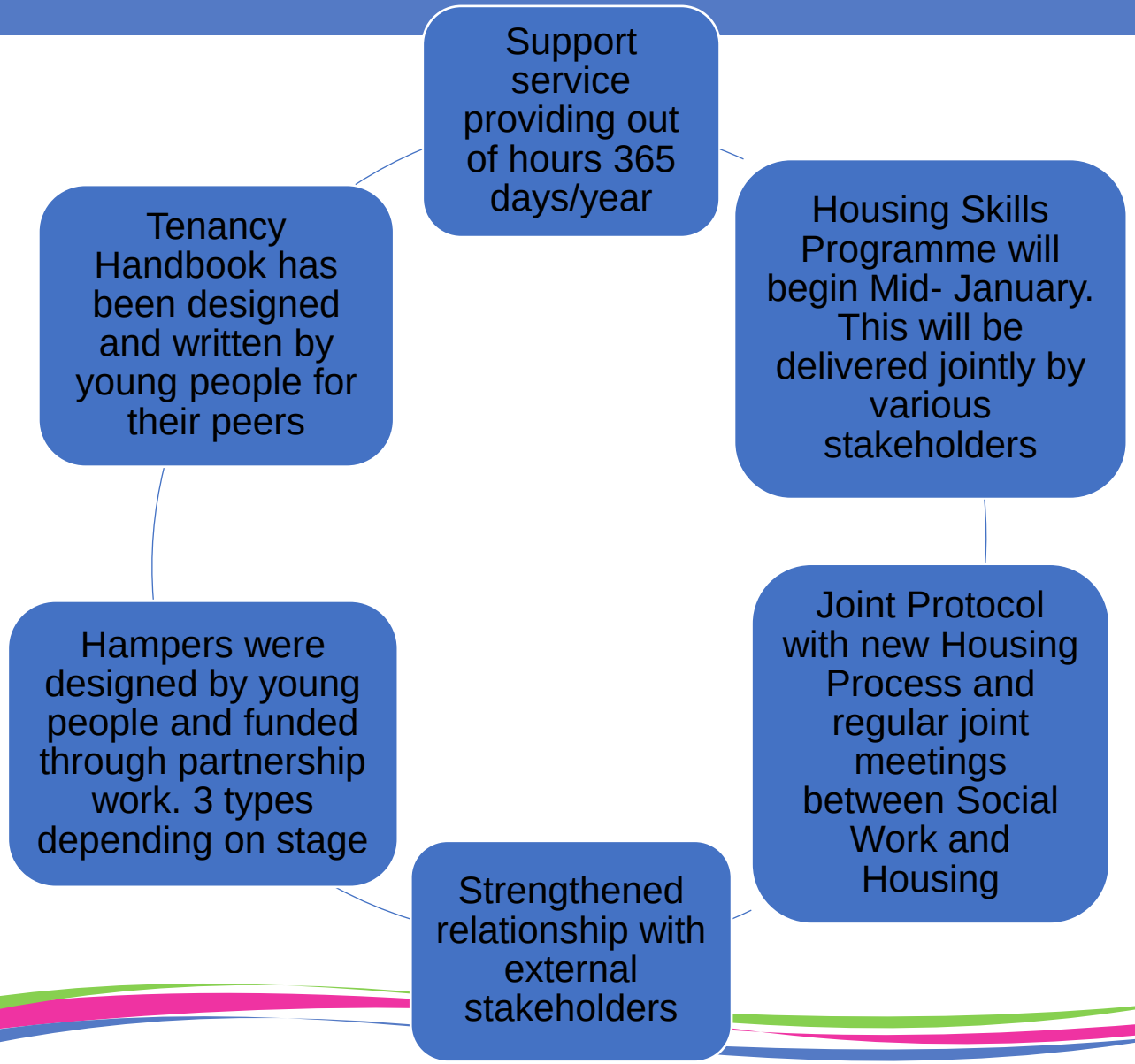
Workshops: Consultation, Mapping, Capital/Expenditure, Support

Site Visits





OUTCOMES OF PROJECT



Listening and acting on the voice of those with lived experience has created a service which is fit for purpose and directly meets the needs of those who use it.

our values Ambition Kindness Trust

YOUTH LED FUNDING PROJECT

Why?

Relationship based Participation Model embedded in practice and systems

Experience and capacity of new roles

Process

Young People in Leadership roles.

Discover → ***Define*** → ***Develop***

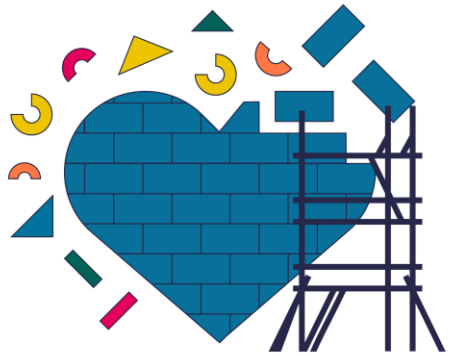
Goal

Raise awareness of care identity and voice.

Young People to create change based on the needs identified by the care experienced community.

PROMISE BOARD

Young People as Leaders to create a Promise Board



Recognition that we need representation of wider groups

Themes not addressed through the Youth Led Grant can be addressed through the Promise Board

Voice of Lived Experience informs the direction of services.

Create an environment where Key Decision Makers work alongside those with Lived Experience as equal partners.

PROMISE BOARD

Champions Board

Younger children

Young People with ASN

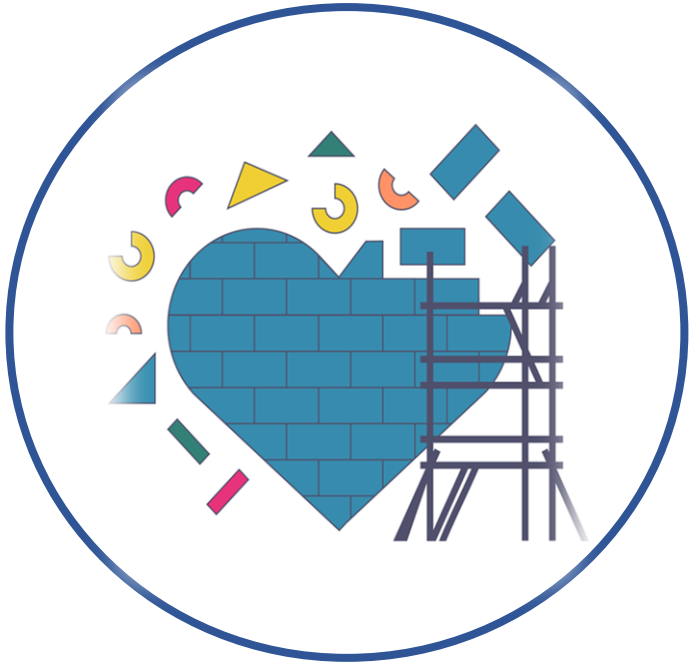
Parents

Kinship Carers

Foster Carers

Separated Young People

Co- Chaired by a Young Person and Chief Executive



Chief Executive

Elected Members

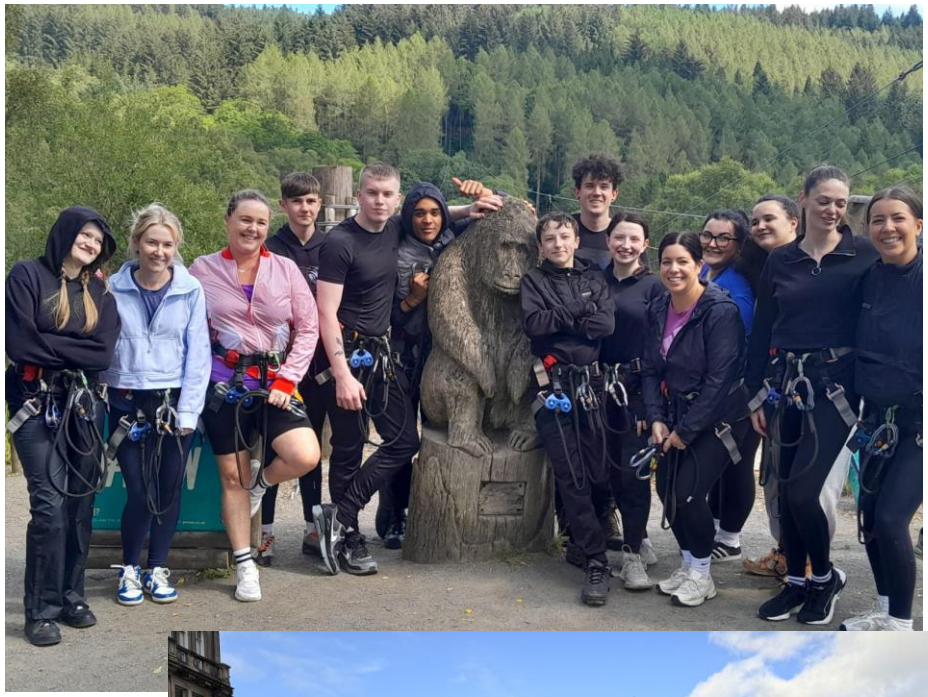
Directors of Council Depts

CSWO, Head of Adult Services and Chief Nurse

Police- Area Commander

SCRA

Children's Hearing Scot



‘Being listened to is about acting and action. It is life changing to have a say in matters that affect you.’

Circle:
Supporting Families in Scotland

circle
Supporting families in Scotland

circle

Supporting families in Scotland

Transformational Reflection Action Group

"Previously any change has come from management. This is the first time I felt part of the change."

Circle is a registered charity working with families facing multiple disadvantages

(structural inequality, poverty, drug and alcohol use, imprisonment, physical or mental health, trauma, abuse, and loss)

We believe that every child, no matter their background or circumstances should have the support they need to live a happy and healthy life.

A Culture Change Journey in Residential Services

Reflective practice space- two hours, three weekly, for eight sessions

Working towards the transformative ambitions of the Promise, a Trauma Informed and Responsive, Whole Family and Rights-Based approach (United Nations Convention Rights of the Child)

A space to shape and co-design a whole system approach to the work and services offered in Residential Care

Aim of the sessions

A space for staff to have **critical reflective conversations**

What can support us to be regulated, resourced and responsive in our work

The safe space created, provided opportunities to

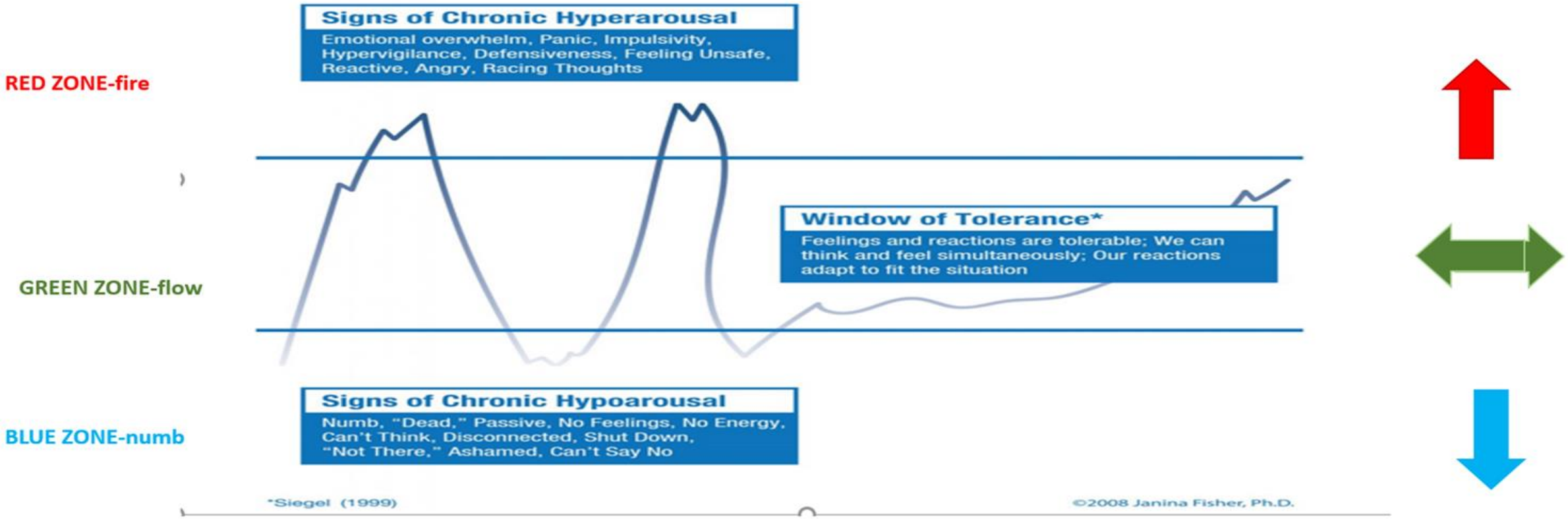
Explore common concerns and access mutual support
Identify strengths
Highlight areas for improvement
Explore ways to address challenges and barriers to change

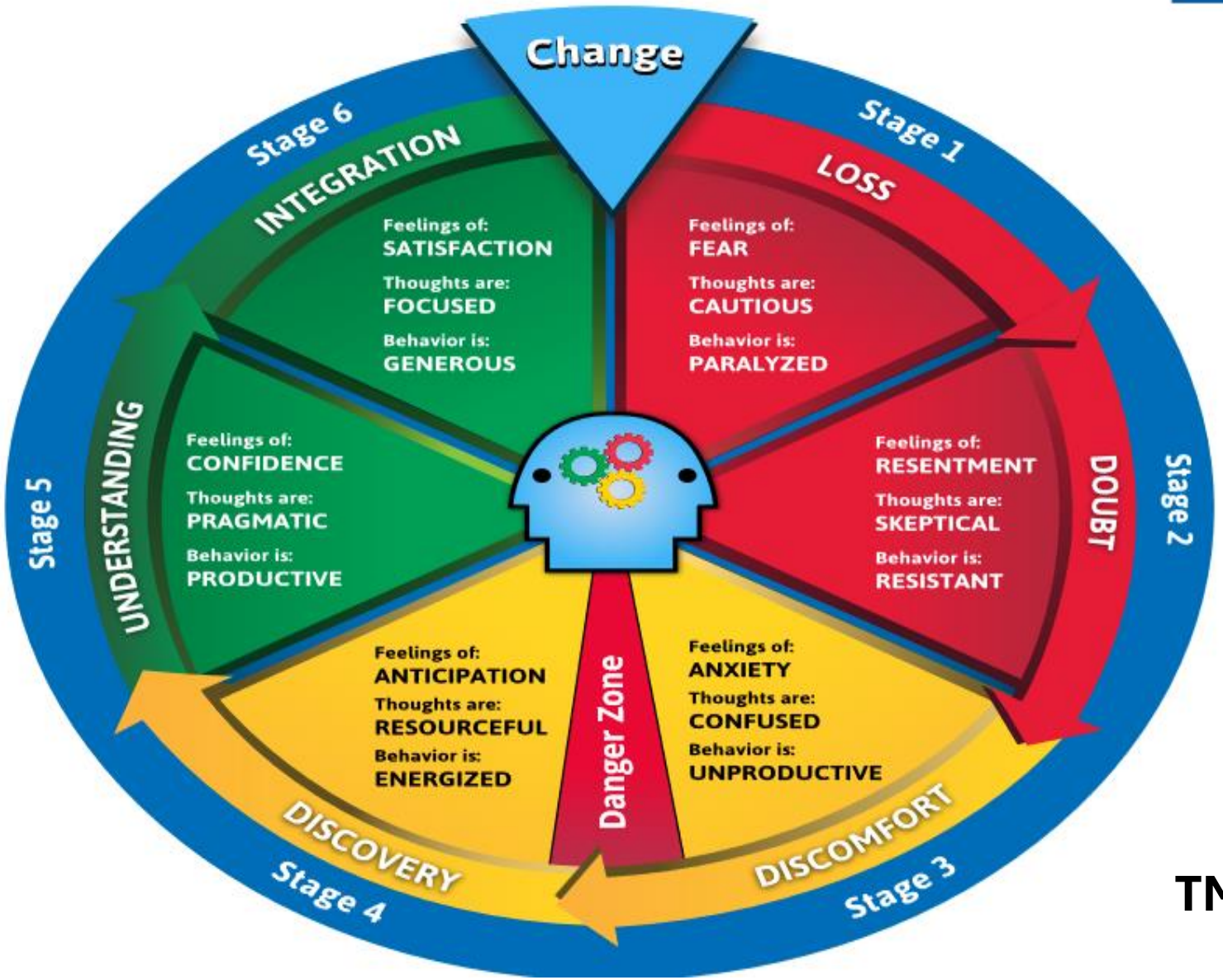
Trauma-Informed principles to create safe space

1. **Window of Tolerance Individual Organisational**
2. **Change Cycle TM**
3. **Lundy Participation model**
4. **Driscoll Reflection model**

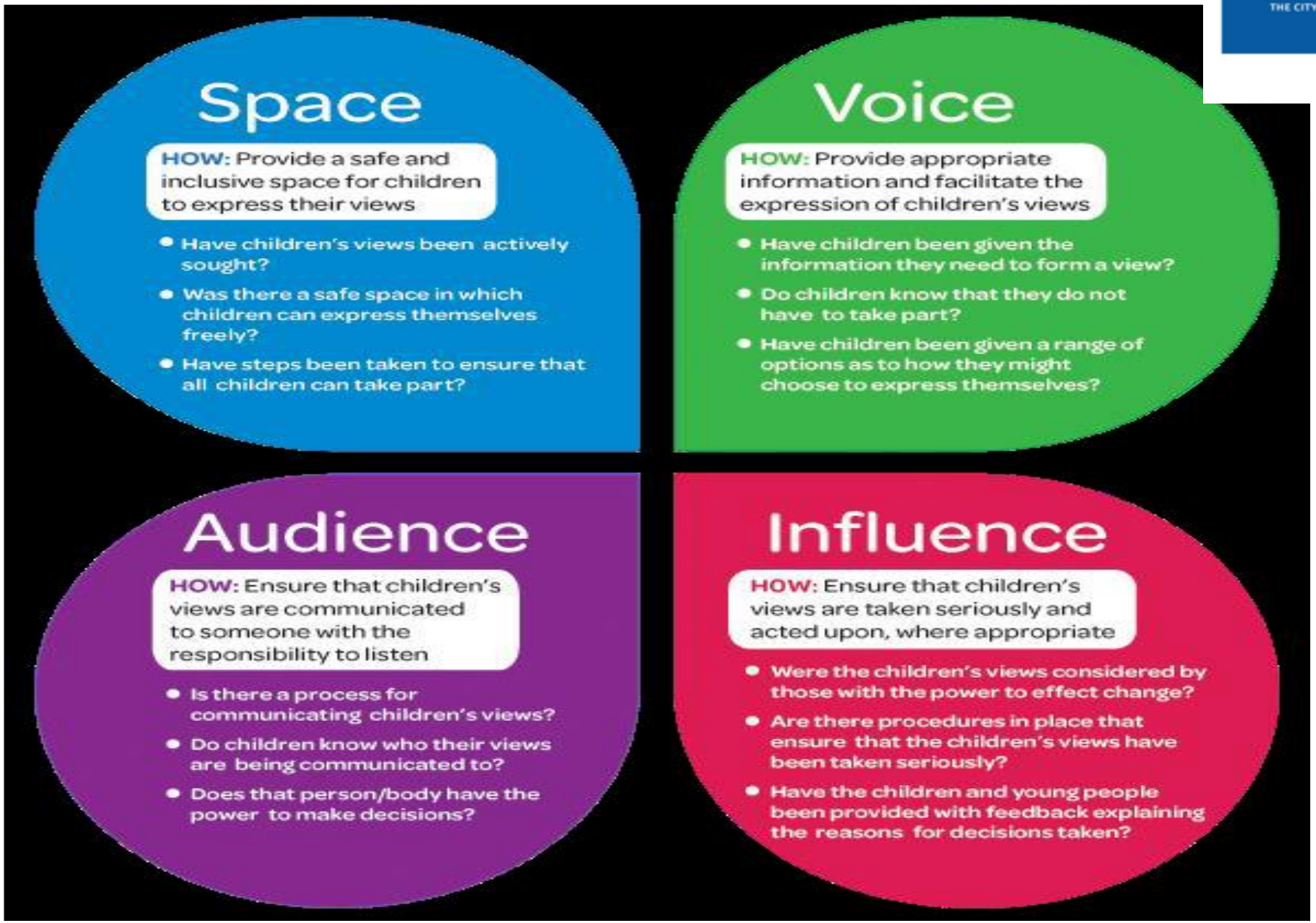
"Trauma informed safe spaces enhance your practice when you can have these conversations"

Window of Tolerance Individual & Organisation




Change
Stage 1
LOSS
Feelings of:
FEAR
Thoughts are:
CAUTIOUS
Behavior is:
PARALYZED
Stage 2
DOUBT
Feelings of:
RESENTMENT
Thoughts are:
SKEPTICAL
Behavior is:
RESISTANT
Stage 3
DISCOMFORT
Feelings of:
ANXIETY
Thoughts are:
CONFUSED
Behavior is:
UNPRODUCTIVE
Danger Zone
Stage 4
DISCOVERY
Feelings of:
ANTICIPATION
Thoughts are:
RESOURCEFUL
Behavior is:
ENERGIZED
Stage 5
UNDERSTANDING
Feelings of:
CONFIDENCE
Thoughts are:
PRAGMATIC
Behavior is:
PRODUCTIVE
Stage 6
INTEGRATION
Feelings of:
SATISFACTION
Thoughts are:
FOCUSED
Behavior is:
GENEROUS

TM

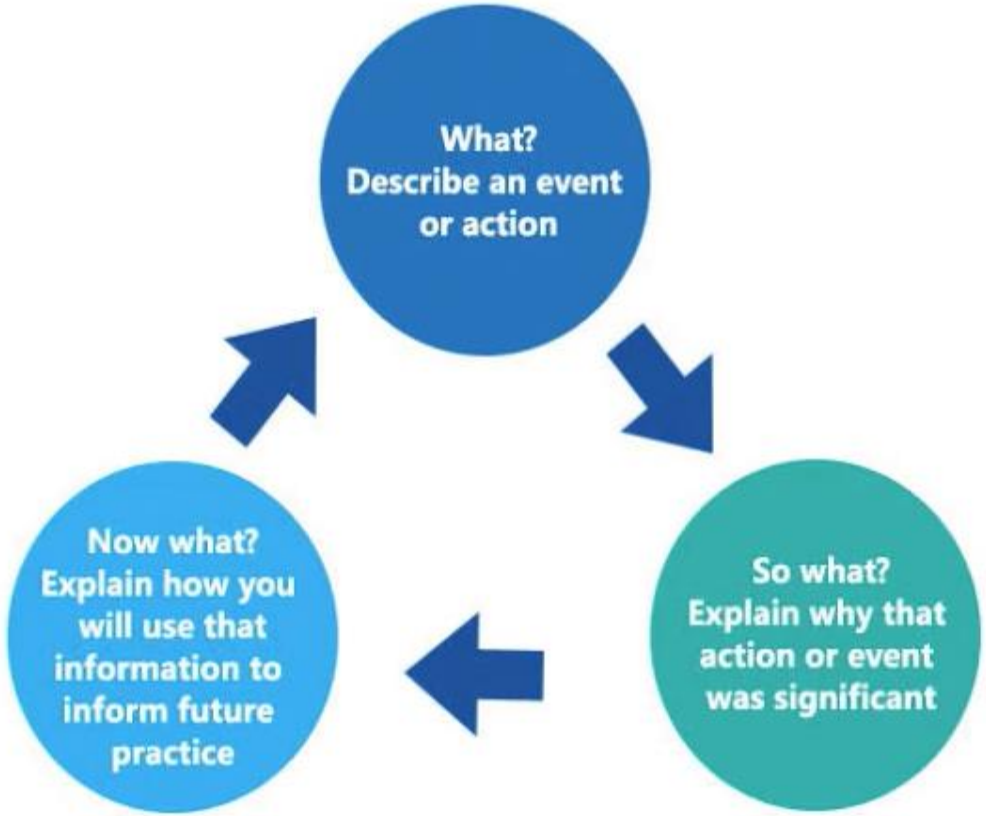

Space
HOW: Provide a safe and inclusive space for children to express their views
Have children's views been actively sought?
Was there a safe space in which children can express themselves freely?
Have steps been taken to ensure that all children can take part?
Voice
HOW: Provide appropriate information and facilitate the expression of children's views
Have children been given the information they need to form a view?
Do children know that they do not have to take part?
Have children been given a range of options as to how they might choose to express themselves?
Audience
HOW: Ensure that children's views are communicated to someone with the responsibility to listen
Is there a process for communicating children's views?
Do children know who their views are being communicated to?
Does that person/body have the power to make decisions?
Influence
HOW: Ensure that children's views are taken seriously and acted upon, where appropriate
Were the children's views considered by those with the power to effect change?
Are there procedures in place that ensure that the children's views have been taken seriously?
Have the children and young people been provided with feedback explaining the reasons for decisions taken?

Framework for Feedback-Lundy

- What did you agree with?
- What did you not agree with?
- Did anything surprise you?

- **Has it influenced your view and if so, how?**
- **What have you decided?**
- **What's happening next and when will it happen?**

Driscoll Reflection Model



"My hope for this is that the people that can influence in senior management will pay attention to this. It needs to be a service priority for them and for management to go on that journey too"

Identified Priorities

The group identified three priorities, that align with the priority themes, identified in the

Roadmap for Creating Trauma-Informed and Responsive Change Guidance for Organisations, Systems and Workforces in Scotland .

The local themes identified relate to:

1. **Consistent knowledge, skills, confidence and capacity**

2. **Leadership/ Culture**

3. **Staff wellbeing and feedback loops**

Key requests are:

1. Consistency of knowledge, paperwork and policies across residential services, to include a staff well-being focus

2. Safe spaces for frontline staff to continue their culture change journey

3. Opportunities to nurture collaborative relationships that model a trauma informed and responsive approach between senior management and frontline staff

The King's Trust: When Young Voices rise

Evanna Watt and Marjie Gracie

Our bold ambition

- Increase our reach with young people with care experience.
- Support and empower our young people to complete their KT journey – becoming best positioned to achieve a positive outcome.
- Undertake a robust organisational review through a co productive approach including the voice of lived experience.
- Reviewing: policies and process, paperwork, language, induction, physical space and senior management buy in.
- Ensure we are Trauma Informed.

King's Trust

Results so far

- Co production group still going strong 12 months on.
- Achieved a cultural shift in the organisation.
- Cemented and published The King's Trust Promise Pledge which is now influencing our new 5 year strategy.
- Revised and improved onboarding and induction process.
- Room re-design creating trauma informed spaces.
- UK wide organisation 'Promise Champions Network'.

Key learnings

- Change is a difficult process.
- How to authentically listen to young people with care experience.
- The smallest conversation can have the biggest impact.
- Voice has no hierarchy.
- Get comfortable with being uncomfortable.
- What meaningful co-production is.
- Leadership buy in is crucial.
- The power of relationships.
- Caffeine is key.

What would we tell our younger selves?

- Recruit co-production group via a different approach.
- Have the confidence to challenge and know its ok to say “No”.
- Engage with national teams and the wider community earlier – YOU CAN NEVER BE TOO EARLY!

King's Trust

“Being there for a child is the most noble thing a toy can do” ~ Woody, Toy Story.

King's Trust

the promise
Learning
Collaboratives

Questions + Discussion

the promise
Learning
Collaboratives

Lunch + World Café

Aberlour Children's Charity Policy & Participation

aberlour
Every child deserves a brighter future.

My priorities and learning since working at Aberlour…

Why should we reward participation?

The Why Not? Trust

for care experienced young people

Listening to the Voices of Care Experienced Parents

Moira Greentree

Our Aim

To listen to care experienced parents about their experiences and views on the following;

- If a care experienced parent's charter is needed/wanted in Scotland
- What a care experienced parent's charter should look like
- What people should know about care experienced parents
- What support is already in place (in their experience) and what is still needed
- Their experiences of stigma as a care experienced parent and how a charter could reduce stigma/raise awareness

How Did We Listen to Voices?

We recognised that due to stigma, location barriers and an already small number of 'willing participants' that it would be hard to gather an accurate reflection of the community. We trialed multiple different methods to ensure maximum opportunities were available to participate;

- Multiple in person consultation sessions with option to join virtually
- Surveys
- Single question polls

What Have We Learned?

- **In person spaces** offer more opportunity to have meaningful discussion – ideas can be shaped more easily when being bounced around a room.
- **Online spaces** allow participants to get involved from anywhere, without location barriers. This makes it easier for those in rural locations, those with children or disabilities (for example) to have their voices heard.
- **Surveys** allow a low pressure, high reward environment. By giving the space for participants to engage in their own time allows for thoughtful answers. Surveys can also reach a larger audience.
- **Single question polls** allow for a low effort response which often sees more people responding. It is easier to commit to a simple "yes/no" with a click of the button than to attend a full session.

What Have We Learned? Cont...

Offering as many diverse options as possible to participation is key to gathering a wide range of views. Offering one single option excludes many of those who are willing to participate but have accessibility issues.

Having a mixture of online and in person options gives the best chance of representing the community fully.

Even with multiple options, we still needed to further supplement with desktop research as regardless of how many options to participate there are, stigma within the care experienced community is still prominent. We found that care experienced parents are scared to speak out for fear of how it may impact their children.

The Results So Far

- We have seen participation at all three in person sessions, two of which had online participants as well.
- We have had multiple responses to our survey which presented a variety of views.
- The single question polls produced the most responses to questions – many people opted to leave type box questions empty but nearly everyone responded to a yes/no poll question.
- From the combination of gathering techniques and desktop research we have been able to form recommendations that we are confident reflect the voices of care experienced parents.

What Would We Do Differently?

Knowing what we know now, it is easier to reflect on what works and what doesn't;

- Planning a longer consultation timeline – ultimately the voice of the community you are working with is the most important part of any research. Ensure adequate time to collect views from multiple different backgrounds.
- Incorporating more single question polls – these are really low effort for people to engage with but if done correctly they can provide valuable views to inform research. Our most responded to question was "Do you think Scotland needs a charter for care experienced parents?".
- Getting out into the community – offering the chance to hold in person sessions is invaluable, providing compensation for attendees is a brilliant way to both encourage attendees and thank them for their efforts (we offered gift vouchers for participants).

intandem
Mentoring Scotland's young people

Broadening our participation

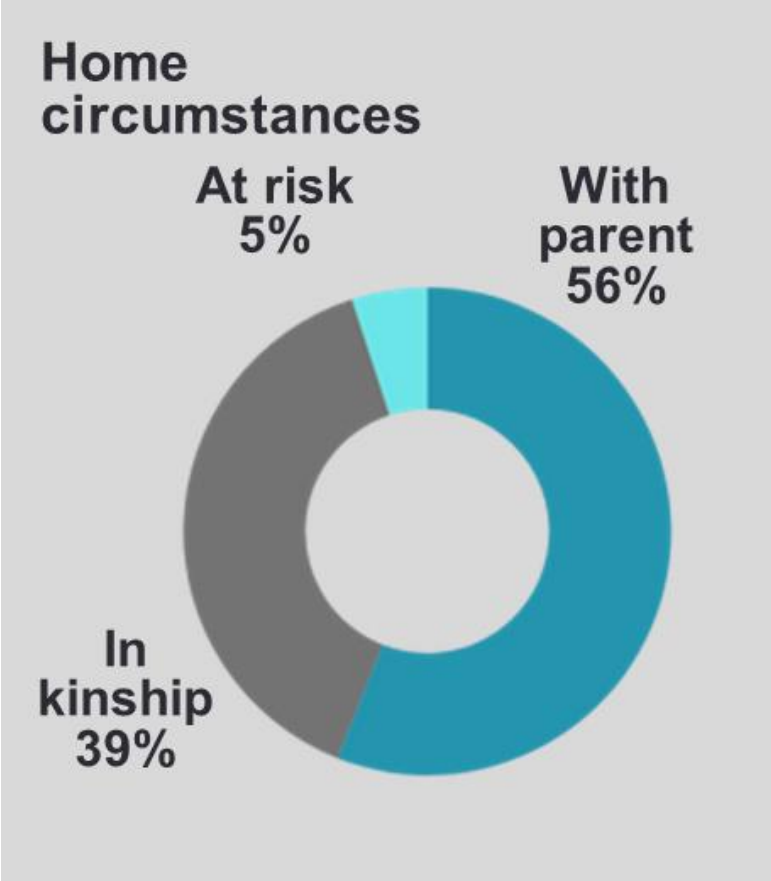
Christine Roxburgh & Callum Shipcott
5 December 2024

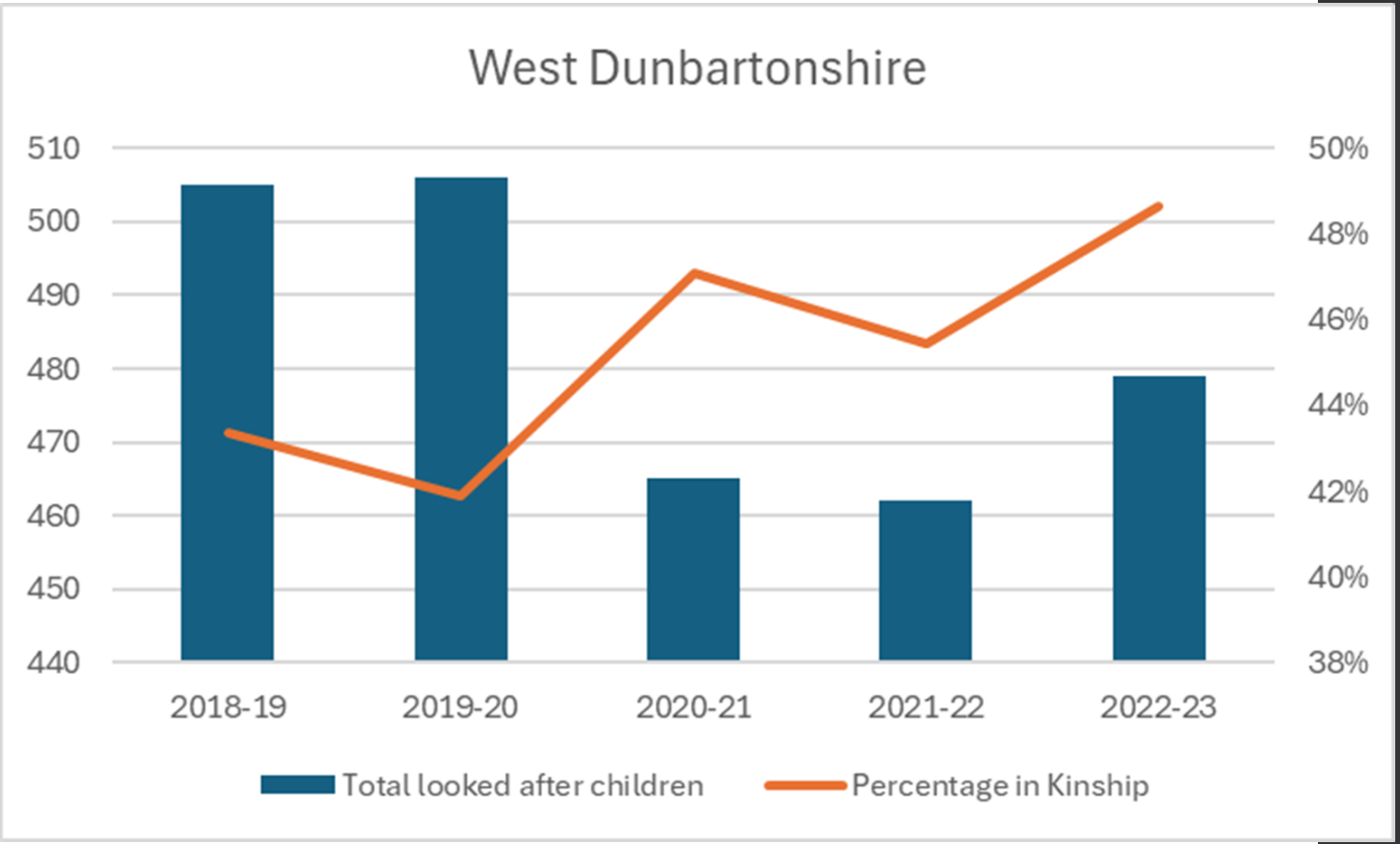
INSPIRING SCOTLAND

intandem mentoring

- intandem builds relationships with young people, and their family, through mentoring.
- age 7-15 when mentoring starts.
- living in kinship care or looked after at home, or on the edges of care.
- offers practical and emotional support for the family.

Supporting a growing number of young people in kinship care



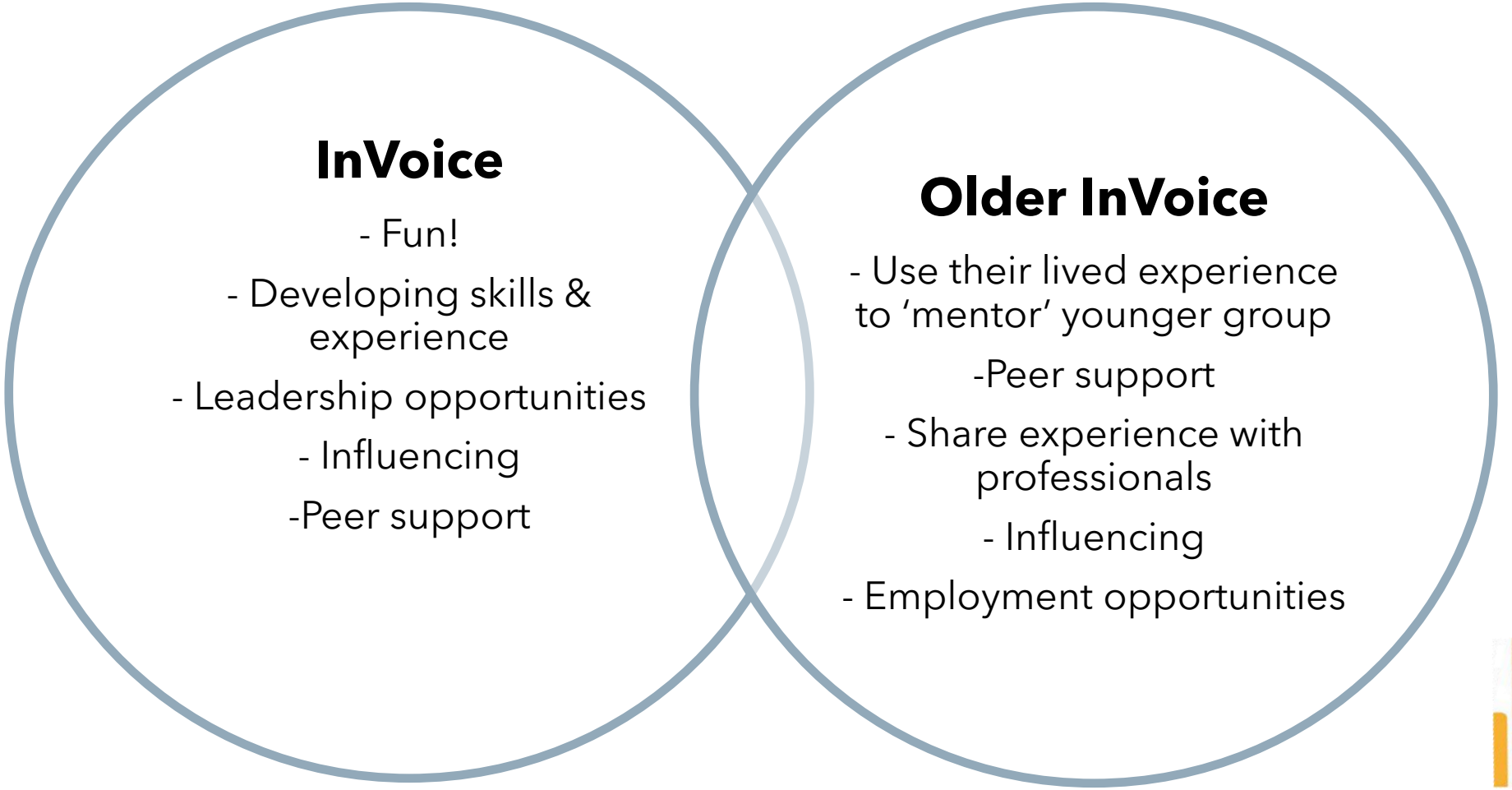


Participation is now embedded in our approach

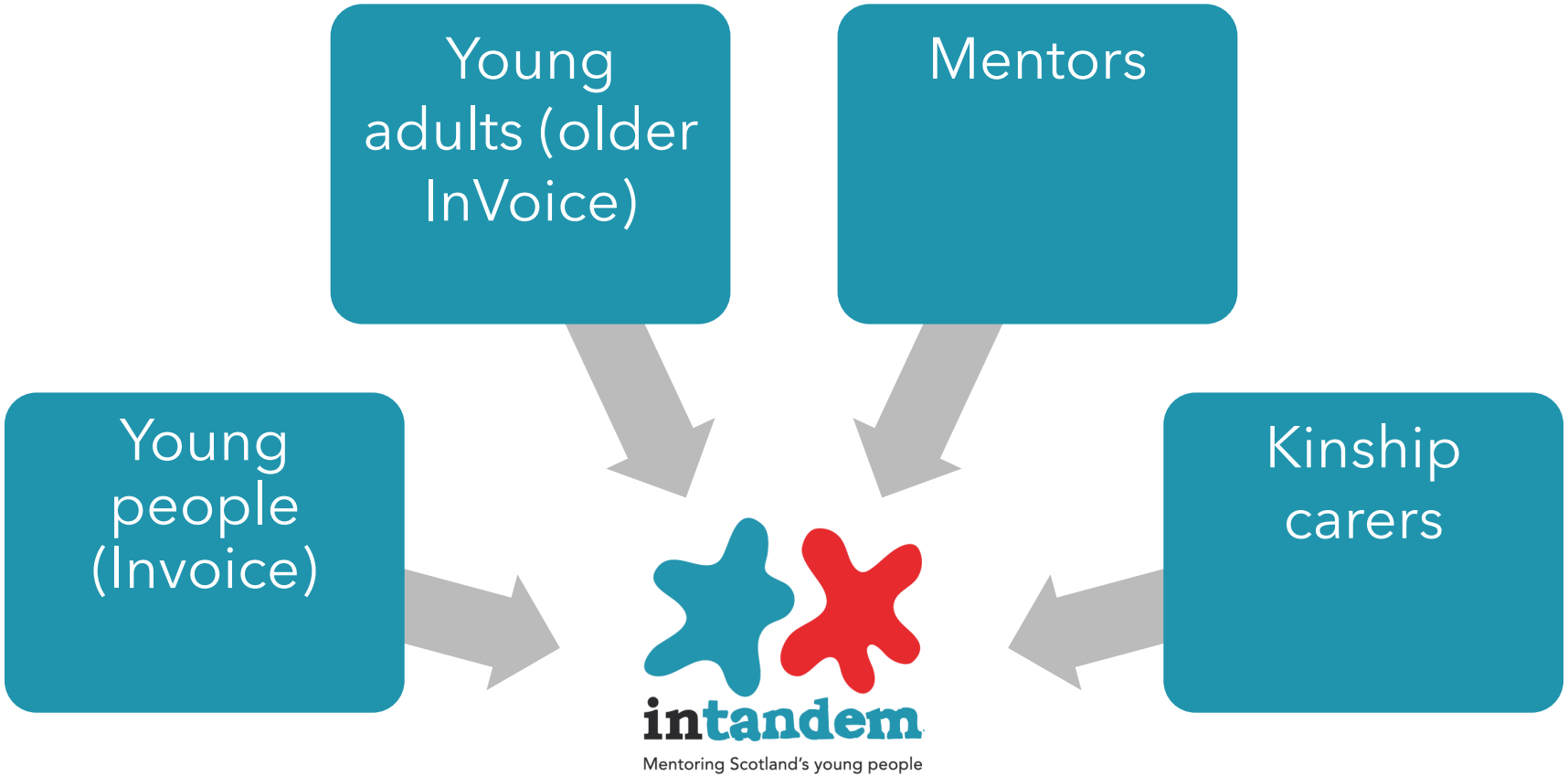
- Youth forum, InVoice, established for 3 years
- Young people with lived experience of mentoring
- Aim was to influence and help evolve intandem as a programme
- The work has extended beyond the original aim
- Driven by the young people with development opportunities

InVoice is awesome and I would always recommend young people to join, it is the best decision I have ever made!
I have made new friends, improved my confidence, and I have been involved in important discussions that have been taken to government – it's an amazing experience
- Hollie

Evolution of InVoice



Widening our participation



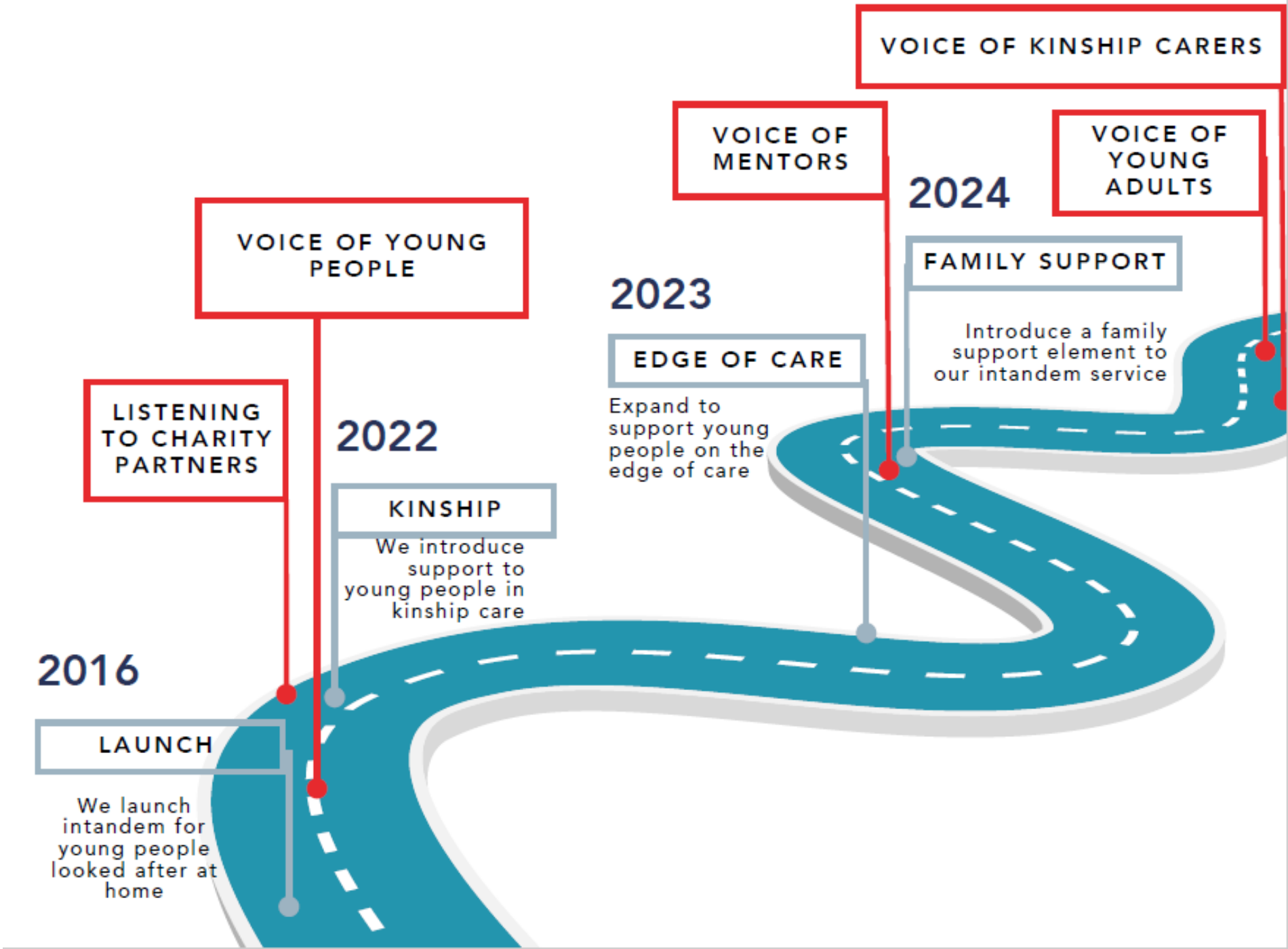
It would be helpful to have online peer reflection and support sessions open to all mentors across Scotland – we can learn so much from each other

– intandem mentor

Kinship carers are left to their own devices, even when we're really struggling. Getting the financial support you're entitled to is even a battle.

– kinship carer

intandem
Mentoring Scotland's young people



Questions

the promise
Learning
Collaboratives

Questions + Discussion

World Café

Close