

| | |
|-------------|------------|
| Agenda Item | 6ii. |
| Report No | CPB/19b/21 |



Highland Community Planning Board – 20 December 2021

Improving Outcomes in Children’s Services – Workshop Feedback and Next Steps

Report by: Executive Chief Officer, Health and Social Care

Recommendations:

The CPP Board is asked to:

- Note the key themes emerging from the CPP workshop on improving outcomes for children and young people;
- Consider and agree the statement of intent developed to achieve the aims identified in the planning workshop;
- Consider and agree the proposal for a Change and Innovation Programme, to develop and shape this approach within a community setting.

1. Background

1.1 Following the recent children’s services workshop a number of themes emerged where the partnership could strengthen its integrated approach to improving outcomes for infants, children, young people and their families. This included:

- Developing family based approaches - the importance of local hub/community teams with opportunities for co-location focused on the needs of the child and family,
- a stronger approach to prevention and early intervention in pre-birth and early years,
- appropriate crisis intervention at the right time (24 hour services) and post crisis intervention support, including therapeutic supports,
- developing the workforce – retention, capacity and shared understanding to promote collaboration.

1.2 The following statement of intent captures the main themes discussed within the groups and outlines an approach to address these priorities, that if agreed by the partnership, could be developed to ensure a more joined up approach to improving outcomes for our infants, children, young people and their families. This includes a proposal for how to develop this approach in practice, with a focus on place and practitioner involvement in

order to shape the requirements based on the needs of children, young people and families.

2. What is the aspiration of the proposal?

- 2.1 Through our partnership working we will develop our approach to improve outcomes for infants, children, young people by delivering joined up services at the right time within local communities. To achieve this, preventive support and services delivered by the Children Service's Partnership and other key partners will be aligned across localities. Support will be connected within local communities and strengthened by co-ordination within the community planning process.

3. What do we need to do together?

- Agree an overall aim and direction of travel.
- Translate existing themes and change ideas into a route map
- Agree our underlying principles and assumptions
- Determine the actions that are the most impactful and build momentum
- Consider the evidence and our scope of influence.
- Agree what can we 'just –do' and what needs longer term development work
- Embed continuous service improvement methods collectively based on stakeholder feedback and what we know.
- Develop and agree those area that require a radical change approach that places focus on reshaping how we work together as services with communities to optimise outcomes for children and families.

4. The Statement of Intent

- 4.1 The following sets out 4 key areas for development to achieve the aims identified in the planning workshop. These align with current thinking in relation to improvements in service delivery and outcomes for children and young people.

1. Developing a whole System place-based approach with joined up support

- Determine a shared accountability model for a whole system joined up approach
- Ensure aligned and proportionate funding that matches the scale of need
- Co-ordinate support through the use of locally based multiagency services and support
- Share and scale up best practice where possible
- Develop a new commissioning framework based on partnerships and sharing power.
- Prioritise together to maximise the resources available to best effect.

2. Improving the workforce and culture

- Ensure a clear and shared understanding of family-based approaches across the whole system
- Empower innovation
- Build on and develop capacity
- Develop a workforce that takes a holistic approach through a re-energised

workforce strategy, with skills and values centred on principles of holistic support and mutuality.

- Enable practitioner level sharing of best practice and draw out strategic learning from current practice.

3. Ensuring availability and access to support and interventions

- Expand use of place-based models of family support and ensure multiple points of access within our communities
- Identify 'Test, Learn and Develop' sites and invest and innovate to support
- Promote a 'self-help' culture through availability of early help in trusted spaces and places.
- Ensure universally accessible early help and wrap around support and support delivery where and when suits families – consider 24 hour access to support

4. Delivering the Promise¹ – putting children and families at the centre.

- Meaningful and ongoing participation in design which ensures choice and control for families
- Shift to needs and rights-based planning and participation
- Ensure support is stigma-free, needs/rights-led at both specialist and universal level
- Use and recognise community as an asset, and the long-term support it provides.

5. Putting this into action

5.1 It is proposed to implement a Change and Innovation Programme in order to develop this thinking and shape the approach going forward. The following principles should guide this work:

- That it is place-based and responsive to the needs of the local community.
- That it is people led and developed from the locality up with the community voice and the voices of children and families at the centre.
- That an assets based approach should be taken – building on local successes and capacity but identifying where gaps may exist.
- That the model should build on covid learning and resilience approaches developed.
- That measuring impact is critical to designing the new approach, being clear about what we want to achieve; the “so what” question.
- That a tiered-intervention approach is adopted with a focus on strengthening supports through universal services.
- That it is needs led and evidence based.
- That it tackles inequalities and is trauma informed.

5.2 Whilst it is proposed that a whole system place based approach is progresses,

¹ 'The Promise' recognises that to become that best place in the world, we need our public services to work for, and with children, young people, and their families. The focus of those services must be on improving lives based on what matters to people, not what matters to the organisations tasked with providing those services. We need a 'care system' that places love and relationships at the centre for every child and family who needs support.

considering the range of support provided to children, young people and families, there are three key areas of focus proposed to progress this approach:

- Preventative approaches at pre-birth and early years.
- Crisis intervention and post crisis intervention supports, including therapeutic supports, wrap around care and 24 hour supports.
- Mental health and wellbeing systems support.

5.3 It is proposed to take forward and develop this approach within one specific locality as a pathfinder. It is proposed that this should be the wider Fort William/Lochaber community, building on the strong collaborative practice developed during covid, active and integrated community based supports and the wider robust place-based planning approach already in place within the area.

5.4 Should the Board support this approach and proposed Change and Innovation programme, funding will be sought to progress this transformation and support learning and evaluation from the programme. Updates on progress will be brought to future Board meetings and monitored through individual agencies and the Integrated Children's Services Board.

Recommendations:

The CPP Board is asked to:

- Note the key themes emerging from the CPP workshop on improving outcomes for children and young people;
- Consider and agree the statement of intent developed to achieve the aims identified in the planning workshop;
- Consider and agree the proposal for a Change and Innovation Programme, to develop and shape this approach within a community setting.

Author: Ian Kyle, Head of Integrated Children's Services
Alison Clark, Head of Community Support and Engagement

Date: 15-12-21