Glasgow Community Planning Partnership
Executive Group
24 November 2021 at 14:00
Microsoft Teams

Agenda

1.   Welcome and Apologies

2.   Minute of Meeting held on 6 October 2021   Attached

3.   Parent Network Scotland (PNS) Parent Academy   Attached
     Jackie Tolland, PNS

4.   Glasgow's Whole System Approach to Tackling Gambling Harms Project Update
                                                                                 Attached
     Bernadette Monaghan, GCC

5.   Live Well Community Referral Model   Presentation
     Irene Cree, Glasgow Life

6.   Community Justice Glasgow Annual Report   Attached
     Tom Jackson, GCC

7.   Meeting Schedule:

                                                          02/02/2022, 14:00
                                                          16/03/2022, 14:00
                                                          27/04/2022, 14:00
                                                          08/06/2022, 14:00
                                                          24/08/2022, 14:00
                                                          05/10/2022, 14:00
                                                          23/11/2022, 14:00

GLASGOW COMMUNITY
PLANNING PARTNERSHIP

Draft Minute

Present: Bernadette Monaghan (Glasgow City Council) – Chair, Laura McCormack (Skills Development Scotland), Fiona Moss (Glasgow City HSCP), Stephen Frew (Scottish Enterprise), Kevin Murphy (Scottish Fire & Rescue Services), Mike Burns (North East Senior Officer Group), Lorraine Barrie (Glasgow Equality Forum), David Crawford (Department for Work & Pensions), Mark Sutherland (Police Scotland), Kerry Wallace (NatureScot), Ian Bruce (Glasgow Third Sector Interface Network), Andrew Olney (Glasgow Life), John Binning (Strathclyde Partnership for Transport), Cheryl McCulloch (Chamber of Commerce), Emilia Crighton (NHS Greater Glasgow & Clyde), Heather Macnaughton (Historic Environment Scotland)

In Attendance: Gerald Tonner (Glasgow City Council), Kathleen Caskie (Glasgow Third Sector Interface Network), Bruce Whyte (GCPH), Katharine Timpson (GCPH), James McCourt (Glasgow City HSCP), Richard Hill (Glasgow City Council), Tom Jackson (Glasgow City Council), Ross Jackson (Police Scotland)

Apologies: Linda de Caestecker (NHS Greater Glasgow & Clyde), Susan Deighan (Glasgow Life), Theresa Correia (Scottish Enterprise), Alison McRae (Glasgow Chamber of Commerce), Brue Kiloh (Strathclyde Partnership for Transport), Jehan Weerasinghe (Glasgow Housing Association)

Item 1 – Welcome
Bernadette Monaghan chaired the meeting and welcomed members.

Item 2 – Minute of Meeting held on 9 June 2021
The Executive Group noted the minute of meeting as an accurate record.

Item 3 – Health in a Changing City
Bruce Whyte and Katharine Timpson, Glasgow Centre for Population Health provided a report and presentation on "Health in a changing city: Glasgow 2021 - A study of changes in health, demographic, socioeconomic and environmental factors in Glasgow over the last 20 years."

The executive summary of the report is as follows:
A range of health and social problems continue to affect Glasgow's residents, but this is not a static situation. As we have experienced in the last 15 months, population health can be directly impacted by the global shock of a pandemic, but government policy and economic forces prior to the pandemic have also shaped health in Glasgow. In a continually changing context it is important that trends in health, health inequalities, and related socioeconomic factors within a city are monitored, interpreted, published, and discussed.

This report is primarily concerned with documenting trends in demographic, socioeconomic, environmental, and health indicators within Glasgow, and in comparison to other places. The report also summarises the emerging evidence on the impact of Covid-19 in the city and makes policy recommendations for how we should 'build back better, greener and fairer'. The main messages are about addressing health and social inequality, tackling gender-based and ethnic and racial inequalities, prioritising mental health especially of children and young people and accelerating action on climate change in order to create a fairer, more inclusive, and sustainable society for everyone.

During discussion a number of partners indicated that they would be keen to engage with Bruce and Katharine further.

Fiona suggested that this report could help to identify where the partnership, and individual agencies, could have performed more effectively as there has been significant work going on to improve the health of Glasgow's communities, but the evidence shows that this work has not always achieved the desired impact.

Bruce advised that partners should recognise what is what is achievable by having a wider look at UK, Scotland, and local levels. Local work may have prevented health outcomes being even worse.

Bernadette advised that the research indicates to the partnership where and what to target our efforts on in the future.

The Executive Group noted the report.

Item 4 – PHHaB (Pathways to Health, Housing and Benefits) – the Barlinnie Throughcare Improvement Project
Tom Jackson, Richard Hill, and James McCourt provided a report and presentation on the Barlinnie Throughcare Improvement Project.

The project was first considered by the Executive Group in 2019 and there has been a journey to where the project is now.

Richard detailed developments for the programme during 2020, including the response to COVID-19 and the developments for 2021. The programme begun in earnest in April 2021. Between April and September, over 200 cases were identified within scope of the Pathfinder, with findings suggesting high initial engagement with partners and good sharing of data across partners.

James provided information on challenges for the programme and lessons learned during implementation.

Tom advised that the Pathfinder is a unique opportunity to protect tenancies. Partners are asked to continue to engage with the programme and would welcome discussions with partners about overcoming national barriers and going beyond the local levers available.

Tom put the following four asks to the Executive Group:
1. Support the Data Workshop on 14 October
2. Consider and support alignment of local actions with national policy
3. Consider how to embed organisational memory
4. Consider how other partners can play a more direct role

During discussions Bernadette asked if progress had been made on an ongoing issue of repeat instances of custody, due to historic offences which may discourage engagement with support services.
Tom advised that Project Clean Slate aims to bring together outstanding charges/warrants, but significant barriers remain.

The Executive Group noted the report.

Item 5 – Glasgow City Schools Health and Wellbeing Survey 2019/20
Fiona Moss provided a presentation summarising the findings of the Glasgow City Schools Health and Wellbeing Survey 2019/20.

Themes covered in the survey include:
- Demographics – including age, gender, family composition, deprivation and ethnicity

- General Health
- Physical Activity, Diet and Sleep
- Services for Young People
- Screen Time
- Money
- Mental Health and Wellbeing
- Sexual Health and Relationships
- Smoking, Alcohol and Drugs
- Risk Clustering and Positive Behaviours
- Employability
- Vulnerability
- Equalities

Fiona provided a brief overview of the results under each theme. The results under each them varied significantly across the city.

Any partner who has a particular interest in any of the themes are invited to contact Fiona for further analysis. Similarly, if any partner wishes to access the raw data this can be facilitated.

During discussion Bernadette suggested that a deeper dive into particular themes could be considered for future Executive Group members.

The Executive Group noted the report.

Item 6 – Preparations for COP26
Members of the Executive Group had an open discussion on preparations for the Conference of Parties (COP26) to be held in Glasgow between 31 October – 12 November 2021.

All partners are asked to review the details on www.getreadyglasgow.com and make any necessary preparations for business continuity.

Cheryl offered a full presentation on the Chambers of Commerce COP26 legacy activity at a future meeting.

AOCB
Bernadette wished Lorraine Barrie well in her new role with Making Rights Real.

Item 7 – Meeting Schedule
The Executive Group noted the meeting schedule as detailed on the agenda.

Ref	Action	Responsibility	Raised	Comments
04-04	**Item 4 – A Glasgow free from gambling harms** • Update to a future meeting	Bernadette Monaghan	07/10/20	Complete Scheduled for 24/11/21
03-06	**Item 06 – Agenda Setting** • All partners are asked to arrange a meeting with Bernadette/Shaw to discuss their thoughts on agenda setting for the Executive Group, or to suggest items.	All Partners	17/03/21	In Progress
06-03	**Item 3 – Health in a Changing City** • Contact details for Bruce and Katharine circulated	All Partners	24/10/21	Complete

06-04	**Item 4 – PHHaB (Pathways to Health, Housing and Benefits) – the Barlinnie Throughcare Improvement Project**
	• Partners to consider four asks:
	  ○ Support the Data Workshop on 14 Oct
	  ○ Consider and support alignment of local actions with national policy
	  ○ Consider how to embed organisational memory
	  ○ Consider how other partners can play a more direct role
	• Contact details for Tom, Richard, and James circulated
		All Partners	24/10/21	Complete

06-05	**Item 5 – Glasgow City Schools Health and Wellbeing Survey 2019/20** • Any partner who has an interest in a particular area of the survey, or who wishes to access the data, are invited to contact Fiona Moss for more information	All Partners	24/10/21	Complete
06-06	**Item 6 – Preparations for COP26** • All partners are asked to review the details on www.getreadyglasgow.com and make any necessary preparations for business continuity. • Chamber of Commerce asked to provide a full presentation on legacy activity to a future meeting	All Partners Alison McRae	24/10/21	Complete Scheduled for 02/02/22

**Glasgow Community Planning Partnership
Executive Group**

**Report by Jackie Tolland
Parent Network Scotland
Contact: Jackie Tolland**

Parent Network Scotland (PNS) Parent Academy

Purpose of Report:

To provide the Executive Group with information on Parent Network Scotland (PNS) Parent Academy.

Recommendations:

The Executive Group is asked to:

- note the attached report

SCOTTISH PARENT ACADEMY

The Parent Network Scotland (PNS) Parent Academy will start life as an Online Learning Hub offering a range of parent-to-parent learning and support opportunities, impacting parents and children together. As soon as circumstances allow the Academy will move to a blended learning model with participants being able to attend local learning hubs.

Having secured funding from Glasgow City Council PNS will pilot year 1 in Glasgow before expanding to 3 new local authorities in year 2/3. The Academy will scale up the work of Parent Network Scotland through additional funding from Scottish Government and the National Lottery by offering a journey of learning and supportive parenting techniques to families and practitioners who support families. The Academy will offer a community response in relation to a parent led and peer support approach, building the capability and resilience of parents to provide supportive family relationships and a nurturing environment. Through our 'Heart and Head' approach we offer three main elements: -

- *Parent Programme* – courses, workshops and activities that provide strategies and tools for parents to support both their own and their children's resilience, confidence, and academic achievement at home and in a community learning setting

- *Personal and Professional Development* – workshops that offers qualifications to build confidence while addressing basic needs, family support strategies, emotional literacy and goal setting for the healthy development of families

- *Parenting Advocacy* – workshops for parents and caregivers to build and increase their effectiveness in their parenting and in advocating and leading on behalf of children

BACKGROUND

Parent Network Scotland (PNS), is a parent-led organisation which was established by parents who had experienced their own struggles with a resulting impact of the parenting of their own children. This resulted in their children struggling with behaviour and consequent input from statutory services. PNS was born out of a recognition of the need to create a supportive nurturing and learning environment for parents, many of whose childhoods had been marred by poor parenting input themselves, and

- whose children were on the edge of and in the care system

- who were care experienced themselves through many different reasons

- who were keen to break the cycle of poor parenting and offer their children a different lived experience

PNS recognised the many challenges that some parents face – from economic and social disadvantage leading to poor mental health and wellbeing and problems with addiction and domestic violence.

The experience of parents who had been in contact with statutory services influenced the parent support programmes that were subsequently developed. Professionals talked of

children "missing development milestones" – most often parents did not know or realise what these milestones were and the language and concepts used by professionals very often proved to create a barrier to effective communication with families. Ensuring that parents and statutory services "understood" the same language and concepts was to form an important part of the learning on offer.

There was a commitment to ensuring a level playing field was created between the parents and other professionals supporting the families. This was to enable an alliance to be forged between the professionals and the parents in the best interests of the child. To arrive at this point, the parent mistrust and/or fear of the professionals had to be overcome, and the professionals' understanding of the family context had to improve.

The programme is parent led, co-produced and involves peer support. These key features of the PNS programme are what makes it unique and underpin its success. The establishment of a network of locally based Peer Support Groups enables greater reach into communities. This peer support opens new avenues for those not engaging and those not willing to engage with professionals.

Although the learning programme is co-produced, it is also based on an understanding of internationally recognised best practice approaches to early intervention and family support. The following approaches were established as key features of the PNS programmes:-

- Early intervention should focus on the family. Training, guidance and regular support for parents was a common denominator of successful projects and interventions.
- Trauma Informed approaches and an understanding of the impact of Adverse Childhood Experiences and how to build resilience within the family and the child.
- Programmes rooted in attachment theory – parents with high reflective capacities respond more positively to the feelings and needs of the infant/child.
- Programmes where there is a focus on groupwork, peer review, where facilitators and peer support is provided with people who have lived experience (engagement with the child protection system and where they have achieved good outcomes for their children following their involvement in similar programmes).
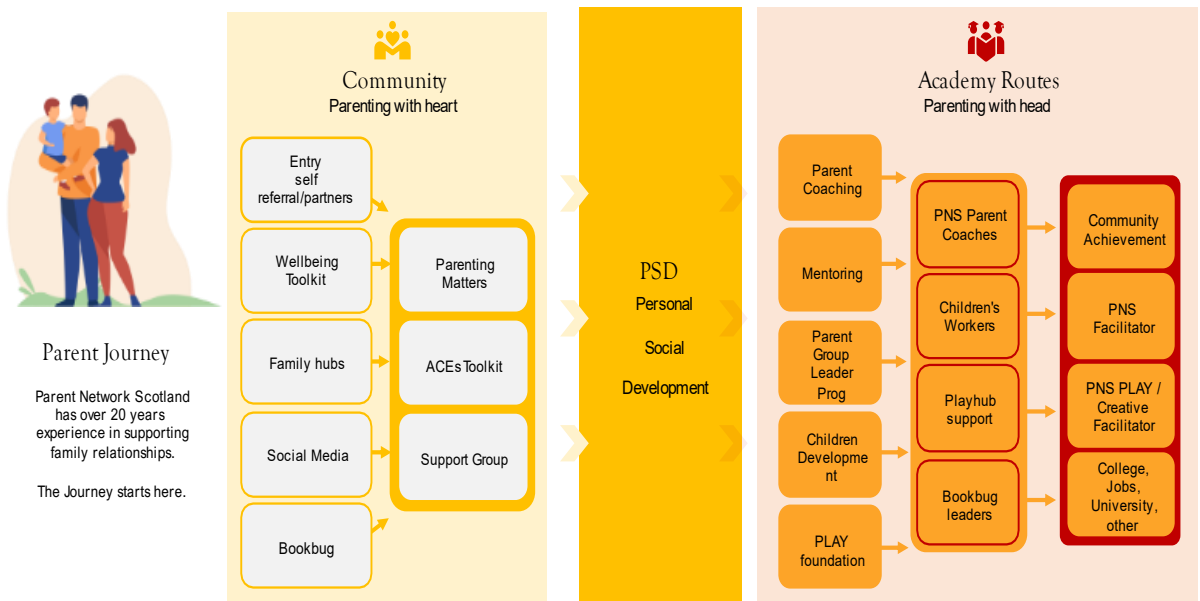

The Present Model

PNS have had considerable success in engaging with parents of vulnerable children. They have developed a programme called Supporting Family Relationships, that has 3 stages incorporated into it as a journey which results in parents who have completed the programme leading community-based family support groups. More recently in response to the Covid 3 pandemic PNS developed the Wellbeing Toolkit which is a first introductory step into the journey at PNS Academy.

- Stage 1 is a 16 -hour accredited training course – Parenting Matters – which focusses on building resilience through self-confidence and self-esteem and providing parents with tools and strategies to improve parenting and nurture.
- Stage 2 is a 24-hour training course – the Parenting For All Development Award – builds practitioner confidence in working with parents and families and enables parents to acquire leadership and learning skills.

- Stage 3 is a 16-hour Parent Group Leader Programme – which focusses on peer led coaching, mentoring and programme delivery. This equips parents to provide peer support to other parents with vulnerable children.
- In addition, there are courses on Adverse Childhood Experiences, Parent Coaching, Mentoring, Child Development and PLAY
- The Academy will offer further routes to learning and development and expand on the skills and qualifications for parents.

Parent Academy Impacting Parents and Children Together

Parent Network Scotland

Parent Journey

Parent Network Scotland has over 20 years experience in supporting family relationships.

The Journey starts here.

Community
Parenting with heart

- Entry self referral/partners
- Wellbeing Toolkit
- Family hubs
- Social Media
- Bookbug
- Parenting Matters
- ACEs Toolkit
- Support Group

PSD
Personal Social Development

Academy Routes
Parenting with head

- Parent Coaching
- Mentoring
- Parent Group Leader Prog
- Children Development
- PLAY foundation
- PNS Parent Coaches
- Children's Workers
- Playhub support
- Bookbug leaders
- Community Achievement
- PNS Facilitator
- PNS PLAY / Creative Facilitator
- College, Jobs, University, other

BRIEF PROJECT DESCRIPTOR

PNS are therefore proposing to offer the Academy for Parents of which has the following key elements:-

1. Online and face to face (post Covid) Parent Led co-produced learning programme to enable sustained learning and participation and which results in high completion rates. (98%)
2. Early intervention and knowledge which is risk focussed and which promotes the engagement of professionals in contact with infants and young children in the referral process.
3. An accessible route for parents who will build skills, nurture and confidence in parenting
4. Peer Support Groups which provide ongoing learning and support opportunities for parents and establish community reach.

This gives parents access to support out with office hours and at weekends. It also enables information to be shared about other neighbourhood and local sources of support for families (e.g. welfare benefits advice to maximise income, counselling and support on a range of issues from domestic violence to addiction, access to stress therapies and employability programmes).

PROJECT OBJECTIVES

To establish an online (moving to a blended approach 2022) and digital scalable, replicable, and tested model for parent-led peer support which increases parental capability and family resilience. Parental capability and family resilience will be measured by the degree to which parents are able to create nurturing environments for their children which result in children

- attaining recognised development and behavioural milestones appropriate to their age

- being assessed as no longer in need of any additional statutory services

- children/families successfully breaking the cycle of poor outcomes, achieving goals and reaching their potential.

DESIRED OUTCOMES

The establishment of a quality scalable, replicable and tested model for effective family support.

PARENTS WHO TAKE PART IN THE PROGRAMME REPORT

- Increased levels of self-confidence, self-esteem and wellbeing measured against the Rosenburg Self-Esteem Scale and Warwick Edinburgh Mental Wellbeing Scale.

- Understand how their own childhood experiences impacted on their own educational attainment, social behaviour, economic opportunity and life chances and their approaches to parenting their children
- Increased knowledge of child development, attachment theory and the impact of adverse childhood experiences
- Increased understanding of the importance of routines and boundaries, good nutrition, and sleep patterns as important contributing factors to child wellbeing
- New behaviours - undertaking reflective practice and increase their capacity for self-reflection and demonstrate emotional control in their responses to their children's behaviour
- Can identify and address issues which affect their own mental health and wellbeing
- Forming positive alliances with professionals in the best interests of their child

Parents who complete the Academy – Supporting Family Relationships Programme

- are involved in providing peer support to other parents
- are leading family support groups
- progress onto further and higher education or into employment

CHILDREN WHOSE PARENTS TAKE PART IN THE PROGRAMME ARE ASSESSED AS:-

- Attaining age-appropriate development and behavioural milestones (Ages and Stages Questionnaire - ASQ and Strengths and Difficulties Questionnaire – SDQ) on assessments undertaken through the Scottish Child Health Programme by Health Visitors)

- Improving scores on the Resilience and Protective Environment matrix and reducing scores on the Adversity and Vulnerability matrix developed as part of the GIRFEC programme to measure the SHANARRI indicators with wellbeing indicators assessed by Family Nurses.
- Making positive transitions from early years education to primary school
- Making positive transitions from primary to secondary school

OUTCOMES FOR PROFESSIONALS

- Families referred to the programme require fewer hours of Social Work support
- Children whose parents have completed the programme can be supported to be less likely involved the care system
- Help to reduce the demand on other 3rd sector partners already struggling with client caseloads.

OUTCOMES FOR COMMUNITIES

Communities will be more resilient as

- the capacity of parents to be more resilient and nurturing and raise resilient children increases,

- the development of a network of peer support group will provide hubs to meet at evenings and weekends and will be run by parents for parents.

CONSTRAINTS AND ASSUMPTIONS

Constraints - Funding

The scalability and replicability of the programme is dependent upon

- the programme costs being defensible in terms of a) medium to long term benefits in relation to reducing social work caseloads and numbers of children in the care system and b) available funding resources from Local Authority and institutional funders.

- Funding being secured to support robust monitoring and independent external evaluation to clearly demonstrate preventative spend gains, validate outcomes and assess programme effectiveness.
- Parent participants being willing to contribute to the systematic gathering of information to support robust monitoring and evaluation.

ASSUMPTIONS – PARTNERSHIP WORKING

Delivery of an integrated and holistic approach is dependent upon:-

- The willingness of health visitors, family nurses, early childcare professionals, and social workers to refer parents of children in the at-risk zone to the programme
- The willingness of other support agencies to take referrals from the programme to meet the additional support needs of the parents in order to deliver a holistic support package. This would include other statutory and third sector agencies involved in provision of welfare benefits, debt and money advice, addictions service, mental health and wellbeing services, skills development and employability services.

Referring Agencies and Professionals:

- Local Community Based Health Services including family nurses, health visitors, community midwives, community mental health nurses.
- Community Organisations/Self-referral
- Local Social Work Teams including those involved in child protection and mental health practitioners.
- Early Years Childcare and Education Services including nurseries, early years centres, primary and secondary schools.

Partner Organisations (2022)

- Glasgow Kelvin College

- Kinharvie Institute

- With Kids

- Scottish Mentoring Network

- Community Based Health Services

- Community Planning Partnerships and Locality Leads

THE BUILDING BLOCKS OF THE ACADEMY MODEL

The evidence in this section presents the foundational work already achieved by Parent Network Scotland, so supporting the Parent Academy as a positive next phase in the work of our organisation.

- **There is a 98% completion rate for the Parenting Matters course – and 79% of parents go on to benefit from further training opportunities.**

- **554 parents with 1386 children have benefitted from the training programme(2018/19).**

- **Those parents then go onto provide leadership in community hubs providing peer led parent support to families with vulnerable children impacting on a further 2078 children.**

- **There are active groups in North Ayrshire, South Lanarkshire, East Renfrewshire Glasgow- Drumchapel, Dennistoun and the Southside of Glasgow. The community hubs provide training, support, days out and events for parents and families.**

OUTCOMES

PNS have worked with many parents who have themselves experienced abuse and neglect in childhood which led to problems with self-confidence, self-esteem, self-management, addictions and domestic violence. Parents have gone on to have children who were struggling, challenging and some on the edge of care or in the care system. The outcomes achieved as a result of participation in the PNS programme included:-

- Parents were able to understand the development milestones/stages for 0 – 16 year olds and gained an understanding of attachment theory;
- Parents reflective capacity was enhanced alongside their ability to manage their emotional responses to their child's behaviour;
- Parent to child attachment increased

- Parents were able to develop positive nurturing relationships within the family;
- Parents went onto support other parents and facilitated peer led family support groups;
- Parents grew in self-confidence and entered the further and higher education system

- Parents were able to secure employment delivering family and parent support classes to other parents
- Families were reunited with young people being taken out of care and integrated into the family home;

The distinctive added value of the PNS approach is that training parents as para-professionals/peer supporters/ mentors to reach areas in communities that services cannot (or do not). They are also able to provide a softer more approachable intervention and support at times when the services are closed – at weekends, public holidays and outwith the hours of 9am – 5pm. They can hold the space, providing parents with immediate support which helps to diffuse or contain a situation. In many cases, peer support is sufficient to remove the need for additional social work support or intervention. Starting with the Wellbeing Toolkit PNS can stabilise the family unit and then offer additional support from the programmes. PNS complements statutory services by being the first face and a critical friend to often overwhelmed parents.

The need for Parent Academy

PNS are now seeking to build on this success by developing a systematic, replicable and scalable support programme for parents of vulnerable children which aims to ensure that the family as a nurturing environment for children improves as parents gain in knowledge, skills and confidence. The aim of increasing parental capability and family resilience is to achieve a systemic impact on the numbers of children.

Offering a learning academic route in local communities can be the first step in parents taking the lead in changing old and often negative parenting styles. In 2017 when the Parenting Matters was accredited through Glasgow Kelvin College we asked parents why they attended our programme. 85% stated that they wanted to change their parenting and wanted to receive the qualification.

It is also recognised that when parents learn it has an impact on children learning. (link to scot gov research)

IMPACT STATEMENT: I want to help others and learn more maybe even start a parent group within primary school. I think now I want to be a facilitator as a parent. I have a passion to improve families the way mine has also help other dads who have been in same situation as myself.

THEORY OF CHANGE

The theory of change for this programme is based on PNS' experience of delivering successful parent led peer learning and support programmes and is informed by international best practice.

The theory of change is based on the following approach: -

- The learning is co-produced by parents themselves and is sustained through peer support groups. This enables parents to sustain learning and participation in the programme and explains the exceptionally high completion rates achieved (98%).
- The use of risk factors to identify families/children who would benefit most from early intervention
- Focussing programme interventions around strengthening protective factors which are empirically proven to result in improved outcomes for children in later years.
- Modelling programme interventions around best practice
  - "Early help is good help"
  - Parents as partners fully involved in co-production and leading peer support
  - Forging positive alliances between professionals and parents in the best interests of the child
  - Integrated and holistic approaches to family support
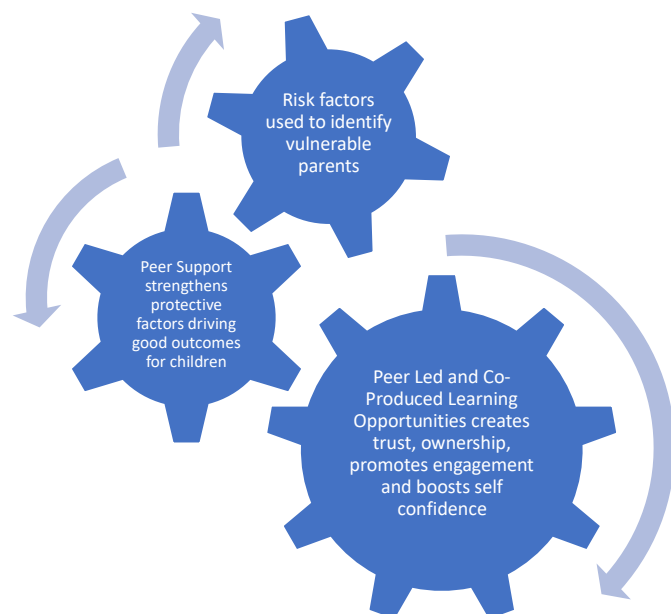
PARENT LED + PEER SUPPORT = EFFECTIVE INTERVENTION

The critical success factor is that the learning programme is co-produced by the parents themselves, supported by peer facilitators, and the learning is sustained through peer support groups which meet regularly to encourage and enable parents to sustain their learning and participation in the programme.

Parents come together tin peer-led learning groups because they share a common experience or concern. Some focus on family, children, education and information, some on a community issue, others on emotional support and sharing.

EMPOWERING:

Parents feel valued and treated as an equal when they have some say or responsibility over what their group achieves. If they have the input to sessions, they are more likely to take ownership and continue to meet. Peer-led learning groups operate with all members

committed to equal involvement and at their own pace achieve qualifications that move them forward in their lives.

FOCUSING ON STRENGTHS

Coming together and learning from each other creates a trusted source of information. Parents feel less judged and are more likely to listening to each other which not only builds trust in the relationship but the confidence of the information giver. This space encourages creativity and enables parents to take on new challenges. Watching others in the group move into education, volunteering or employment acts to both challenge and support the other parents in the group to make the same decisions.

CONNECTIONS

Peer to peer groups tend to be more relaxed and open as they see it as a way of them taking the lead and not the "professional". Building connections with other parents with the same challenges is powerful. It lets parents appreciate that everyone struggles with parenthood. It enables parents to widen their network of friends and acquaintances and to reach into the wider community.

BUILDING SKILLS AND GAINING QUALIFICATIONS

Parenting Matters is all about building new skills: particularly around communication, collaboration and co-operation. 90% of participants go onto take up other training opportunities. The Parenting Matters course is particularly effective in welcoming in people who have had negative past experiences of education and training. Peer led approaches are less threatening and there are fewer barriers to learning where the learning programmes are co-produced and peer led.

KNOWLEDGE FROM EXPERIENCE

Parenting Matters has a solid theoretical foundation and is rooted in attachment theory. However, the course is peer led and co-produced and an equal value is placed on lived experience.

EARLY HELP IS GOOD HELP- CHILD DEVELOPMENT

This was deemed to be a key protective factor with far reaching consequences for later development. Negative experiences impact in two ways: the child becomes more vulnerable to later negative experiences, and it becomes more likely that the child will have such (negative) experiences. This is because the child has developed negative strategies for interaction with the parent. These negative experiences and the reaction to them affects

- The development of the brain in terms of both structure and function
- How the child interprets both verbal and non-verbal interaction
- Painful experiences lead to defensive action which acts as a barrier to new learning
- Insecure children are often aggressive or negative and behave in a manner that arouses irritation and anger rather than sympathy in adults and other children.

Early support for parents has favourable, long-term effects on parenting skills and on children's development and health.

IMPACT STATEMENT : I want to go to college. Develop my facilitation skills also explore they theory behind play while I carry on developing myself. I'd like to develop Peer support groups to help others maybe toddler group / parent group / parent council or lots of volunteering.

Interfaces

This programme connects with

Children and Young People (Scotland) Act 2014 – five aims

- Keeping children safe
- Promoting healthy and resilient children
- Developing family support and early intervention
- Raising attainment and achievement for all children and young people
- Improving services for care experienced children and young people.

It is proposed in the first instance to target Glasgow City Council as a key prospective partner. In which case the following policy background relates to the programme.

Glasgow City Council's Integrated City Children and Young People's Service Plan (2017 – 2023)

1. Keep children safe – Glasgow's children and young people are safe, free from harm, physical and sexual emotional abuse.
2. Healthy and resilient children – Glasgow's children and young people are healthy, nurtured and happy, have places to play and have fun and have an adult who they can trust to talk to.
3. Family support and early intervention – we will work with families and third sector organisations to build positive relationships, and to ensure the right measures are put in place to improve the families' circumstances and the wellbeing and development of the child.
4. Raise attainment and achievement for all – Glasgow's children and young people will leave school ready for further education or employment.
5. Care experienced children and young people – our care experienced children and young people will be given every opportunity to improve their life experiences and chances.
6.

Glasgow City Council's Family Support Strategy (2020 – 2023) (as at June 2020)

Aim:	To provide a local level, tiered approach to delivering family support to prevent/divert children, young people and families accessing statutory social work.
Actions Required:	To promote the importance of families in improved health and wellbeing for children and young people via services. To ensure professionals work collaboratively with families to deliver a joined up support package that addresses family's needs.
Benefits:	Children and young people have a healthy family environment to grow up in. Needs assessment and care planning is co-produced with families and relevant Third Sector/Statutory Service.
Benefit to Professionals	Level of need is reduced across the city resulting in reduced caseloads for workers . Professionals have access to appropriate supports to address all families presenting needs

Outcomes	Families stay together and thrive. Living healthier, longer lives. Assessment of family's needs are more efficient resulting in families being supported by relevant Third Sector Organisation or Statutory Organisation who are best placed to support their needs. Families receive support that is relative to their level of need at the time they need it most.

PROJECT APPROACH

To develop online and digital programmes for parents. This will develop into a blended approach including some face to face (post COVID 19)

Referral/Signposting

Our main source of referral with be self/community. We will also target school networks for referral pathways. Other will include local healthcare, social work, early years, and education professionals in contact with children/ parents of children in the "at risk zone". A referral management system will ensure that all parents referred or signposted to the programme will meet on one or more occasions with the programmes key worker and will have an opportunity to speak with parents who have benefited from the programme to enable informed consent and to promote parental engagement and commitment to the programme.

Online and digital parent-led learning programme introduction is through the Wellbeing Toolkit to stabilise the family unit. Covering Stages 1 -3 of the Parenting For All programme progressing from Parenting Matters 1 to the PSD journey. Progressing onto the Development and Group Leadership/Peer Support Programme and the Community Achievement Award. Additional offers include Group and Community Facilitation, and Mentoring will be additional programme alongside a PLAY Foundation Programme.

Participation in Online Peer Support Groups for 6/9 months.

Sharing Learning with Key Partners and Stakeholders - Every 6 months there will be a sharing and learning event held with key partners and stakeholders to capture key learning and to influence policy and practice within statutory and third sector service providers.

Monitoring and Evaluation –A non-invasive monitoring and evaluation system will be co-produced and implemented with parents to enable parents to self-report on progress, development and behavioural milestones, reflective practice, and positive/negative and unintended outcomes.

The monitoring and evaluation system will be based on

- The Rosenburg Self-Esteem Scale and Warwick Edinburgh Mental Wellbeing Scale in respect of adults participating in the programme

- The Kilbride Scale measuring progression from learning to behaviour change in participating parents

- The ASQ and DSQ measuring development and behaviours, Resilience and Vulnerability Matrix (GIRFEC) and SHANARRI wellbeing indicators in respect of children whose parents are participating in the programme.

The monitoring and evaluation system will also quantify the pattern of additional statutory intervention with the family to capture benefits to professionals including reducing levels of need and caseload reduction.

The programme will be subject to quarterly review reports to the PNS Board, annual programme review involving participants and key stakeholders, an independent and external mid-term and end of programme review.

Multi-stakeholder and Systematic Approach to Learning

A "Test of Change" approach will be deployed on an ongoing basis to determine

- What elements of the programme result in greatest benefit/ best outcomes

- How statutory and non-statutory partners engage with the programme to deliver greatest benefits/best outcomes.

- Cost/benefit analysis of programme interventions

A Test of Change process will be developed which:-

- Recruits a Test of Change group from across key stakeholders (participants, facilitators, key staff in partner and stakeholder organisations who are involved in referral/ delivery of support to participating families)

- Allows the Test of Change Group to identify the elements of the programme to subject to the Test of Change inquiry – this could be awareness raising and engagement, referral by other agencies, programme development, referral to other agencies, monitoring and evaluation approaches

- Is defined and limited in scope

- The findings of the Test of Change process will be shared across key stakeholders – and whether or not this learning leads to change.

IMPACT STATEMENT: Realising that I am good enough and a good parent and seeing what I'm learning benefits my children. Knowing I was not alone and that other people are going through the same. Realising we are all on a journey and we can support each other.

BUSINESS CASE

The economic case: -

- There were 94 children and Young People in high-cost placements in Sept 2017 at a cost of £17m by July 2019 this had been reduced to 48 saving approximately £8.7m

- There were a further 1170 Children and Young People who were Looked After and Accommodated (in care) at a cost of £78m (£14,529 per placement).

A comparison with Northern Ireland which has a similar socio-economic profile to Scotland revealed that a child in Scotland is 4 times more likely to end up in care than a child in

Northern Ireland. (48/10,000 for Northern Ireland compared with 188/10,000 for Scotland). [1]

The impact of the COVID19 pandemic means that face to face delivery of learning opportunities and peer support groups is unlikely to be possible for some time. A new online and digital delivery model has been developed as an interim solution to the probability that groupwork and group learning will be ruled out for a large number of parents for the foreseeable future.

The experience of COVID19 enabled PNS to test the delivery of their learning and peer support programmes online. (See Covid19 Response Evaluation Outcomes).

The Opportunity – Removing shame from asking for support

Local Authorities are seeking to transform services to children and young people be ensuring that support is provided to families to ensure that children and young people can be cared for at home, in their neighbourhood and can attend local schools.

On a purely economic basis: the average cost of a high tariff care placement is £150K - £180K per annum, a low tariff placement costs £15K on average each year.

The costs of delivering a Family Support Programme range from £370 per participant for a 6 month parent support programme for 400 parents (350 going onto stage 2 and 80 completing the group leaders programme) to £592 per participant for the same programme and where the 3 stage training is accredited.

The testing and rollout of a digital and online delivery model significantly increases the flexibility and scalability of delivering parent led learning and peer support programmes.

There has been a significant economic downturn during the lockdown period – the office of Budget Responsibility has advised that the outbreak could result in over 2 million job losses and cause the economy to shrink by 35%. If this is the case then there will be tectonic pressures on public sector funding – and therefore it is imperative that more economic models of service delivery are tested.

Each of the programme options on offer includes a levy of 1.5% of programme delivery costs for monitoring and evaluation. Given the shift to an online delivery model and the innovative nature of the programme PNS offer - there is a strong case to be made for robust monitoring and evaluation to validate outcomes and assess programme effectiveness.

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[1] Transformational Change: Children's Services 2019 – 2021, Glasgow City Integration joint Board. 2.4

PROJECT MANAGEMENT TEAM STRUCTURE

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ROLE DESCRIPTIONS

PNS Lead Officer: Responsible for overall programme management, monitoring, delivering systematic programme approaches, quality management and assurance, risk management, control and assurance, reporting to PNS Board and funders. Programme Ambassador – promotion of PNS "offer" to local authority and NHS service managers.

Learning Content Manager: Responsible for online learning course materials, supporting parents in use of WhatsApp or similar for peer support groups; connecting parents to local sources of information services provided by third party organisations (welfare benefits, health and well-being, skills development and employability)

Facilitator: Facilitation of online learning by parents including responding to questions and submissions of learning assignments, hosting weekly 4-hour learning support session, collecting feedback from parents and sharing with Learning Content Manager, supporting data collection for M&E purposes.

QUALITY MANAGEMENT STRATEGY

PNS Learning modules to be accredited to SCQF level 5-9.

PNS will moderate all online learning.

Each Parent Support Group will have a trained Peer Leader who will be responsible for reporting any abuse of the Whats App group communications.

CONFIGURATION MANAGEMENT STRATEGY

PNS will ensure that all Learning Modules are signed off by the PNS Lead Officer and Version Controls are in place.

An archive will be established and maintained for the storage and retrieval of earlier versions of all PNS learning materials.

RISK MANAGEMENT STRATEGY

PNS will adopt a BS ISO 31000 compliant Risk Management Strategy.

COMMUNICATION MANAGEMENT STRATEGY

PNS Lead Officer is responsible for all communications with the CEO & Board and external stakeholders.

PNS Lead Officer will sign off on all Learning Content materials posted by the Learning Content Manager

PROJECT PLAN

DELIVERABLES

Communication/Promotion Strategy and Materials - to raise awareness of the programme to professionals working in the local health/social care ecosystem – using digital and online e-information briefings, providing links to promotional website demonstrating programme

Referral Management System will be put in place enabling

- local health and social care professionals to connect vulnerable families with PNS online Learning Programmes

- Initial online meeting between Peer Leader to welcome the participant to the group and introduce them to the online learning system

- Provision of access keys/codes to the online learning system and connection to appropriate WhatsApp peer support group

Online Learning Management System will enable

- Participants to move through Parenting Matters (1) and Parenting For all Development Award (2) courses, and the online Parenting Peer Leader's Training Course

- PNS Facilitators to monitor and respond to learning assignments submitted and monitor learning outcomes achieved by participants on the above courses.

- External courses to be delivered via PNS Zoom

WhatsApp Peer Support Groups will be facilitated by a Peer Support Group Leader trained by PNS

Monitoring System will be based on reports from the online learning management system and b) feedback received from participants on the WhatsApp peer support groups

Evaluation Support (tbc) Will be ongoing and tracking real lives and capturing stories as well as numbers completing.

ACCREDITED TRAINING JOURNEY FOR PARENTS

This cost model provides for online and digital delivery model for

Parenting Matters and Peer Group Leadership Courses. Coaching/Mentoring and PLAY Foundation

400 parents complete PM(1) over 9 weeks;

320 parents complete PA (2) over 16 weeks

320 parents complete the iPACT programme over 26 weeks

	400	800	1200
Programme Costs (with accreditation)	**£236,667.89**	£473,334.77	£710,001.66
Programme Costs (without accreditation	**£148,125.89**	£283,801.77	£424,727.66

Glasgow Community Planning Partnership
Executive Group

Report by Bernadette Monaghan
Director of Community Empowerment and Equalities
Contact: Gerald Tonner   Telephone: 0141 287 0187

Glasgow's Whole System Approach to Tackling Gambling Harms Project Update

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Purpose of Report:

To provide the Executive Group with an update from ScotPHN on progress in its Glasgow-focussed, whole-system approach project to tackle Gambling Harms.

Recommendations:

The Executive Group is asked to:

- note this report
- note the recommendation to agree to establish a multi-agency working group with the requisite permissions and resource to co-produce and own a local action plan
- request future updates as appropriate

1 Background

1.1 Harm from gambling is caused by a complex interplay between an individual, a product and the environment. Anyone can experience harm from gambling at any time, but some people and communities are more vulnerable to harm than others. A wide range of social, economic, and environmental factors shape our individual experiences of gambling and the risks and harms associated with it. Gambling products are sold for profit by private companies within a global market. Strategies and policies are used by these companies to advertise and market their products and influence the policy landscape. Some gambling products and industry practices contribute to individual experiences of harm. Regulation of gambling is largely a matter reserved to Westminster. The primary legislation, the 2005 Gambling Act, is currently under review with a White Paper anticipated in late 2021.

2 Glasgow Gambling Harms Group

2.1 A In January 2020, the Scottish Public Health Network established the Glasgow Gambling Harms Group, with representation from across the City Council family, NHS, third sector and academia, to provide strategic leadership, advice and support in the development, implementation, evaluation, and sustainability of a whole system approach to preventing and reducing gambling harms in the City of Glasgow ('the Glasgow Project'). The 3-year pathfinder project was funded by a regulatory settlement authorised by the UK Gambling Commission , to support delivery of the National Strategy to Reduce Gambling Harms in Scotland and our National Public Health Priorities, by contributing to the evidence base around systems thinking and working. A progress report was submitted to the WECCE in February 2021; this short report provides a further update.

3 Progress

3.1 The COVID-19 pandemic had a profound impact on the priorities and capacity of partners in the local system who were unable to contribute resource to a core working group to develop a project plan, including strategic engagement plan, that reflected the evolving local context. Gambling harms did not have a visible profile in the City pre-pandemic.

3.2 In the absence of a policy mandate, building interest in and capacity to tackle gambling harms, during an ongoing response to a global pandemic, has proven challenging.

3.3 Meaningful engagement to build a shared understanding of gambling harms and potential solutions underpins the whole system approach. Participatory systems mapping was identified as a key activity to support the co-production, implementation and evaluation of a local action plan to tackle gambling harms in the City but this has not been possible.

3.4 Mapping exercises were undertaken with available partners to explore stakeholders and networks, existing actions and relevant intersectional policy

areas, and scope available data. Stakeholders working with priority populations, in key service delivery settings and policy areas were the target of engagement. Informal meetings, presentations with discussion at strategic or network groups, surveys, interviews, focus groups, roundtable discussions, and seminars were hosted to engage as wide a range of stakeholders as possible in conversation to understand their experiences of gambling participation, risks and harms, and their priorities for action. The Health and Social Care Alliance (the ALLIANCE) were commissioned to engage directly with people with lived experience of gambling harms.

3.5   Engagement culminated in a 2-day virtual Summit on gambling harms hosted by Glasgow City Council, with support from Public Health Scotland (PHS) and the UK Gambling Commission in September 2021. With a keynote address from the Minister for Public Health, Women's Health and Sport, Maree Todd, 14 workshops (many led or cofacilitated by experts by experience) and fringe events including a UK All-Party Parliamentary Group (APPG) evidence session, the Summit provided a vital space for the 200 registered delegates to share knowledge, insights, and ideas on tackling gambling harms in the time of COVID-19.

3.6   The system-wide discussions that have taken place over the last 18-months have generated interest in an issue that did not have a pre-existing profile in the City. Whilst progress has been made in some areas (suicide prevention , justice settings , and children and young people's services), it has been limited in other areas (financial inclusion, support, and treatment). The reasons for this are complex and not solely due to the COVID-19 pandemic.

3.7   GCVS, COPE Scotland and local community activists have been successful in mobilising community and third sector interest, widening stakeholder engagement, and creating opportunities to share and spread learning; in collaboration, GCVS and Glasgow City's HSCP co-hosted the first legacy event of the Summit on 28 October 2021, to better understanding of the needs of the third sector in creating a safer gambling city.

3.8   The Summit was successful in diversifying the involvement of people with lived experience with the welcome inclusion of voices from the Scottish Recovery Consortium. The Implementation Group for the Scottish National Strategy to Reduce Gambling Harms are exploring mechanisms to secure the meaningful participation of people with lived experience in future work; a mechanism for this has yet to be developed locally.

4   Next Steps

4.1   The learning from engagement to date has been translated into an interactive systems map, to our knowledge the first of its kind, which is currently being iterated with stakeholders. The systems map is a way to visualise a complex problem. This will be used as a tool to support discussion with local and national stakeholders around the causes and consequences of gambling participation, risks and harms, and priority actions to tackle gambling harms. A

refresh of the local action and policy maps, and network analysis will support this work.

4.2   ScotPHN and Glasgow City's HSCP have co-commissioned Street Cones to work directly with people with lived experience in a privileged environment to co-create fictionalised narratives that can be use, alongside the system map and other tools, to help stakeholders understand gambling harms as they are experienced by local people in local communities and explore the potential solutions.

4.3   ScotPHN have been successful in securing further funding, authorised by The UK Gambling Commission through a regulatory settlement, to support developmental activities:

•   fixed term funding to support Glasgow City's HSCP and GCVS with operational capacity to develop a partnership approach linked to a £30,000 community's fund;
•   an international collaboration with knowledge transfer experts GREO and PHS to support evaluation. ScotPHN have been working with GREO to develop a theory of change for the project;
•   fixed term funding to support PHS undertake developmental activities in relation to understanding, measuring and monitoring gambling harms as a step toward routine public health surveillance of gambling harms;

4.4   ScotPHN's role was to facilitate and enable the local system to respond to a complex problem in a changing and challenging environment. By early 2022 ScotPHN will have co-created tools to support local systems leaders and key stakeholders co-produce a local action plan to tackle gambling harms, secured funding to support the development of partnership approaches that will enable implementation and resource to support evaluation. ScotPHN's role in the project will now begin to focus on translating learning on the whole system approach and building capacity nationally. Local system leaders must now commit to the approach for actions to be sustainably embedded.

4.5   For the project to fully achieve its potential, it is critical that a multi-agency working group with the requisite permissions and resource to co-produce and own a local action plan is established, with visible leadership from Glasgow City Council. A local mechanism to secure ongoing involvement of people with lived experience and more direct engagement with communities needs to be identified to support this work.

5   Recommendations:

The Executive Group is asked to:

•   note this report
•   note the recommendation to agree to establish a multi-agency working group with the requisite permissions and resource to co-produce and own a local action plan
•   request future updates as appropriate

**Glasgow Community Planning Partnership
Executive Group**

**Report by Head of Community Justice Glasgow
Contact: Margaret Smith Telephone: 07979705455**

**COMMUNITY JUSTICE GLASGOW ANNUAL REPORT 2020 - 2021
TELLING THE STORY OF COMMUNITY JUSTICE IN GLASGOW –
SHOWCASING STRENGTH TRHOUGH PARTNERSHIP**

Purpose of Report:

To present the Community Justice Glasgow Partnership digital Annual Report for 2020-2021http://2021.cjg-annualreport.co.uk. Providing an overview of achievements that have been possible through the strength of partnership and telling the story of Community Justice.

Recommendations:

It is recommended that the Group:

i.   Note the Annual Report – http://2021.cjg-annualreport.co.uk
ii.   Note that some key performance data has to date not been available to show statistical progress towards our performance indicators. **Analysis will be provided in due course.**
iii.   Click one minute survey to tell us your thoughts about your understanding of Community Justice or find the survey at https://www.glasgowcpp.org.uk/cjgoneminutesurvey

1 Introduction / Background

1.1 The Annual Report is required to fulfil one of Community Justice Glasgow's (CJG) statutory responsibilities under Section 23 of the Community Justice (Scotland) Act 2016. Community Justice Scotland (CJS) will draw information from this and the Annual Report of all other Community Justice Partnerships to compile its own Annual Report which will be laid before Scottish Parliament.

1.2 The 2020-2021digital Annual Report reflects on the strength and flexibility of the Community Justice partnership in Glasgow - particularly poignant during the early months of the Covid19 Pandemic.   The fully searchable and interactive report showcases just some of those achievements made together through collaboration, co-production and engagement across the organisations and services. It also demonstrates how partners have come together to consider, test and agree the most effective and efficient use of the resources that we have, pushing boundaries and innovating to continuously improve the availability of services and delivery for the citizens of Glasgow – over particularly challenging times.

1.3 The Annual Report provides an opportunity to formally check progress against the aims and objectives, as partners, we agreed to focus on as part of the outcome improvement performance reporting. Due to the impact of Covid 19 on provision of data and - what was for many - a necessary shift of resources to continue delivery of services - much of the information we rely on has not yet been published – some of it locally agreed and some delayed national reporting. This has meant that from a data standpoint we cannot yet show a coherent picture that demonstrates progress towards our performance outcomes. This demonstrates the vulnerability of our performance reporting to data providers both locally and nationally, often agreed through relationships between organisation and individuals. This has been a well-documented weakness in the current National Performance Framework. Both the Strategy for Community Justice and National Performance Framework are being refreshed and are currently out for consultation, we have fed this vulnerability back through consultation workshops. We will continue to update the performance section of the Annual Report as data becomes available.

2 Content & Concept

2.1. We designed the digital Annual Report (in content and style) to be and easy read, bitesized, searchable information and learning platform, which brings together content in many formats (film, audio, written, pictures etc) and includes almost 60 articles that tell the story of Community Justice in Glasgow - in a way that demonstrates the wider ecosystem that is Community Justice beyond Social Work, Police etc.

2.2. Feedback from the first of our digital newspaper style Annual Report (2019-20 http://cjg-annualreport.co.uk/) was extremely positive. As the report is widely accessible we will not publish a print version.

3   Going Forward / Next Steps

3.1   We officially launched the Annual Report at a livestream event ***LET'S TALK ABOUT COMMUNITY JUSTICE*** on 28th October where we also took the opportunity to premiere a new video resource set out to tackle some of the myths around a short-term prison sentences, drawing on the lived experience of those who have served short-term prison sentences – we plan to build on this resource with additional 'talking heads' and a mythbuster toolkit.   Over the course of the remainder of 2021 and 2022 we will use the Annual Report as a key engagement / communication and discussion tool. We will also closely examine what the data is telling us as it becomes available and drive discussion and any necessary change through the appropriate strategic and working groups of the Community Justice Glasgow Partnership.

5   Recommendations
It is recommended that the Glasgow Community Planning Partnership Executive Group:

  i.   Note the Annual Report – http://2021.cjg-annualreport.co.uk
 ii.   Note that some key performance data has to date not been available to show statistical progress towards our performance indicators. **Analysis will be provided in due course.**
 iii.   Click one minute survey to tell us your thoughts about your understanding of Community Justice or find the survey at https://www.glasgowcpp.org.uk/cjgoneminutesurvey