



The Participation Network

January 2022 CELCIS participation network event

Presentations by:

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I'm just going to share my screen. So basically, I'm just going to give a bit of an overview of what North Lanarkshire is doing to keep The Promise and our journey that we've been on over the past couple of years. So, October 2020, there was a full council meeting, where there was a motion presented for the full council to embody The Promise to figure out what it was going to do is to keep The Promise. And there was a commitment made from all parties within North Lanarkshire and all party leaders. That then set us on a trajectory of wondering, right so we have said that we're going to keep The Promise, but how are we going to do that? And what does that look like for children, young people and families within North Lanarkshire? So in March 2020, we appointed four development workers and two support workers. So one support worker is working with mental health and health services. And

another support worker was working with the virtual school, but her contract has come to an end and she's had a wee baby. So the four development workers work on a wide range of things that I'm going to share with you today. Some of the stuff that we worked on, as soon as we came out of the blocks we hit the ground running. There was a Scottish Government, corporate parenting survey out, so that included us going around interviewing loads of different people who were involved within the Children's care and protection sector to our department within the Council, to get their views on the corporate parenting survey. And that was a really, really good piece of work. We then began to educate the workforce on The Promise. So a lot of time and resources went into creating PowerPoints and slide shows and stuff like that looking at where we are, where The Promise came from, where we need to go and what the ambitions are as well as what we need to do to realise the conclusions. We made a lot of connections in our first few months. So obviously, working in a virtual world in the middle of a pandemic has proved quite difficult and challenging for us, because we were also working from home, so we never got to see everybody. So you were having meetings regularly with people that we hadn't even met in person. So that proved quite difficult for us to overcome that barrier. And now what find is if we are in an office space it's like, oh, Beth, or Dylan, or Chris, or Natalie, or Chanel. And they're talking to us, and sometimes I'm like, I can't remember your name. But that's the wonders of the virtual world. And we also began aligning ourselves to the national landscape and looked at how The Promise Scotland was performing, what they were doing, what their ambitions were, the programmes they were carrying, so that we could make sure that everything was aligned, and all the dots are joining up as well. So some of the other stuff that we've been working on so far have been care records. So I co-chaired a group with Natalie, one of the other development workers on care records. And what we're looking at is how we record information about children and young people, but also the other end of that spectrum, where people with

lived experience are coming back for access and subject access requests and looking for their files. We've had some quick wins from that program of work. We've had social workers who are starting to write letters to the young people rather than reports. And there was one really good example of a young person who was in secure care who wasn't getting the outcome that they thought that they wanted and the social worker wrote a letter saying I know you're angry, you're upset and I understand that. And at the bottom of the letter was a kind of chin up pal we all love you. And I thought that's what we are trying to embody here when we are thinking about record writing, because rightly or wrongly whether that person at that point in time agrees with the decision that was made, they can look back on that in hindsight and reflect the fact that the Social Work team and the team around them were respectful of their wishes but also loved and appreciated them. So there's that aspect of it as well. Another aspect of it we're looking at create a cheat sheet of language of that has been used that we want to see binned. So we're working with closely the Champions board on that who have created a list of language that they want to see binned. Things like LAC and phrases such as it's your fault you're in care or promiscuous or like all this language that we know isn't right. And we are also addressing contextual safeguarding approaches as well that you'll hear more about.

So contextual safeguarding approaches is a pilot and we're the only one in COSLA in Scotland that's doing this just now. We're working with Dr Carlene Firmin at the University of Bedfordshire to look at how we embedded a contextual safeguarding approach, which looks at extra familial harm so what is happening and young people's communities, who might be experiencing harm, and they've got a really good language set, where the talk about different phrases and stuff like that, that perhaps we would think, didn't sound that bad, but when you think about how you'd re-frame it and rephrase it, it works out really really well.

So we're working on that, we're also running a program of participation and engagement looking initially at The Promise anniversary on the 5th of February, two years since it was published. And, and also, what a programme of participation looks like for a youth justice review. For young people in contact with the law, young people that are being in secure care and young people who feel unsafe in their communities, again, working with that contextual safeguarding framework. Two of our development workers also attended The Promise design school. We've done work on brothers and sisters, since that legislation came into place, we have been working on after care. Members of the aftercare team have been in the office once or twice a week, to work closely with different teams, as well.

Family decision making is something that has proved to be really, really important. Within North Lanarkshire, we've expanded the family decision making team thanks to funding from from The Promise partnership, and used that to develop lifelong links work as well, so we are going to have two lifelong links social workers, to begin to help map those experiences and reconnect young people with their family or with their peers or with their friends, or supporters that they have had that they may have lost contact with because of the care system, and as a result of different decisions been made at different points in our lives, and as a result of them kind of move on placements and stuff like that. So the family group decision making model, something that that that we really value, in North Lanarkshire. The evidence proves that it works. We have young people who have been removed from children's houses and placed back with family members and stuff like that. And we just need a whole lot more of that going on. So we're delighted that our family group decision making team has grown. And I think what really effectively in line with The Promise too. So I suppose, where we want to go? We want to have more of a focus on keeping families together. So, what is it that our families need to see, in order for us to be able to effectively support them and help them

realise that actually, having difficulties and struggles is okay. As long as we're there to catch them, as long as we can put that support that wrap-around right round them. We are also looking at a better way of responding to contextual safeguarding. So what is it that we need to do as a council wide organization to further support our young people and their parents and their families to respond to the needs of these young people who are experiencing extra familial harm. We also want to see better provisions for brothers and sisters – Chris and Dylan have been doing a lot of work on the brothers and sisters legislation that came into force, looking for engagement and views from brothers and sisters themselves to figure out how they've felt about the process of being separated and stuff like that. Again, with a record keeping and a more relational way of writing for and with our children and their families. So that looks at letter writing or do we need daily logs - can we write letters can we create memory books can we capture pictures and stuff like that. And some of the things that we want to do is be an active and supportive workforce. So we realise that we're quite a bit away from that just now, because not everybody understands what The Promise is. So we're working our way around all all the team meetings and trying to get multi-agency platforms such as The Promise Partnership, which is our corporate parenting sub-group, so that we've got an understanding. So that the workforce has an understanding of what's expected of them to be able to support our care experienced children, young people and their families as well. We will also be looking for more participation and engagement opportunities to make sure that voice is really central to any form of service redevelopment or redesign. Creating a feedback loop to something that we really value as being important because young people are sharing their stories or they are sharing their experiences or they are helping to design a service. But not often all the time does it feed it's way right back round to be like okay, this is what you told us. Well, this is what we've done. But also this is what you've told us,

show us how we can make it better so that they are working with us on this journey, and it's not a transactional approach.

So, we are working very closely with the plan for 2021-2024 and we are looking forward to working alongside The Promise Scotland to ensure that we do everything that we can to ensure that a good childhood is realised for our children and their families, and to make sure there's more early and effective help and support for our families to make sure that any planning and stuff like that we do is centered around voice, and to make sure that our workforce feel supported, because it's all right for us to say our work force are supported. But unless they feel that in their practice and they feel confident enough to enact The Promise in their everyday operational day-to-day activities as practitioners, then we're not getting it right, because we can't decide when somebody feels supported. And also looking at the building their capacity and stuff. So we're looking at a lot at policy, as well as upcoming legislation. And looking at the data and how we capture data and what that looks like for our children and their families.

So that was a bit of a whistlestop tour. I put this slide in at the end, because I think like the ambition for Scotland's children is that, that proverb, that African proverb over it takes a village to raise a child. And I think that's really important because people often say that Scotland's a bit of a village, and it's incumbent on all of us to realise the vision of The Promise and to ensure that we are doing an absolute utmost to make sure that our families are supported that they are cherished, that they're valued and overall that they're loved. So, thank you.

Okay, and then our next speaker is going to be Gary Brown from the National Leadership Network. He can't be with us in person today. He has another commitment. But he did send us a little message which he wanted us to share with you all. And we have got a video that Gary has sent in which Michelle will play for us in a couple of seconds once everyone's had a chance to read what Gary wanted to let us know.

Hi, my name is Gary Brown. I am the National Leadership Network Development Coordinator for young people who are care experienced. What wanted to talk to you today about was the national leadership networks response to The Promise. So at the heart of The Promise and the national leadership network are People, Voice, Decision Making, and of course Relationships. The aims of the network are to encourage, signpost and facilitate personal and professional development opportunities and experiences and to strengthen personal and organizational relationships and alliances in the national care experienced community. As the name suggests, it will also focus on leadership in all its shapes and forms. And it will have young people front and center in paid and voluntary positions determining the path of moving forward. The National Leadership Network will work closely with The Promise team focusing on support and people with experience of care reaching their individual leadership potential. The National Leadership Network lead hosts and partners are perfectly placed to support shifts and policy practice and culture. So that the change demanded by the findings of the Independent Care Review are met. The host of the National Action Network will be announced in mid February. So how will we do what we are saying we're going to do? So at the National Leadership Network, we will promise to make sure voice and relationships at the heart of all our work. But most importantly, with regards to our decision making processes. People will lived experience will lead on this. We promise to facilitate leadership opportunities for people with care experience that directly meet the

aims of The Promise. This could include a variety of experiences both paid and voluntary that influence policy, practice and culture. We promise to ensure that all National Leadership Network related communication is accessible, relatable and free from jargon, allowing it to be understood by as many people as possible. We will seek to work with partners to inform language and support with framing ensuring that the voice of individuals with care experience is shared in a way that's representative and authentic. We promise to actively listen and take steps to engage with all individuals who identify as being care experienced regardless of age, gender or circumstance, care experience etc. We will seek to engage with individuals within their communities ensuring that the national network is well recognised and accessible to all. We will seek to work with quiet voices and those who are seldom heard to further support inclusivity and representation of all individuals with care experience. We promise to provide trauma informed services and support, provide multiple leadership opportunities and support in the fields of youth justice and moving on. We promise to work as effectively as we can with all relevant partners in and out of the care experience community. The network has been set up as a collective of organizations and meaningful partnership work is integral to meeting the leadership aspirations of the people we work with. The National Leadership Network can play an integral role in delivering The Promise as leadership is integral to its delivery. Developing leadership skills, knowledge, opportunities, and experiences are integral to individual's personal and professional development. This, in turn will support all aspects of The Promise. The care experience community's leadership has shaped The Promise from day one of the Care Review. We hope to build on this, working with The Promise and all relevant partners, we will support individual leadership journeys and ways that meet individual needs, and aspirations.

Hi, everybody, so I know some people, not everybody, my name is Ruth Harvey, and I work for Aberlour Child Care trust. Up until October last year, I had been the children's rights and participation officer for the organisation but I fancied a wee change, and was fortunate to be recruited as assistant service manager to our New Glasgow Intensive Family Support Service. And that is what I'm going to speak to you about today, about how our Intensive Family Support Service in Glasgow is keeping The Promise and what our service looks like. When I started to do this, I think I could have delivered something on this that would last a few days, so 10 minutes is a challenge. So I'm going to give you a wee overview of what our service does. And then what I've sort of pulled out is in thinking about The Promise and the family foundation of The Promise, how we embody the 10 principles of intensive family support, and what that looks like for us in practice and for our families and the way that we work. So the background of our service is that a few years back now Glasgow realised that there were a lot of children going into care. And when we needed to look at how we supported our families to stay together. So a pilot was commissioned with a number of third sector organisations to support families across the city and to see if relationship based practice with whole families, in an intensive way could help. And it did. So happily a tender went out and Aberlour are one of the chosen partners. So our Glasgow Intensive Family Support Team, that is a very long so I'm going to shorten it to our acronym, which is GIFT, our GIFT team is not just Aberlour so when we're thinking in terms of people in The Promise and looking after each other. It's not just us, we work in partnership to deliver this service with the Glasgow Health and Social Care Partnership. And also with up with Action for Children, Includem and Ypeople. And we all work together and support each other. That is so that we're able to deliver support that's based on relationships and we can pull in skills from other places as well. So what happens is we receive a referral for a family and through social work. And that's a piece of the jigsaw puzzle. But what our job is to do is to go out and

listen because we want everything that we do to be based on voice of the people, the families that we support, because we know that they know what they want and what they need. So an allocated worker gets to meet the family, and they spend a lot of time just listening and asking what can I do to help. So I'm going to tell you a bit more, I'm going to base it in the 10 principles of intensive family support, and I'm going to watch my time. So the first principle and promises for intensive on this port tells us that they should be community based, and then that should maximize assets of the community and community based relationships. So everything we do, we do within that family's community, we want to make sure that what we leave is sustainable, so that when families are realising their hopes and moving forward, that we can slowly stay away, but that they feel part of their community and they continue to be supported. And as part of the training that we'll do at the start, we do an amazing exercise called community connectors, where the staff team go out and just think about the community and speak to people and actively seek out resources in terms of people as well as other organisations and things in the local communities and areas for our families. And the service is responsive and timely - that it shouldn't just be a nine to five because that's not what other families need. So our GIFT service runs 365 days a year from eight in the morning till 10 At night, although I was up until one o'clock on Christmas Day morning because there was stuff we had to deal with as well, so we respond to the needs of the family when they need us. And with asking the families when they want to see us and what we can do to help them. One of our workers was out this morning at eight o'clock helping a family to put in a morning routine because her sons find it really challenging to get into school. And so rather than tell the family what to do with you and alongside them, and then help and support that family to be able to do that for themselves.

The third principle is that we work with family assets. And everything we do is from a place of strength. It's a strength based approach that we take, to how we look after each other, and how we work with our families. We go in, and we'll find out, find that positive, find that hope, and try and make sure the families feel that as well, because there's so many assets and so many amazing, resilient things that our families have got, as well as the challenges that's against them. And we really spend that time as I said, listening, listening to families about "Okay, you tell me what your hopes are, what do you need?" And the next principle is empowerment and agency so that children found they've got a say about who provides that support. And it is all about that quality of relationship with workers. So we know these things take time. And we know sometimes workers aren't the right fit. So we can swap that and change that. And we can really understand from the family, what is it that you need, and that you want, and that it should be flexible.

The promise tells us that we should recognize the unique needs of the family to ensure support is tailored and specific. So our families are so wide ranging, they look so different. Some of our children are maybe already in care, some of our children are living at home. And some families are massive and broad and stretch across the city, some families are just two people, and everybody needs something different and wants something different. So we respond accordingly. We're really creative in what we do, and it's so exciting to see and what the staff can deliver. And the next principle is that for any family getting family support it should be holistic and relational. So that the support should be based within the family. So we're not limited, we get a referral through with one young person's name on it. But that doesn't mean we just work with that young person. We work with the whole family. So we might be out visiting granddad one day to speak to him and see how he's doing and building relationship there. We might be in

school one day, we might be in a children's house one day, our work is travel with that whole family to be able to work across it. And as I say, you know, The Promise talks about not multitudes of services, bombarding families, well, meaningly. But the hope is that the way that we're structured, that we've got all these skills and all these rich, amazing assets and training and people that we can pull them within our within our big wide GIFT teams, so that there's one or two people holding the relationship with that family, but they can get all those skills and services and support from other places. But we know that these things are so much more difficult to do if you don't have those relationships. The next principle would be that any support received is therapeutic. So we know that our families and our children have experienced layers of different traumas over the years. And we don't want them to add to that we want to make that better. And we want to support and we know they can that's based in relationships. So our services are so closely linked to Functional Family Therapy, we have supported families to be involved with CAMHS and just help to hold people's hands as they go along the journey with things, so that they are on the road, to moving forward with their hopes. Family support should be non stigmatising. So we've all got badges to get into our office, but we don't wear them as we're going about. There's no uniforms, we're really careful. And we're still learning about the language that we know that our families want us to use about them and listening and learn about that. We've got a workforce that some of whom have been working, and supporting families for years and years. And that language is almost ingrained, about LAC, about contact, but we're all working really, really hard. And we've had some amazing support from places like The LoveInc project to help us around what language should sound like and why that's important, and listening to our families in the middle of all that as well.

The next principle is that the support should be patient and persistent. We know that things take time. And when we get a family, we're not

limited to time, we're not delivering a six week parenting program or a 12 week program around substance misuse, we're there for as long as it would take for the family as long as they need us. And we know that those relationships take time to build. So we're doing that at a pace that suits the family, and really trying to listen to them and hear what they need. And the final principle is that everything that we do should be underpinned by children's rights. And that that should be the lens that we use to support all our families. And it is and it's also the thing that we're talking to other professionals about as well. And to keep that front of mind and keep people aware that that they are rights that can't be taken away and that these are things that we should be more than considering should be ingrained in everything that that we do. We've developed a model called the voice validation and hope model and this is the way that all our team work across all the organizations and with our families. So the first of those three things is voiced, that we are truly listening, that we're validating what's being said, and we're listening to what the hopes are. And our hope is to go back to what The Promise says that, that when children are safe in their families and feel loved, they must stay. And families must be given support together to nurture that love and overcome difficulties that get in the way. And our hope is that we can support families to do that. Thank you very much.

So my name is Kirsteen McDonald. I am a planning and implementation officer within the Glenboig Development Trust, which is a village within Coatbridge. It's a small village – about to be a bit bigger, we've got lots of new houses coming along. But the Glenboig Development Trust itself has been there for about 20 years, it sorts things out from like cradle to grave, so it works with a mums and toddlers right up through all the different age ranges, we have even got a senior care project called the autumn group. And apparently the ages 50 to join them. We do have a number of 90 year olds and above in that group as well. So I can join that group in a few weeks time. So

I don't know what that says to me at that moment that we're dealing with all the age ranges. But my role within Glenboig Development Trust - I've been there since May. I hadn't really done much before that, I was working for myself. And I was in Citizens Advice before that. And this role came up. My background is I am a care experienced, lived experience parent, I have care experience children, my wee girls who we have had for 10 years now. We adopted them in 2012. So when this came up, I was like, this sounds like something I've really liked to be involved in. And part of the role is to engage with the care experience families within our village. And interestingly enough, there are quite a number of them. I am pleased to say that we are engaging really well with them on a one to one basis. And if anybody has any tips about how to get those ones into bigger groups, I'd love to hear from it. We're working on it. We've also been funded through the Brothers and Sisters Fund since that went out and, fingers crossed, in the not too distant future, this role will continue on for another year through the Good Childhood. So hopefully the work that we've been working with these guys have been really able to continue. And a lot of the care experience children and young people within the village are part of our youth groups within the community centre as well. So I wanted to kind of go on and tell you a bit more about the network and why it's actually worked so well for me and why if you're already here as a new person, what you're going to get out of it and what you could get out of it. Also, how you can refer it out to other people. So I was introduced to in the early summer last year, I was on UNCRC training. And I met a lovely lady called Mandy Burrell who we ended up having a one to one with, now when I listened to her speak the things that I was looking out for whenever I'm looking to network as well, what's the connection? She was just started in The Promise she worked for Volunteer Matters, we already have volunteers within our centre. And she suggested have a look at the CELCIS network. And I said, What's that? Shock? I'm sorry, I didn't know anything about it. And when I looked at it initially, I thought I didn't really know

that that's really where I would be. However, when I looked at what the participation network was looking at, then I thought oh, actually, this is going to help me expand into to that connection of different people within working within The Promise because my role which might relate to some other people's role for The Promise, I was the only person doing that within a larger organization. And the larger organization has been there for quite some time. So it was how did I fit in and do this job for the care expedience families? I have since realised that actually it sits very neatly there because it's working with the staff and the board within their community centre and also looking outward and dealing with the family. So it fits really well. So Mandy introduced me, I came along to the event. And I think that was in August. And I heard actually Gary Brown speak who we've just heard a minute ago, and I knew nothing about him or the organization he worked for. But what I didn't know was the Development Trust had been funded by the Life Changes Trust, so I thought I wonder what they do.

And I made a connection with Gary and we had a one to one and weirdly enough, now, which I didn't know this at the time, the Leadership Network that they're developing, we can be really good partners with that because we have such a large youth group within Development Trust. So that was a synergy that didn't even expect to come out of that. So that's one thing that this network can support you to do. So it makes those kind of connections. It also has One to One was Rosie because one I loved the way she facilitated the meeting and all credit to you that it's on time and I have since realised that we do 15 minute meetings. Now I like to gap I don't know how I will be able to do that. So the facilitation of it all. And we had a meeting and through that chat, I was then invited on to be part of the steering group, which has then led me to be part of this. So it gets you out of your comfort zone, as I said at the beginning, one good thing is it's a

really, really safe, inclusive space. And there's some fantastic videos on the website about why you would want to join or why you would even say to your colleagues to come along and join. And one lady had said in one of her videos, which I thought was just an amazing credit to what has been created here with us network, especially as it's had to go online over the last couple of years, was that she came away from an event with a brain and our heart filled. And that to me, just is like, it's what you want to be able to get. So I don't know if that's the strapline that they should have. But I think that's fantastic. And you know, it's encouraging. I put myself forward to speak for this. I'm not the best public speaker, I get really nervous, I get terrified. But I'm feeling the fear and do it anyway, which is one of the reasons why I would say that the network has really helped me. It helps you out of your comfort zone and what I would say is this community of practice and how it brings people together, is one thing, I would say that certainly I'll be keeping up as part of this going forward and fingers crossed that certainly within this role, I'll be able to continue to do this. And as part of that, obviously, I'm working with The Promise. And it's more to see how to everybody else about how we're keeping The Promise. Now one of the things I've hear quite a bit in the news and on Twitter and stuff like that is it's a question which I don't like, are we keeping The Promise? And this is on a personal basis, or whoever put that out there publicly? And it's the powers that be, that's my personal feeling. I would rather we were saying to people, how are we keeping The Promise? Because when you say 'Are you?' almost insinuates that you're not. And we're two years into a 10 year process to do this. So I would say, and an example I can give you this of daily conversations anyway, is a client of mine, as part of my part time job had come into the house, and we were talking about the kids and various different other things. And she's working in a school in Glasgow, she's working in pastoral care. She's working with children who are refusing to go to school. I have to see on a personal basis, I've got that happening right now. So we were chatting about this. My point was, so you will have

heard about The Promise. And she hadn't. And I don't know whether I was shocked, or I was excited because I had something to tell her. So part of what I'll share with you in a second is what I spoke to her about. But in that it's like, how do we keep The Promise and keep it alive in the conversations that's not just work based. So that's something that was happening outwith that. But also as part of this network, who would you like to make contact with, listen to what people are saying, reach out and have a chat with them. And it might well be that it's not necessarily to do with The Promise of your job. It's always good just to make connections, because you never know when these things are going to come in handy. However, this is what I showed her, I showed her the logo for The Promise, and talked her through a bit about it. But what I would like to say to everybody on this call today and beyond is take this as your logo, what's your voice in all of this? How much care are you taking over your language, when you're talking about things not even just about The Promise, but in general. And see the family is maybe your workplace. And then the people has been the kind of external part to all of that, but more importantly see this network as the scaffolding. And I've wanted to do this for ages. You know, and it's this, this love heart is what kind of embodies, I get really emotional when I talk about it because it's so close to my heart. But I see that round about it as being your scaffolding. And I'm just about watching my time here. Because networking is what supports that ripple effect. And I love the fact that that's what it can do. We're not alone in all of this. This is a really safe space for you to chat to people and to talk to people about what you're doing. And maybe bring up some of the challenges that you're facing in your workplace as well and kind of how you can iron these things out. And one of the statements - it is a book, you don't have to read the book because you can see the statement: Feel the fear and do it anyway.

That's useful for most of our workplace a life but also today. Feel the fear and do it anyway. I directed also the lady I was talking about to the website about the plan and the change program. But the one thing I would say is they are big documents. Beth-Anne shared this as well. They produce some amazing infographics that tell what it is they want to do and this is how it can fit in. These are the five priority areas, it talks about the fundamentals and I think it's just snapshots of these things are really easy to be able to kind of share it and show people how we can be keeping The Promise. And I wanted to leave you with a statement which says what networking and support is about. I alone cannot change the world, but I can cast a stone across the waters to create many ripples. And that's what I would say The Promise is aiming to do with a lot of hard work underneath it, of course. So I would like to say here's my contact details, if anybody wants to make contact, I'd love to have one to ones and hear what everybody is doing and seeing how we can make more connections. Also I would like to say thank you.

I am really thankful to be on this panel today. And I am part of The Promise Scotland team, who have responsibility for supporting the necessary change, but also informing Scotland of the progress of change. The role that I currently have is the Implementation Lead. And part of my responsibilities is to be supporting stakeholders, trying to make the change, for them to keep The Promise they've made to children and families. And within that, obviously that relates to how we enable children and their families to participate on an individual basis and systemically. I think today, I was asked to provide reflections on what I have heard and give an update. I think what I have heard has been phenomenal. And what I have noted down and what I have heard have been just action. What I have heard from the different presentations was that we are beginning to be able to demonstrate to people who have lived experience of care and beyond, that we're now

doing something as a nation, with the information that they've continued to give us, whether that's been to the Independent care Review, or the recent inquiry on the National Confidential Forum and the abundance of other opportunities there are for people to inform how we can be doing better in serving those we seek to serve. I think this work just reminded me actually of how far we've come since working on the lobbying to secure the political commitment for the Independent Care Review, and when that was commissioned, there was a commitment by government to ensure that voice would remain at the very very heart of the work. And what I see now is we're doing that beyond participation. We are doing that and seeing the number of people with lived experience been able to own the fact that they have lived experience whilst occupying professional roles. And I think we need to just be very encouraging of that. Also very considerate, because I'm continually reminded of actually sometimes the complexity that being involved in this work can be for people and how complex that can be for those with lived experience at different points in time. And I would hope that this participation network can be a place where hopefully we can consider some of the gnarly issues that may arise as we go forward. I think hearing Gary's input about the support and leadership in many different guises is great. And it was also good to hear from people like Corey in the breakout room, who is leading some of the work. And for example, he was telling us and some of the work that's being done in the Scottish Borders, and I just want to compliment Kirsteen for her ability. Like many others, did today for her public speaking although she was quite self-deprecating. And it's been great outwith these spaces to speak to people like Kirsteen and to try and provide support wherever possible. What I would say to you we at The Promise Scotland team have been responsible for setting up national oversight body, introducing the national plan, and the subsequent change program. And within that, that details, some of the aspects of support that we'll be looking to provide in Scotland. I hear very clearly some of the challenges that

some of the people here today have presented and there needs to be perhaps some more consideration about how we can state the vision of The Promise well beyond the choir that are the people within this virtual room and beyond. And also I hear some of the challenge about how do we ensure that those we're seeking to serve, understand The Promise being made to them, and to their significant others. For me, there's also a challenge on that as well, particularly from my social work background, where at times I would really challenge people to say why at times we have been looking to inform very young children of very specific things, when we as professionals and adults around them should be looking at these also.

I just think we need to be ensuring that we're always considerate as we consider the best way to approach some of this work. So that at times although we are well intentioned, we are not achieving what we're seeking to achieve. Now, The Promise Scotland has been working on developing something called The Promise Design School Programme, And that's something that many people on this call have access to and some have not. For me that program is one of the ways in which we are seeking to demonstrate the possibilities in relation to participation of this work. And I would be more than up for coming back in the future to make an updated presentations how we have built that initial programme, and how we are continually developing it. Whilst drinking our own kool aid on following the Scottish approach to service design, which you can imagine, during Coronavirus times has been a wee bit of a challenge because as many people spoke today of how difficult it is to have the same kind of depth of conversations, and connections. Fortunately for us as professionals in these spaces, many of you will know that it's been difficult for the needs that participated opportunities provide people, to be met in a virtual space. So it would be great to explore that in the future, and also be able to explore with you some of the work we're doing with an organization called Home Start in Scotland, and understand how we can make participatory

opportunities of systemic change accessible to parents who are who have experience of accessing support services. And I think that is a bold challenge and it's work that we are continuing to develop. But for me, what I'm always reminded of is that although we can be aspirational, to continue to increase participatory opportunities, we always have to be mindful that there should be underpinned by a voluntary principle. And although we can offer the opportunity, actually at times, I think we always need to be assured that we're also giving people the opportunity to say no I am fine with not being involved in that. And also we need to get better at actually detailing the pathways in to participatory opportunities so that we can be very clear about what the immediate benefits are to those that are seeking to get involved in those opportunities. Also pathways of development. So the almost aging out of being an experienced person because of the age, but not necessarily understanding where the where they're going with their own development, so that they can continue to access opportunities, that would be for them. So maybe rambled too much there. And I hope it wasn't too much of a ramble. Because other option was to come with slides, just thought the slides wouldn't be a great way of presenting in a forum like this. When I've been for, it's always been about people speaking of relevant needs and building on existing relationships. So before that shut up, and then maybe ask Rosie to prompt me for anything I should have said or should have covered, I will say is that my email address just now as Thomas@thepromise.scot, and I'm more than willing to chew the fat with anybody who wants to talk about the issues here in relation to keeping The Promise or even just about participation more generally, because as I said in one of the discussions earlier on, when was a social worker there was someone beside me, and they were speaking away about attachment. That at times give me a misunderstanding but led me to assume that they had a depth of understanding with the way that I'm speaking and at times I think when we are talking about participation in Scotland, I find myself in similar situations, I hear

people using similar words, but at times, they're not necessarily using them in the same way. So I think it'd be great for this network to have a real opportunity, and begin to have a consistency of understanding about what it is we're meaning by involving people in participation and employment isn't participation. So for example, when I worked at Who Cares? Scotland and I led on policy work there, there were things I was paid to do and did every single day and would be expected to do them. Some of the things that I did above and beyond that role, for example, some of the participation opportunities that I took advantage of, that was not part of my role. And that enabled me to have agency when it's appropriate for me to be in that lived experience space or not. And I just think we always need to be insuring that we are providing people with things that make sense so that we were are reducing the risk of becoming burnt out and not able to support the aspiration and to support the great change. And endeavor that we are all committed to.

Thank you very, very much for joining us. It was great to see so many of you. And we hope that you will be back at our next one. We'll be in touch and circulate the slides and the videos and everything that we've captured today. It really has been great to see you.

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