



Draft Integrated Children and Young People's Plan in the Scottish Borders 2015-2018

Analysis of Responses from the Consultation

January 2016

Children and Young Persons Leadership Group

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GENERAL SUMMARY

Consultation Events

For some events, a new approach was taken and there was a joint consultation with Health and Social Care. Instead of arranging specific consultation events, venues were chosen which people already attended ie supermarkets, libraries and the travel interchange. This delivered some success in some venues whilst some had low attendance.

167 responses were gathered from those people who attended events in the following areas:

Galashiels	95
Peebles	30
Hawick	28
Early Years, Burnfoot	9
Duns	4

A mixture of age groups completed questionnaires at these events.

Online Responses

There have been 11 online responses received to date. There is no way to analyse the geographical spread of these responses, as there was no way to record the respondents' location or any personal information. Some of those who took time to complete the online response specifically mentioned that they felt that the questionnaire was lacking in a place to insert any detailed responses for each question and there was nowhere to include the names of the respondents (and the organisations they work with).

There were also a number of responses received in hard-copy format.

Session with Young People

A session was held with a pupil parliament at a High School, 39 young people attended this and a summary of their views and comments is found within the document. The Pupil representatives on the Educations Executive were also asked for their views and these have been included in this summary.

Meeting Presentations

The plan was presented at a number of meetings including the Area Forums, attendees were directed to the online questionnaires. The plan was also presented at a number of other meetings within SBC and NHS Borders.

Parent Council Chairs were given an overview of the plan at 8th December 2015 and the resulting discussions have been captured within the plan.

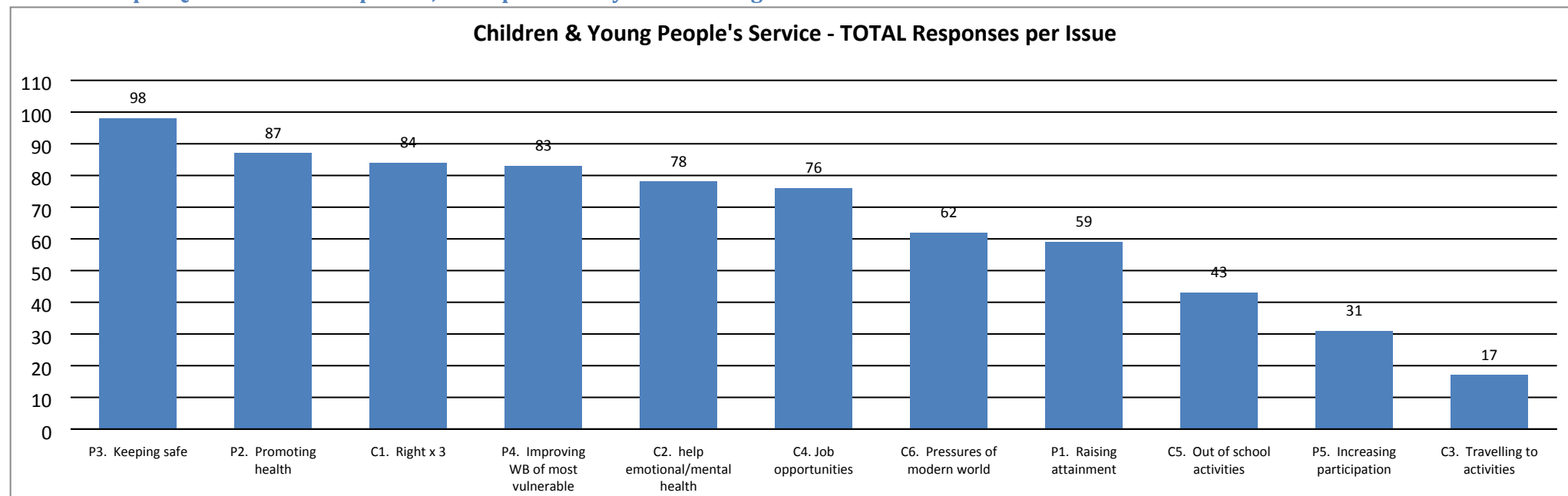
A number of responses were received on behalf of organisations such as NHS Borders, Borders Voluntary Care Voice, Interest Link Borders, Youth Borders and Community Learning & Development and these are detailed within the comments.

CONSULTATION EVENTS

Total Responses

Each respondent was asked to rate their top 3 priorities and top 3 challenges from a set list of 5 priorities and 6 challenges. The following graph shows the total of all respondents' choices, listed in order of ranking:

Chart 1 - Paper Questionnaire responses, Total per Priority and Challenge



Priority 3 (“Keeping children and young people safe”) was by far the most chosen issue (13% of the total results).

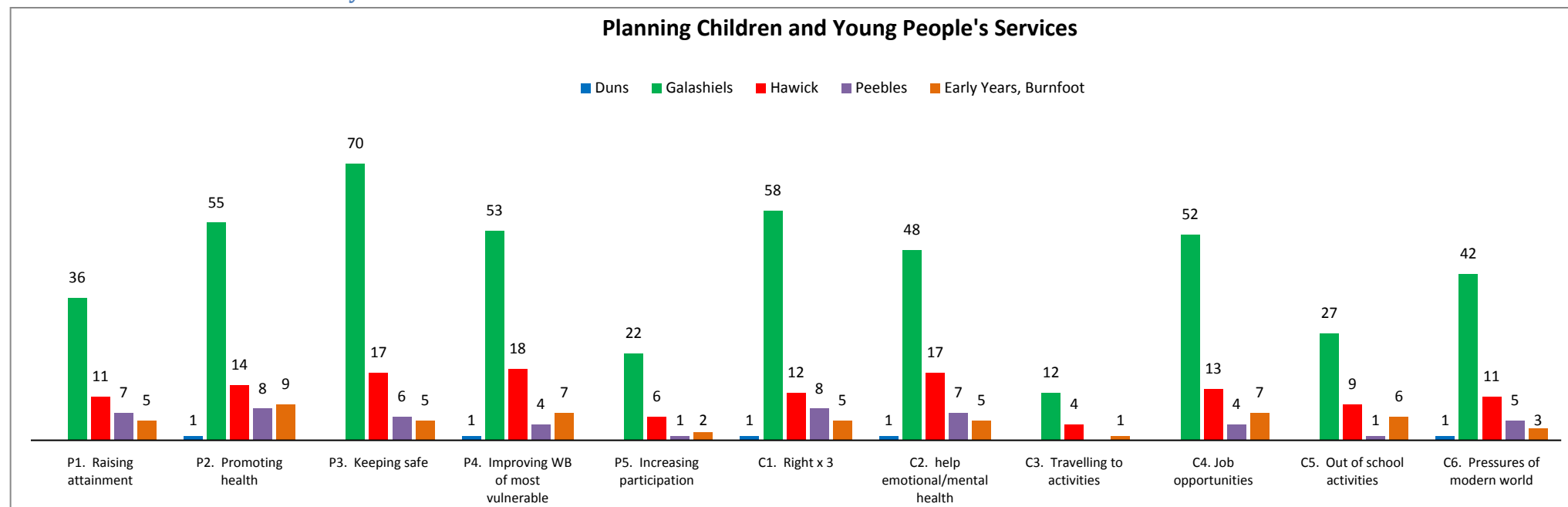
Priority 2 (“Promoting the health and well-being of all children and young people and reducing health inequalities”) and Challenge 1 (Getting the right help in the right place at the right time) both received around 11% of the total responses.

Challenge 3 (“Travelling around the Borders to take part in activities”) is the issue with the lowest ranking.

Total Responses by Geographical Area

The questionnaires were handed out to people who attended events in various locations throughout the Scottish Borders. The graph below shows the ranking of each priority and challenge and this has been broken down further to show which event the respondent attended: Duns, Galashiels, Hawick, Peebles and Early Years, Burnfoot.

Chart 2 – Breakdown of results by Event Areas

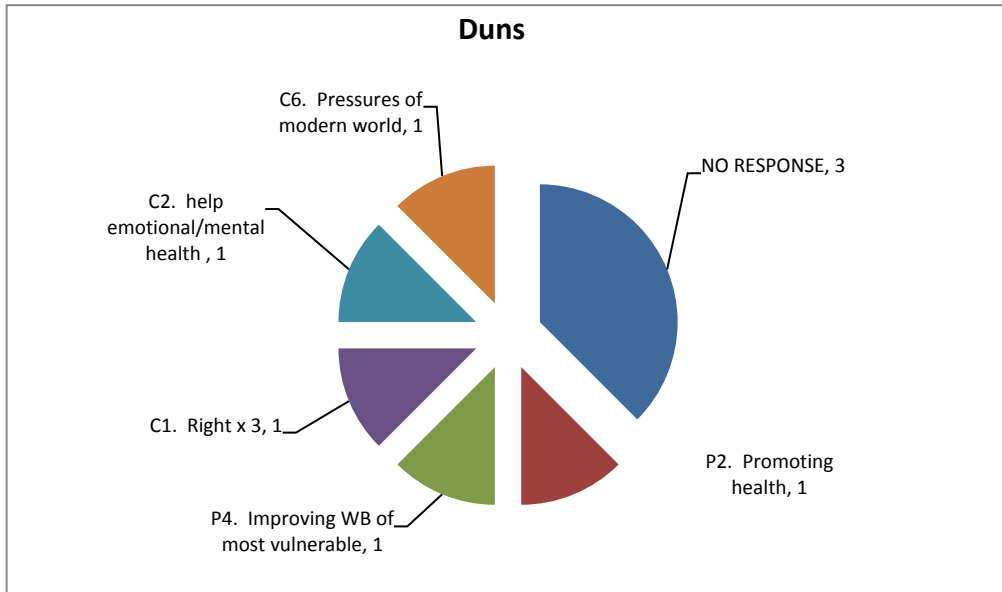


The Galashiels event was by far the most responded to event (95 questionnaires received back). It should be noted that the Transport Interchange was used as the venue and so responses may have been collected from people living in a variety of locations across the Borders and potentially outwith.

The Duns event resulted in only 1 person returning a questionnaire completed for the C&YP Services (3 others completed questionnaires but only completed the IH&SC questions). This 1 person chose only 2 priorities and 3 challenges (instead of choosing the top 3 of each).

The pie charts on the following pages show the same information as the graph above, but they focus on one area at a time.

Chart 3 – Duns main Priorities and Challenges

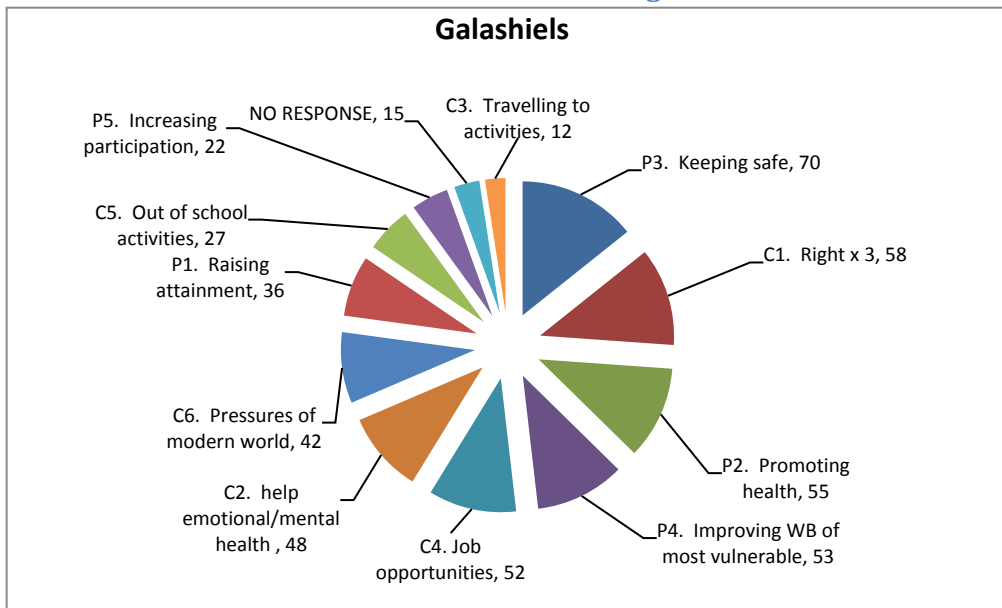


Duns

These results show the response of 1 individual who attended the Duns event. All 5 of the priorities and challenges that were selected by this person have been included within the results.

Interestingly, the priority which received most votes in the Scottish Borders as a whole, P3 “Keeping children and young people safe”, has not been included at all in this response from Duns.

Chart 4 – Galashiels main Priorities and Challenges



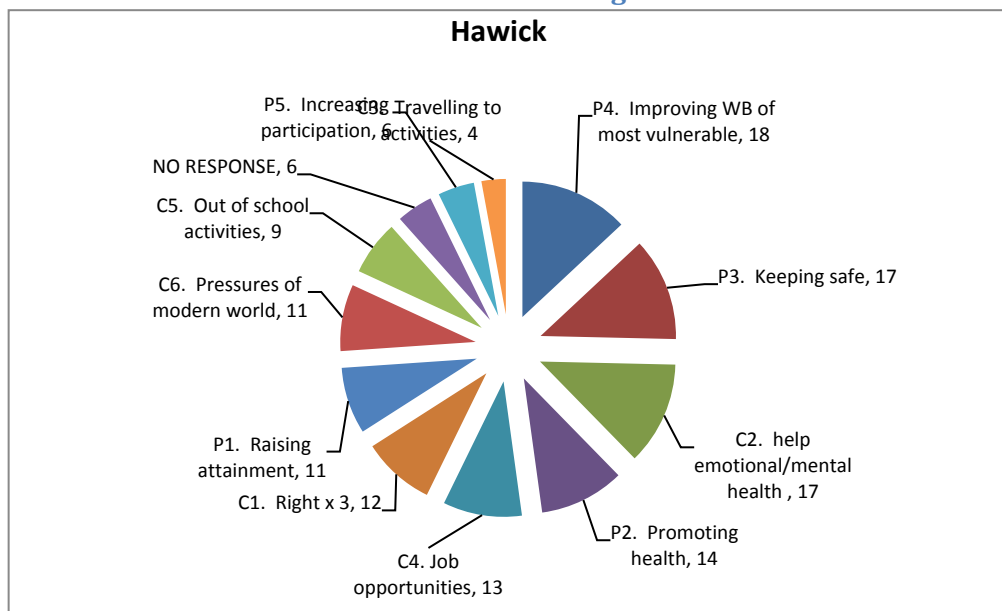
Galashiels

The most important issue to those attending the Galashiels event is P3 “keeping children and young people safe”.

C3 “Travelling around the Borders to take part in activities” is the least voted for challenge, but it still received 2.5% of the votes.

Every single priority or challenge was chosen by these respondents.

Chart 5 – Hawick main Priorities and Challenges



Hawick

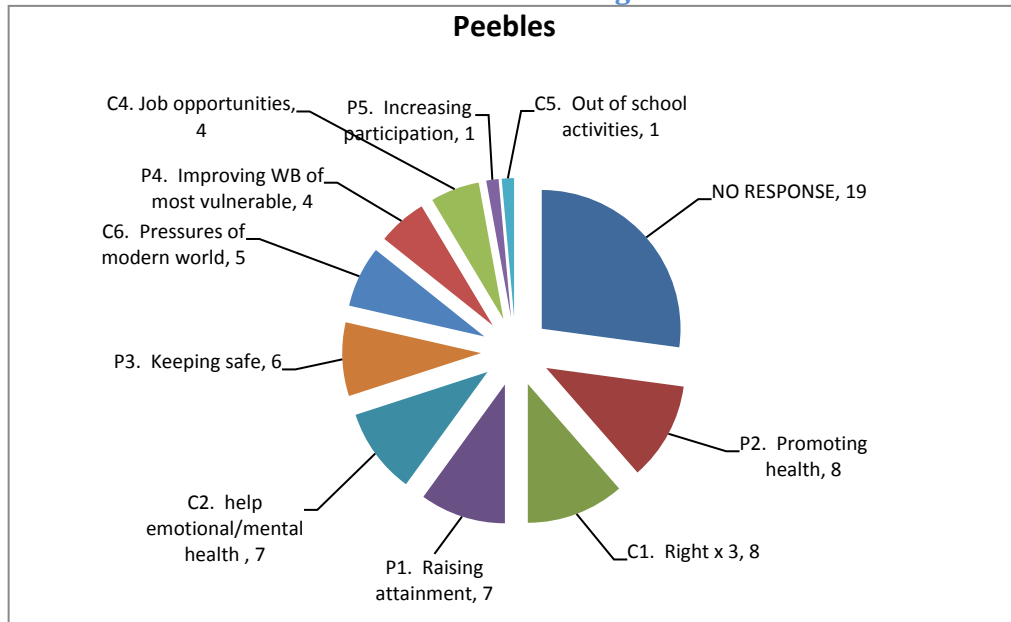
The top 3 issues to those attending the Hawick event were:

- P4 “Improving the well-being and life chances for our most vulnerable children and young people”
- P3 “keeping children and young people safe”
- C2 “getting help with emotional or mental health issues”

These amounted to 40% of all responses

As per the Galashiels results, every single priority and challenge were selected in the responses from Hawick

Chart 6 – Peebles main Priorities and Challenges



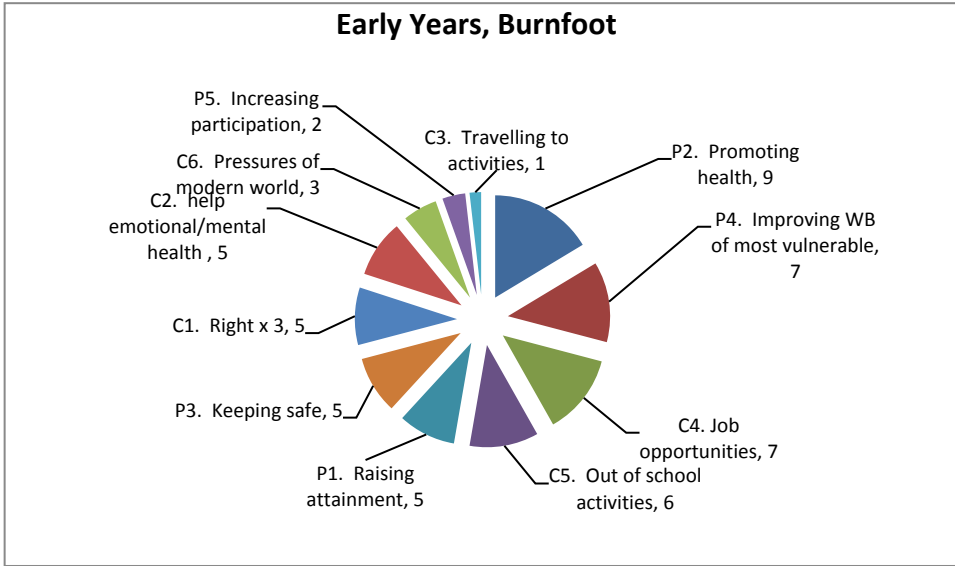
Peebles

P2 “Promoting the health & well-being of all children & young people and reducing health inequalities” and C1 “getting the right help in the right place at the right time” were the joint first issues in Peebles.

These 2 issues combined were 1/3 of all responses

C3 “Travelling around the Borders to take part in activities” was not chosen at all in the responses.

Chart 7 – Early Years, Burnfoot main Priorities and Challenges



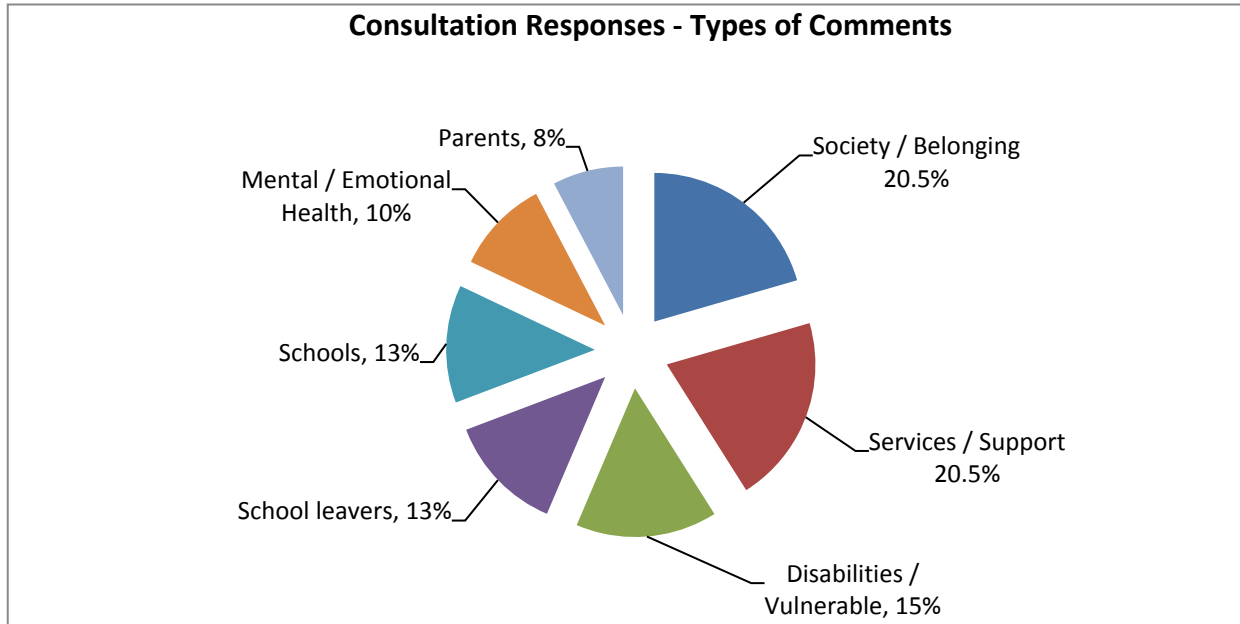
Early Years, Burnfoot

This Early Years event responded with C4 “range of job and training opportunities in the local area” as one of their top 3 issues ...interesting considering this is an issue more closely related to older children.

The top issue was P2 “Promoting the health & well-being of all children & young people and reducing health inequalities” which received 16% of the total votes.

All priorities and challenges were chosen with C3 “Travelling around the Borders to take part in activities” having the least number of votes (2%).

Chart 8 – Types of Comments from Event Attendees



Please refer to Appendix 1 for the full listing of comments

ONLINE RESPONSES

Total Responses

82% of responses are in agreement with the aims and outcomes set out in the plan, and 73% believe we have the right priorities. However, only 45% believe the plan is easy to understand and is clear around what it hopes to achieve for children and young people.

Chart 9 – Online Responses to Yes/No questions

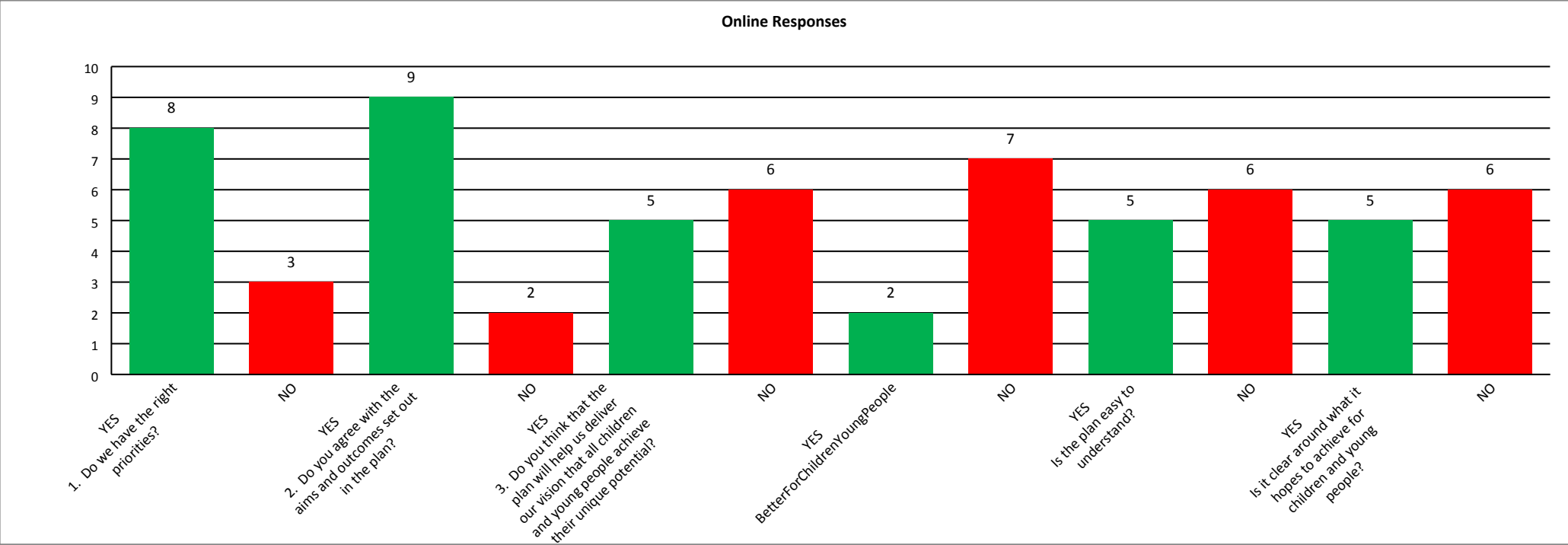
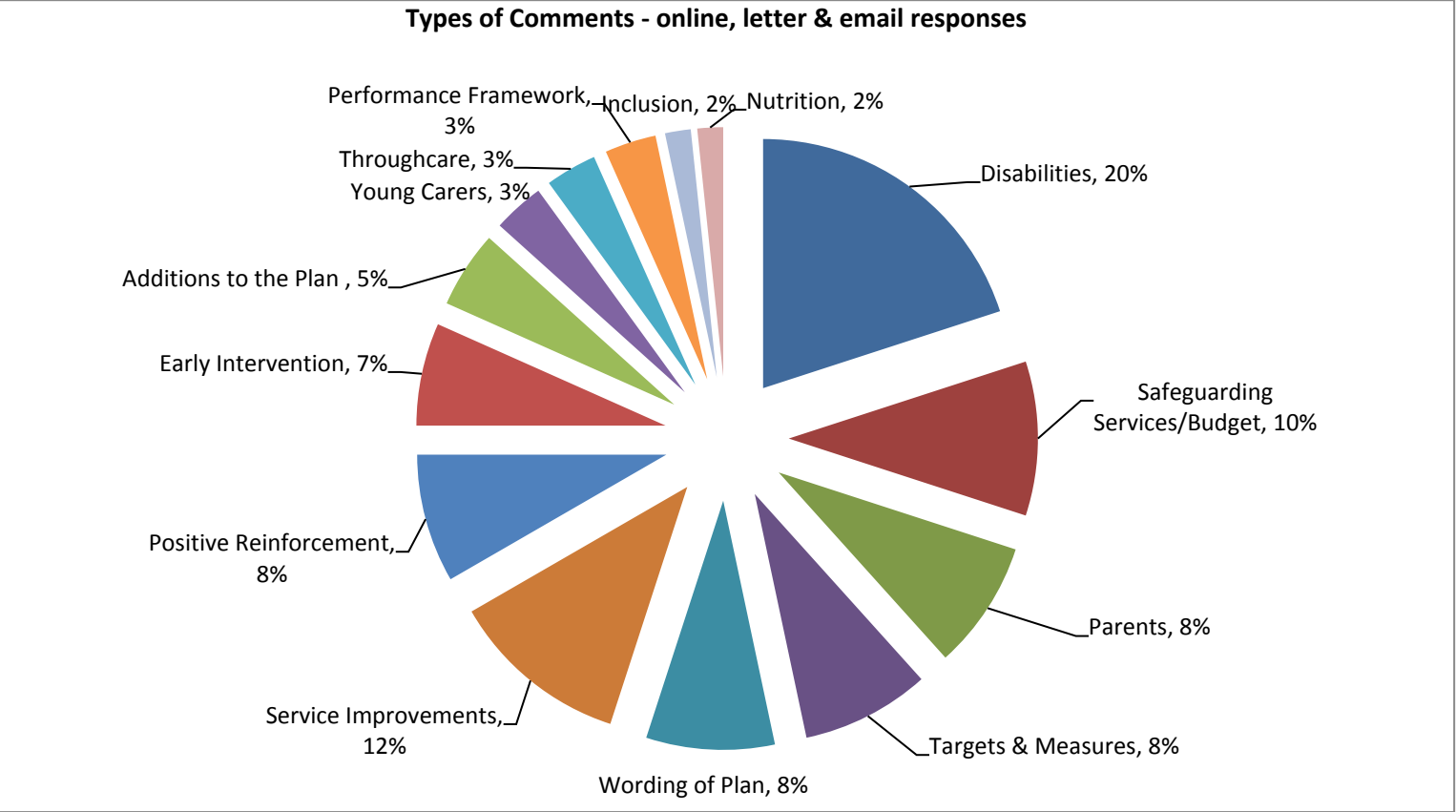


Chart 10 – Types of Comments from online, letter & email responses

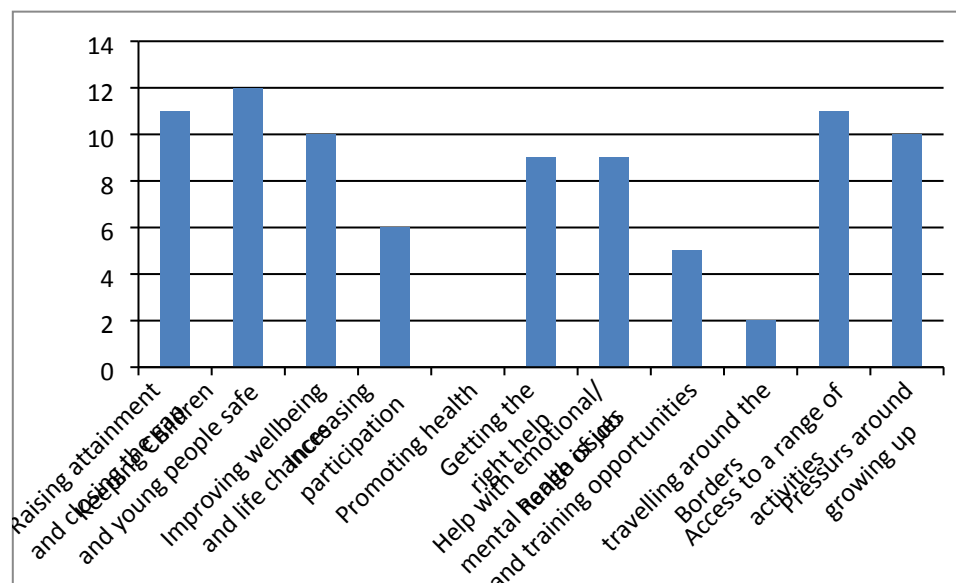


Please refer to Appendix 2 for the full listing of comments

SESSION WITH YOUNG PEOPLE

A session was held with the members of the pupil parliament at one High School. A total of 39 young people took part and the chart below shows the priorities and issues which were considered most important.

Chart 11 – Top Priorities and Issues



The most commonly selected priority for young people is “keeping children and young people safe” which is consistent with the views of the wider group. Interesting no young people considered “promoting health and wellbeing” within their top 3 priorities which is very different from the wider group. Perhaps unsurprisingly as this was a school group, raising attainment and achievement was also seen as important.

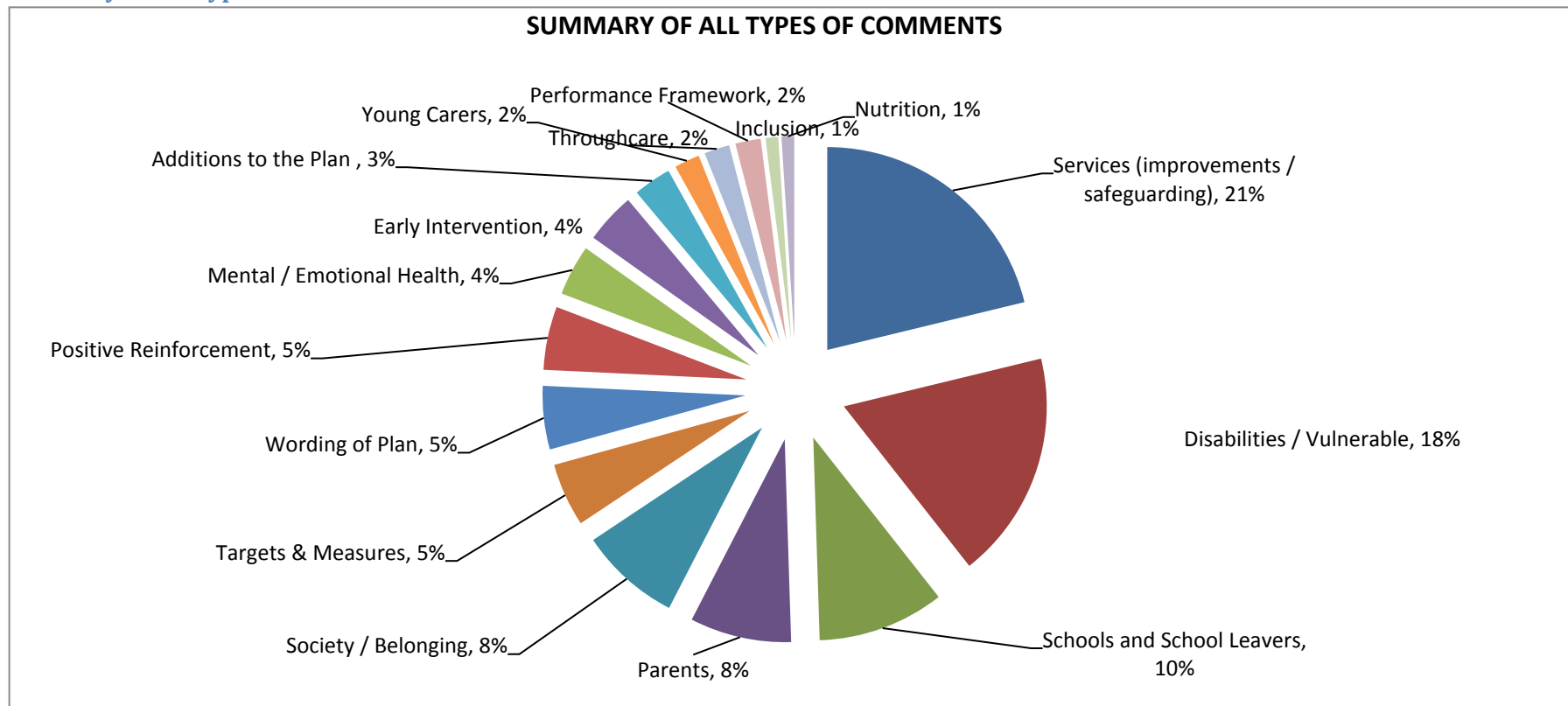
The draft plan was also shared with the pupil representatives who sit on the Education Executive and some completed the online survey. Comments were also submitted via e-mail and a summary of these along with the comments from the session with the pupil parliament is found in appendix 3.

SUMMARY

There is a definite trend of belief that we have the right priorities and there is strong agreement with the aims and outcomes set out in the plan. However, the plan is failing to make clear what it hopes to achieve for children and young people and almost half the respondents found the plan difficult to understand due to wording and the use of 'jargon'.

There were 13 comments received (out of a total of 99) about specific additions that could be incorporated into the plan, how the plan is worded and about the current targets and measures.

Chart 12 - Summary of All Types of Comments



The main area of concern (21% of the total comments) relates to the current levels of service provision and support. There was a real sense of concern about safeguarding the services and also requests for improvements to existing services and support.

Those with disabilities or vulnerabilities were also highly discussed within the comments received (18%). Specifically the lack of inclusion and consideration within the report seemed to be one of the key issues. The lack of support and improvements to services for these individuals was also highlighted.

Comments received about Schools were focussing on the requirement for better facilities, wider subject range and supporting different learning techniques. Those comments relating to School Leavers included requests for more investment in apprenticeships and increased employment training.

8 separate comments mentioned Parents and focussed on improving communications with parents, better support & easier access to resources for them, and also increasing recognition of their contribution.

Focus on providing the young people with a sense of belonging to, and being valued by, society was the theme of 8% of the comments. Greater education of life/social skills and encouraging them to aim higher despite their current social/economic situation were key points raised. One comment was about helping young people to feel valued by society despite exam results.

5 comments were very positive about specific service provisions and the Plan as a whole.

APPENDIX 1

Consultation Comments

The following is a summary of the key messages from the paper questionnaire responses:

1. There were 8 separate comments relating to **young people having a sense of belonging and being a part of a society**. The most detailed of which are:
 - Help YP find work, encourage fitness & healthy lifestyle, raise attainment, obtain more life experience
 - Young people must feel valued by our society, even if they cannot achieve good exam results or employment, just as themselves.
 - Give advice on how to read different social situations
 - Young people need an incentive a goal to make them feel they have achieved something. Group events work when they can see a goal ie SPORT.
 - They must feel a part of society with job training this would work
 - The very young - sadly support, education etc is not available for too many at home therefore children become caught up in just accepting this as a way of life, leading to at least a further generation continuing this pattern, and on it goes.
 - More education on social skills
 - Keep them motivated and concentrated on the real world and how things are run these days..

2. There were 8 separate comments relating to improvements in **Services and Support**.
 - Access equally for all young people to services
 - Narrowing gap between different classes. Everyone should have same opportunity
 - I personally have experience of trouble with my daughter which I think could have been picked up sooner with professional (ie Teachers & social worker and or maybe the police) when she was at school
 - Get extra support in schools
 - more safe homes for homeless youngsters
 - Hawick we need more for young children to keep them off the streets and out of trouble
 - making more opportunities for children after school. More help with going to afterschool clubs etc
 - Support in schools

3. The **lack of provisions relating to vulnerable and disabled young people** was commented on by 5 respondents:
 - Recognise that some children have life limiting conditions and will die before they reach school leaving age. Many of them will need intensive care both at home and in hospital. Some will appear well for a number of years but will deteriorate both mentally and physically. Not ALL children will raise attainment and achievement. Not ALL young people will be able to sit exams, or have the offer of a job, training or further education. Good palliative care is needed for these children and their families in all aspects of their life
 - Keeping children safe.
 - PROPER support for pupils with special needs.
 - Work opportunities for people with disabilities
 - Improving services for the most vulnerable people in society

4. Issues relating to the provisions in place for **School Leavers** included the following:
 - increase in employment training
 - investment in apprenticeships
 - Schools should also aid in helping to get everyone into tertiary education
 - Teach them a good trade so they have a great future ahead. Then they will feel better about themselves.
 - not abandon children when they finish school - improve transitions.

5. Issues raised relating to **Schools** were as follows:
 - Make sure teachers do their best to adapt to children & young people's different learning techniques
 - Schools, Community centres
 - Widen the range of subjects available. This would greatly improve the chance of children finding something that they can achieve in
 - School building fit for purpose.
 - PROPER staffing in our schools among teachers (ie no shared heads and end "facility" system

6. Comments related to **Mental & Emotional Health** issues were:
 - Emotional attainment,
 - I think that there should be an emphasis on mental health within both primary & secondary schools.
 - Mental health, drug & alcohol abuse, more support,
 - Help in schools at 5yr and not to feel stupid

7. **Support for Parents** received 3 separate comments:
 - Supporting the parents as well as the children is just as important.
 - Parent who choose to stop or reduce their paid employment to look after their own young children should receive the same financial assistance (in recognition of the value of what they are doing) as other parents receive for child care
 - More support for parents (from early stage)

APPENDIX 2

Online Comments

The following is a summary of the key messages from the online respondents' comments:

1. There were 12 separate comments relating to **the lack of provisions within the report relating to vulnerable and disabled young people**. The most detailed of which are:
 - in Section 5, although YP with disabilities are mentioned in Priority 4 there are no High Level Actions that relate to them.
 - I would like the plan to build in and PROTECT services to support the vulnerable. I fear that support staff and services are easier to slice away at without the public noticing
 - It is telling that in the Achievements section there is no mention of YP with disabilities
 - There are no images of children with ASNs
 - Transitions appear to relate only to children in mainstream. Rather than "GIRFEC" it feels like "GIRFANC" - getting it right for all normal children.
 - Reducing or removing support for vulnerable and needy young people will reduce progress in priority 1, 2, 4 and 5
 - Early intervention and forward planning for children with additional support needs and greater partnership working with parents of children with additional support needs.

2. There is a consistent message about **budget concerns and a strong desire for support staff and services to be safeguarded**:
 - I think that P4 is VITAL and must be rigorously protected. During times of cuts and efficiency changes it is always the most vulnerable who suffer
 - I would like the plan to build in and PROTECT services to support the vulnerable. I fear that support staff and services are easier to slice away at without the public noticing
 - Be open: you can't afford it. How are you going to fund all of this, in the prevailing financial climate?
 - I passionately want support staff and services for young people to be safeguarded.
 - The plan is admirable and I agree wholeheartedly with its aims but it will not achieve its goals without adequate funding and resourcing
 - Reducing or removing support for vulnerable and needy young people will reduce progress in priority 1, 2, 4 and 5

3. **Increased support for parents** was raised in 5 separate comments:
 - Greater partnership working with parents of children with additional support needs.
 - Increase recognition of contribution of parents/carers. Focus on improving parental involvement to "close the gap"
 - Targeted Support for Parents
 - Include parents so they know all resources available to them
 - P.21 We could add a statement such as: "we will work with parents/carers to support their role in preparing children for their adult working life using intelligence led and evidence based approaches to "close the gap" in attainment achievement"

4. Concerns around the **Targets agreed and the measures being utilised** were mentioned in the following comments:
 - You can't deliver perfection. No-one can. Be modest - "as many as possible" instead of "all"
 - I don't think your plan is a plan! The vision and outcomes are well explained. The actions to achieve them are vague and have no specific measures for them and no timescales (other than the overarching 3 years)
 - Without more detail around how much and by when the people of the Borders won't be able to see how much progress has been made. Good intent - but woolly, vague and easy to say "We achieved it" whether or not you have made a significant difference.
 - It is difficult to comment on the aims and outcomes, as there is not enough information about how they are to be achieved.
 - Your first priority is a merge of two - raising attainment for all AND closing the gap. You need to be honest - which is your highest priority

5. The **wording within the plan** has been raised by several respondents:
- The plan is not easy to understand - use of jargon and terminology e.g. "Golden Thread". We would like to see an easy ready version of the plan and some case studies of both able bodied and disabled children.
 - Reduce jargon - plan only understandable by those already working with C&YP.
 - Make different versions of plan available to support diversity & multiple languages
 - Bullet point 4 of the High Level Actions for Priority 5 is unclear
 - I thought I should point out that Bullet point 4 of the High Level Actions for Priority 5 is worded unclearly. It currently reads: "Increase the number of opportunities for vulnerable children and young people volunteering, working with the third sector to increase the informal and out of school learning of young people." Is the intention to increase volunteering opportunities only for vulnerable children and young people, or to increase opportunities for all children and young people to volunteer in services that help vulnerable children and young people? Or is it supposed to be two separate phrases? If the first, it should perhaps read: "Work with the third sector to increase volunteering opportunities for vulnerable children and young people, so increasing their informal and out of school learning". If the second: "Work with the third sector to increase opportunities for children and young people to volunteer in services for vulnerable children and young people, so increasing their informal and out of school learning". If the third: "Work with the third sector to increase volunteering opportunities for all children and young people (including those who are vulnerable), so increasing their informal and out of school learning". Interest Link recruits 50 children and young people from schools each year, specifically to be peer mentors to children and young people with learning disabilities. Some of the children and young people with learning disabilities go on to become peer mentors. As such, I am sure you will appreciate that clarity on the matter is important to us
6. The following **service improvements** have been suggested by respondents:
- I believe that there needs to be a clear focus on how schools are performing, and how they support the aspiration to improve attainment levels for all children.
 - I believe that many young people suffering from mental health issues are currently not receiving the help they require
 - A response from the Parent Council Chairs also contained concern about the provision of support for mental health issues
 - Strategies need to be interlinked more meaningfully - eg autism strategy, inclusion strategy.
 - Priority 1 - Do not separate the lowest & highest achievers into different groups/projects. Positive effects come from mixing. Personally I would like to see this form of youth work (mixed ability groups) encouraged through the plan.
 - On page 31 the Plan talks of gaining feedback from the wider community and using the SBC Communications team to assist with this goal. I would also like to suggest that the young people of VOMO TV (www.vomo.tv) and Wired on Radio Borders (www.facebook.com/wiredonradioborders), two successful youth media projects based within SBC, are offered opportunities to assist. VOMO TV and Wired broadcast to thousands of younger and older people across the Scottish Borders every week. The two youth media projects could play a key role in supporting the aims of the Plan and I would encourage further discussion to explore the possibilities.
 - Increasing the use of social media to improve communications was suggested by the Parent Council Chairs
7. 5 responses provided **Positive Reinforcement** about the current services and the current content of the plan:
- Many SBC projects as well as third sector organisations offer a safe and trusting environment outside of school life. Disclosures are often made in these places presenting opportunities for specialist youth professionals to work with these more generic youth projects to nurture and heal from inside familiar and trusted spaces.
 - I would hope that the Leadership Group will visit many of the SBC youth projects and third sector organisations for feedback. I'm certain many of the young people involved with these groups would like to talk about their experiences and how their involvement is supporting them towards a positive destination.
 - NPS will be welcome support to youth workers looking to contribute to a more co-ordinated support plan for each young person
 - Priority 4 - Me and my youth work colleagues welcome the rolling out of the Named Person Service. Supporting incredibly vulnerable young people, caught between children and adult services, has been an unacceptable challenge for years. We will now have the opportunity to forward the disclosures and concerns surrounding vulnerable 16 to 18 year olds to a key person which is extremely encouraging.

- Priority 5 - I was encouraged to see that the value of informal learning opportunities was recognised in the Plan. SBC projects and the third sector often engage young people in ways where formal education cannot reach. An increase in partnership work between formal education providers and those offering more informal and often vocational forms of learning is welcome. Often projects like the ones I work on enable young people to realise that they can learn and have something to offer. This often helps those who have disengaged with their school and community connect again and feel valued.

8. **Early Intervention** was raised in 4 separate comments

9. The following **improvements to the plan** have been suggested by respondents:

- it would be helpful if the National Youth Work Strategy could be added to the list of national strategies and plans
- Also if the following bullet point could be added to the Strategic Outcomes and High Level Actions – “Priority 1 – raising attainment and achievement for all and closing the gap between the lowest and highest achievers” Page 22 on the plan)
 - To contribute to closing the attainment gap by strengthening and increasing the range of youth work opportunities across the region through enhanced partnership approaches, ensuring the most vulnerable young people can access services as and when is suitable to them in order
- We would be grateful if the following bullet point could be added to the Achievements section “Improved attainment and achievement for all children and young people” (Page 15 on the plan)
 - There is now a robust locality-based third sector youth work infrastructure – developed through a partnership between the third sector, statutory organisations including Scottish Borders Council and national funders e.g., Rank Foundation and Robertson Trust. As a result young people are now able to access a wider range of local based youth work services

10. **Young Carers** was raised in 2 separate responses

11. **Throughcare** was raised in 2 separate responses

12. The **Performance Framework** was mentioned in the following comments:

- Q3 - Need to see how the performance framework will support this
- It would also be helpful if a simple and easy to understand method to offer feedback to the Performance Framework could be introduced; one accessible to all children and young people's groups (often not well-versed in strategic speak). This could help support the planning of future services from a wider breadth of youth work providers.

13. **Inclusion** was raised by one respondent:

- Inclusion is the most pressing area to aides - get this right and everything else should fall into place!

14. **Nutrition Education** was raised by one respondent.

APPENDIX 3

Summary of Comments from Session with Pupil Parliament at a High School and Education Executive pupil representatives

The following highlights the key themes from this group of young people.

Keeping People Safe

- There were suggestions for improving security within the school
- It was highlighted that young people can feel unsafe within the larger towns in the Borders
- There were some concerns relating to road safety and levels of flooding.

Improving the well-being and life chances for our most vulnerable children and young people

- The group felt that teachers could be more supportive at times.
- Provide families, children and young people with more information on the range of services and how to access them

Getting the right help in the right place at the right time

- There is a sense that teachers should be more available at key times and in places that are accessible eg canteen
- It is welcomed that Locality Police Officer more available

Travelling around the Borders to take part in activities

- The majority feel they will have to leave the Borders to take up employment and training opportunities
- The train is not useful for people living in Kelso

Access to a range of activities outside of school

- The local Youth Group, the age group is too young and this deters young people attending it
- More sports activities (boxing and Zumba)
-

Pressures around growing up in the modern world (eg social media, peer pressure, expectations etc)

- Cyberbullying is a concern
- Parents need to know how to use new technology - compulsory sessions for parents during parent's nights, stall at supermarkets on how to use apps
- Need more life skills lessons. Information about Money, banks, rent, tax, general bills and national insurance