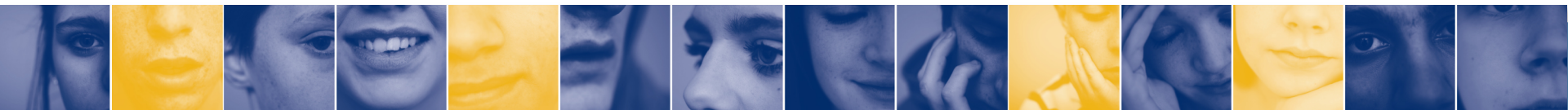


**Whose outcomes? Making sure that 'so what' question stays focused on outcomes for children:**

**How leadership, practice and reporting are all aligned to focusing on outcomes for children**

Pamela Barnes  
Head of Research and Communications, Includem

22<sup>nd</sup> OCTOBER 2013



# Different strategies for keeping the focus on improving outcomes for children, all underpinned by GIRFEC

1. Client database – MAPS
2. Practitioner toolkit – A Better Life
3. Practice Champion model



# Includem

is a specialist charity, founded in 2000 solely to address a gap in services for Scotland's most vulnerable and chaotic young people and their families.



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*

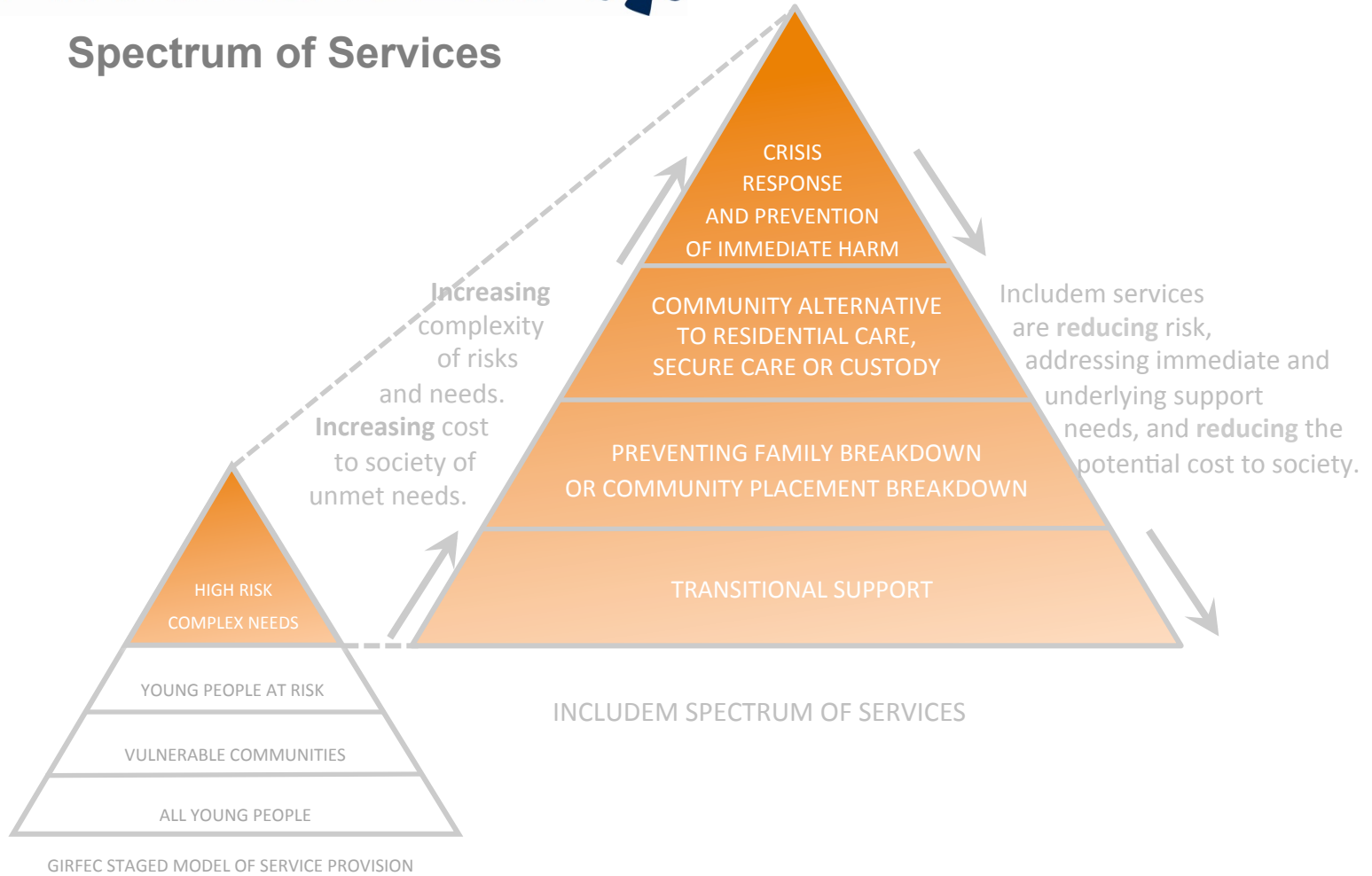
# Background

- We deliver 1-to-1 support in the community, at the times of most need.
- We work in partnership with LAs primarily Glasgow, West Dunbartonshire, Fife, Dundee, Clackmannanshire and Stirling.
- Every year we support 400-500 young people, aged 5-24 years old, and their families/carers. (66% aged 12-15 at referral)
- Mostly Social Work referrals, many within the Children Hearing System for welfare and/or offending reasons.





## Spectrum of Services



# Clients Database - MAPS

Management

Analysis

Performance

Standards



# National practice model

## Observing & recording

Events / observations /  
other information



## Gathering information & analysis



## Planning action & review



Well-being  
Concerns

Assessment  
Appropriate, proportionate, timely

Well-being  
Desired outcomes

# Aim: To promote reflective practice through consistent...

- Needs and Risk assessments
- Support planning
- Recording of work undertaken
- Tracking outcomes (Wellbeing Web)
- Regular reporting

... to improve outcomes for young people



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)

 iINCLUDEM 

*There for young people 24/7*

# Includem Outcomes Framework

## 1. Healthy

1.1 Enhanced parent/carer/adult child relationships (OS)  
 1.2 Improved parent/carer confidence/resilience (DB, P/C Survey)  
 Increased resilience (OS)  
 Less dependence on drugs and alcohol (OS)  
 [Also: 2.1, 2.2, 5.1 and 5.2]

## 2. Safe

To develop healthy trusting relationships (DB, VP)  
 Reduction in levels of risk/harm (OS)  
 Able to understand the consequences and risks of own behaviour (OS)  
 Able to cope better with crises (DB)  
 Less absconding (DB)  
 [Also: 1.4, 3.7, and 7.1]

## 3. Nurtured

Stable and secure accommodation (DB, OS)  
 Remain with birth families (DB, OS)  
 Prepared for placement moves (DB)  
 Prevent/reduce admission to secure care (DB)  
 Return child home from secure care (DB)  
 Engaging with Includem support (DB)  
 Parent/carer supported to maintain young people safely in the community (DB, P/C Survey)  
 [Also: 1.1 and 2.1]

## 4. Achieving

Maintain/improve engagement with education (OS)  
 Maintain/improve engagement with training or employment opportunities (OS)  
 [Also: 5.1 and 5.2]

## 5. Active

Social skills gained/improved (OS/VP)  
 Increased opportunities to take part in activities (DB, OS)  
 [Also: 4.1 and 4.2]

## 6. Respected

Contribute to planning and decision making (ABL)  
 Views and opinions voiced and acted on (VP)  
 [Also: 1.1 and 2.1]

## 7. Responsible

Reduced offending and other problem behaviour (DB, OS)  
 Better victim awareness and consequences of offending (OS, ABL)  
 Less anti-social behaviour (OS)  
 Aware of own responsibilities (OS)  
 Increased compliance with MRC (DB)  
 [Also 2.3]

## 8. Included

Engaging with other services/agencies (DB)  
 Increased attendance at appointments (DB)  
 Improved engagement with officials (DB)  
 [Also: 3.6, 3.7, 4.1, and 5.2]



# Support Planning

- Outcome – S.H.A.N.A.R.R.I.
- Goal – What is to be achieved
- Steps – What are you going to do
- Understood by the young person and S.W
- Consistent
- Meaningful



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*



Holden understands how his drug and alcohol use may affect his offending.

Ask Holden to imagine what would have been different about his offending behaviour if he had not use

Ask Holden to say how alcohol and drugs has affected his behaviour in the past.

Ask Holden to remember his past offences and decide if alcohol & drugs played a part.

**Why do I want to achieve this goal?**

---

Responsible (reduce offending behaviour)

**How do I feel about how this is going?** Unsatisfied

---



Holden has increased opportunity to take part in leisure activities

Facilitate visits and allow Holden to try out activities.

Help Holden to identify leisure activities and resources within the local or Glasgow area that he wo

Speak with Holden about what sporting activities or hobbies he has.

**Why do I want to achieve this goal?**

---

Active

**How do I feel about how this is going?** Satisfied

---

# Reflective Practice after a Contact

- Description - What happened?
- Feelings - What did you think and feel about it?
- Evaluation - What were the positives and negatives?
- Analysis - What sense can you make of it?
- Conclusion - What else could you have done?
- Action Plan - What will you do next time?



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*

# Tracking Outcomes - Wellbeing Web

- Integrated within practice tools
- Young people, and families, benefit from more active participation in, and ownership of, reviewing progress against their goals.
- Improves quality of Support Planning assessment and review processes.



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



There for young people 24/7

## Outcome Review with Holden Caufield

### Safe

1.1 I am Safe

4

4

1.2 Notes

Holden feels safe within the community, but continues to associate with anti-social peer group, picking up charges and becoming involved in gang violence.

### Healthy

2.1 I am healthy

4

4

2.2 Notes

Holden states that he is healthy and will become a professional football player. Holden is prone to binge drinking and smokes. Holden rarely eats meals at home. Holden has no other diagnosed health issues.

### Achieving

3.1 I am achieving

2

2

3.2 Notes

Holden states that he hates school and he rarely attends. Holden was moved to a special education resource to better manage his anger and behaviour outbursts. Holden does not attend on a regular basis.

### Nurtured

4.1 I am nurtured

4

4

Holden's mother attempts to offer him a stable home, but is unable to maintain this in the long term due to her own issues.

## Outcome Review with Holden Caufield

Your Outcome Review has been created. What would you like to do now?

Outcome Review Complete

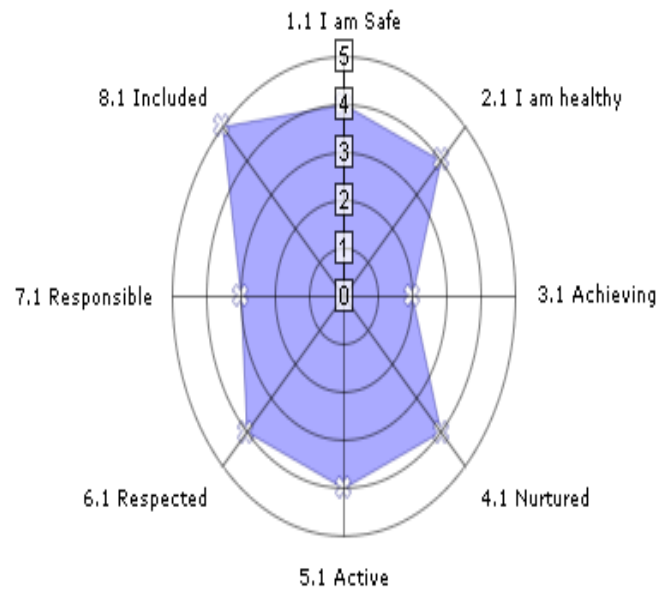
Print your Outcome Review

Print 

Start a new plan

New Plan 

01/05/2013 Wellbeing Web - Young Person Baseline



Finish



# Client Database – So what

- Individual reflective practice
- Accountability - Reporting tools for managers, Board and funders
- Close monitoring by Practice Champion (KPIs, random sampling) - to inform organisational practice improvement
- Contributes to wider picture



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)

 iINCLUDEM

*There for young people 24/7*

# Pause for thought...

## Questions and Discussion



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*

# Practitioner Toolkit – A Better Life

A series of dynamic modules helping to address many of the issues that impact on Young Peoples' lives.



# Includem Model of Practice

## Assessment and engagement

- Assess risk and responsivity
- Immediate contact post referral
- Review and develop the assessment
- Relationship building

The module – *This is My Life* contributes to these initial stages

## Setting goals and action plan

- Build commitment to change and set goals
- Support planning meetings

## Structured modules

- Offending and Risk-Taking Behaviours
- Understanding How Others Feel
- Managing My Emotions
- Sexually Harmful Behaviour (integrated)
- Drugs and Alcohol
- People in My Life
- Beating Boredom
- Health and Wellbeing
- Independent Living
- Education, Training and Employment

## Structured coaching conversations

- Sustaining commitment to act on goals
- Connecting the learning from the programmes to real life
- Problem solving
- Reinforcing pro-social values and behaviours

## Review and disengagement

- Relapse prevention plan
- Recognition of achievements
- Consolidate behaviour change
  - Stronger family relationships
  - Involvement in education, training or employment
  - Positive leisure pursuits
- Transition to using other social supports

The module – *This is My Future* contributes to this final stage

### CORE ELEMENTS THROUGHOUT INTERVENTION

- Persistence and Stickability
- One-to-one relationships based on respect, honesty and care
- Help and support at times of need
- Focused supervision and support
- Crisis management
- Rigorous and positive responses to non-compliance
- Working in partnership with parents/carers
- Active brokerage role
- Rigorous risk management
- Monitor and evaluate outcomes



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



There for young people 24/7

# • This Is My Life

- Offending & Risk taking Behaviours
- Managing My Emotions
- Understanding How Others Feel
- Drugs & Alcohol
- People In My Life
- Working with Families
- Health & Wellbeing
- Beating Boredom
- Independent Living
- Education, Training & Employment

# • This Is My Future



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



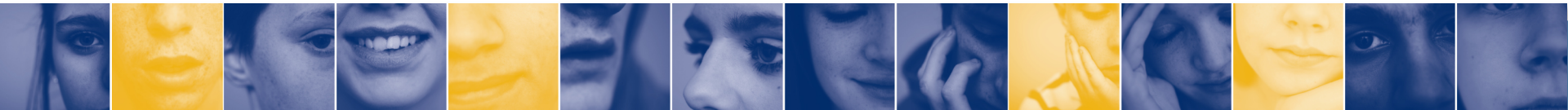
*There for young people 24/7*

## Practice toolkit – ‘So what’

Support planning and wellbeing web is embedded within *A Better Life*

Usage of A Better Life recorded and monitored using MAPS

Different ways using A Better Life and effectiveness explored by our Practice Champion



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



There for young people 24/7

# Pause for thought...

## Questions and Discussion



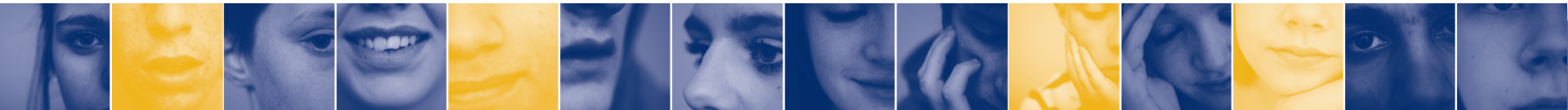
SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*

# Practice Champion

At its heart, this role is about the young people with whom we work; constantly improving our practice and systems, so that we can improve their outcomes.



## Overview of Role

- Explore and audit Includem's work, and monitor our model of intervention
- In-depth reviews
- Investigate any complaints
- Feed findings back into the organisation to improve and develop practice



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*

## So far...

- Helpline review
- Review of our work with families
- Opportunity to talk directly to young people and families, and to get their views on the service. Feedback from young people and families goes directly back into practice training and development.



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*

# Methodology

- Random sample across Includem
- Interview young people and families
- Assess all recorded evidence and reports
- Corroborate findings from recorded evidence
- Action Research - Implement improvements during review process
- Report highlighting strengths and recommendations
- Findings filtered throughout the organisation via direct feedback, training, and an on-going review process



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*

# Practice Champion – So what

- Post operates in a semi- external capacity.
- Role is to dig deeply into our practice, and find out exactly what we do; then to “cascade” the lessons learnt back through the whole organisation.
- Link to theories, research and good practice



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*

**Pause for thought...**

Questions and Discussion

<http://crfrblog.blogspot.co.uk/>



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)

 **iINCLUDEM** 

*There for young people 24/7*

## Final thought...

How to stay relentlessly focussed on improving practice so that outcomes for children improve?

Listen, reflect, change



SIGN UP FOR OUR NEWSLETTER AT [WWW.INCLUDEM.ORG](http://WWW.INCLUDEM.ORG)



*There for young people 24/7*