Glasgow Promise Partnership

Glasgow Council for the Voluntary Sector

Glasgow Promise Project

Consultation Report

June 2023

Executive Summary

The Glasgow Promise Partnership is an innovative collaboration of third sector providers, supported by GCVS, in partnership with the Glasgow Health and Social Care Partnership. (See appendix for organisation profiles). It represents a co-ordinated approach to service design focused on the needs and views of families, involving service users themselves, a range of third sector providers and statutory partners. This report discusses the findings from the consultation with families

The consultation process

The project aimed to consult a diverse range of children, young people, parents and carers about their experience of family support and their thoughts on how it might be improved. Twenty four third sector organisations were involved in interviewing 387 children, young people and families about their experiences of family support.

Findings

Interviewees were asked what is difficult for them/their family. The most common issues were:

- **Mental health**
- **Physical health and disability**
- **Finances**
- **Housing**
- **Loneliness/isolation**
- **Domestic abuse**
- **Addictions/substance abuse**

It was clear that families often had multiple issues and the issues were inter-related.

Supports and services

Along with the complexity of issues that the families faced, they had also sought support from a wide variety of different agencies. A total of 130 named services were identified.
Most interviewees had engaged with multiple services and supports. Most commonly, they had accessed between 2 and 5 services but some mentioned as many as 15.
Third sector family support agencies were generally thought to be supportive. They provided practical support and referred people to other agencies when needed. Views on statutory services were more mixed.

Gaps in services

The interviewees felt that there were a number of areas where there were not enough services. The key areas mentioned were:

- Childcare
- Youth work
- ASN
- Respite care/carer support
- Peer support groups
- LGBTIQ
- Asylum seekers
- Transport

What would make things better?

We asked the families how things could be improved. They said;

- **More info about services**
- **Getting the right service at the right time**
- **Support for as long as needed**
- **More understanding and supportive professionals**
- **More joined up services**
- **Local services**
- **Better funding for family support**
- **Whole family support**

The ideal service was summed up by one interviewee as;

"My perfect family support service would be a service where parents are fully involved in the making of the support, more visits, more information, more communication between all services. The individual is being seen so everyone is aware of changes, behaviour, health issues, care packages, that all services talk to one another, so they are all on the same page. The care must be more individual and suited to the child and family's needs." **– Parent with a disability**

1. Introduction

About the Glasgow Promise Partnership (GPP)

AThe Glasgow Promise Partnership is an innovative collaboration of third sector providers, supported by GCVS, in partnership with the Glasgow Health and Social Care Partnership. (See appendix for organisation profiles). It represents a co-ordinated approach to service design focused on the needs and views of families, involving service users themselves, a range of third sector providers and statutory partners.

The project is underpinned by a clear rationale based on family support services mapping, community engagement, co-design practice and consultation with commissioners, providers and users of family support services.

Project Aims

GPP secured Promise Partnership Funding managed by Corra Foundation with a commitment to:

We have Promise Partnership Funding to:

'explore **alternatives to traditional procurement** and **establish tests of change** which will create a blueprint for how children's services across the country can be planned, procured and delivered. We want to **work in partnership, not in competition** and **co-design services** with the children, young people, and families they are designed to support'.

Project stages

The project was carried out in four stages:

1) **Formation of partnership and prep work**
2) **Consultation with the families on their experiences of family support**
3) **Co-design work with families to develop a vision for family support services**
4) **Co-design work, building on the work with families, to operationalise the vision**

The outcomes and learning will provide benefits for the people who use services and inform commissioners in designing specifications and approaches to commissioning family support services in the city (and beyond) that will deliver: improved outcomes for families, more holistic joined up services, and promote collaboration in delivery.
This report discusses the findings from the consultation with families

2. Consultation with families

engage with a diverse range of children, young people and families about their lived experience and their needs, in ways that suit them

The project aimed to consult a diverse range of children, young people, parents and carers about their experience of family support and their thoughts on how it might be improved. We have produced a technical report with a full description of the methods as a separate document.

The consultation ran over a ten-week period and involved:

- **24** Third Sector Organisations
- **387** interviewees representing their families
- **800+** pages of transcripts

We have included direct quotes from the consultation. These quotes have been represented as accurately as possible but may have been edited for clarity, brevity or anonymity.

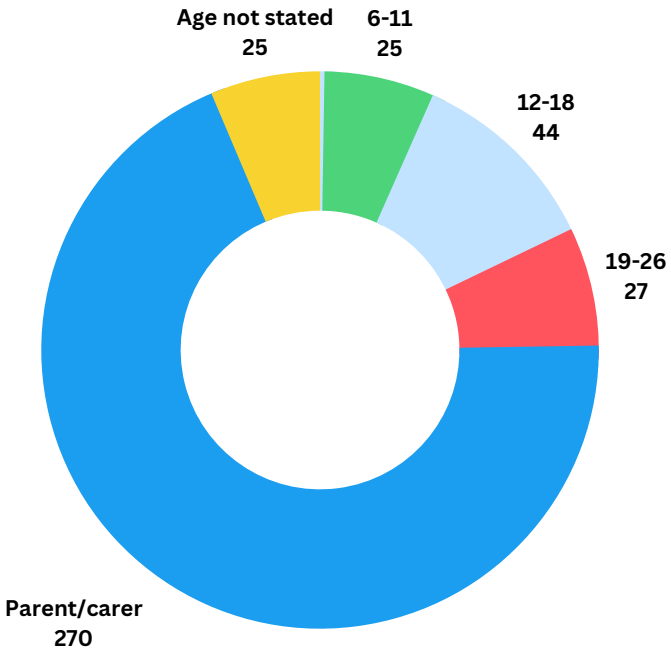
People were encouraged to talk about their whole experience of family support, which may involve multiple agencies over a period of time.

Demographics

We were able to capture the voices of a wide range of identities and experiences.

Age

The majority (69%) the interviewees were adults over the age of 26. One in five (18%) were young people aged 12-26. A number of these were young parents. We were able to capture the voices of a significant number of children and young people. One in ten (9%) were children aged 11 or less. Only one child was aged 0-5.

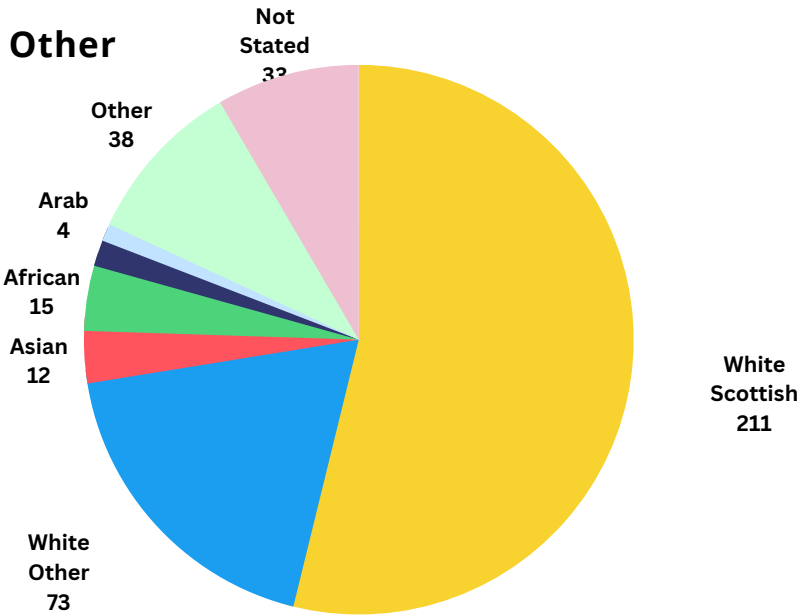


Ethnicity

In the 2011 census, 17.3% of the population of Glasgow identified as an ethnic minority (https://www.scotlandscensus.gov.uk/census-results/at-a-glance/ethnicity/), though it is likely that this will have increased in the last decade.

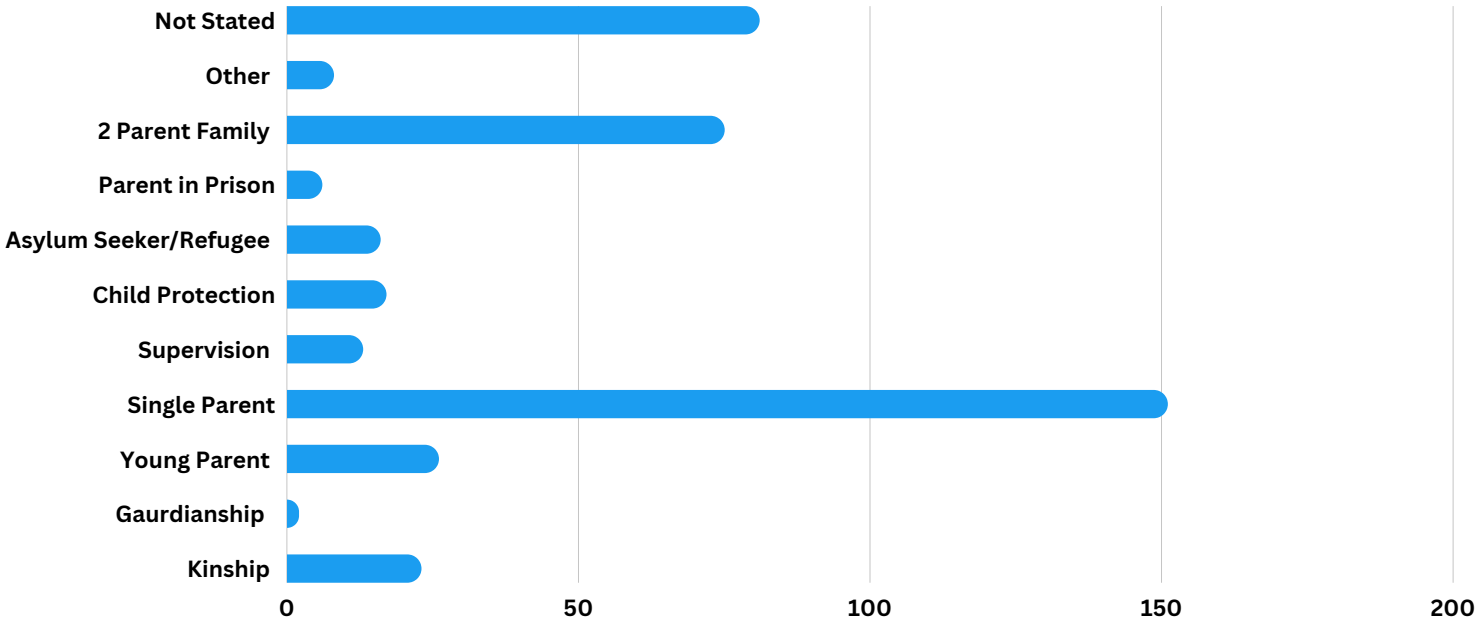
From the respondents who shared their ethnicity:

- **59% said White Scottish**
- **20% said White Other**
- **21% said African, Arab, Asian or Other**



Family Circumstances

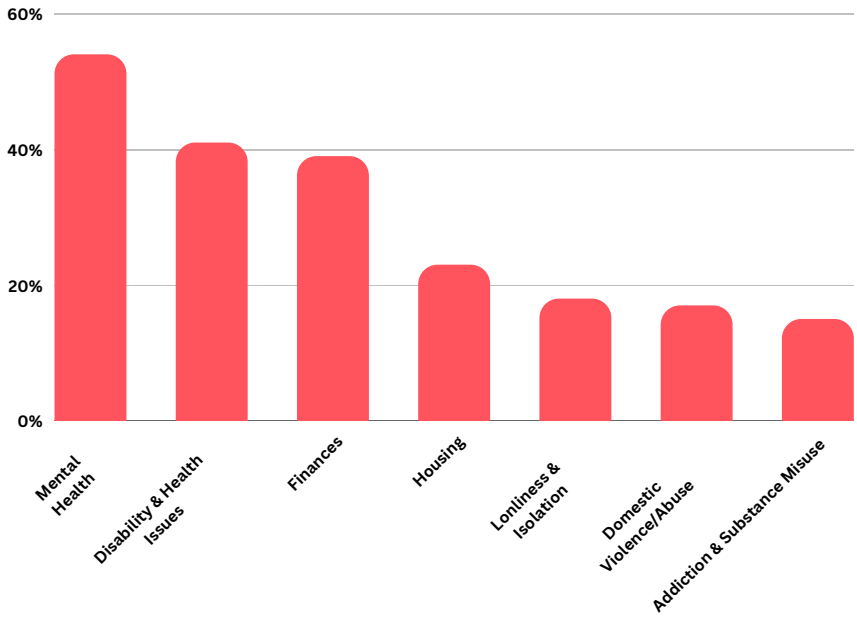
We asked the interviewers to provide some information on the family circumstances, to provide some context to the responses. Four out of ten (39%) were described as single parents, one in five (19%) were two parent families and 6 per cent were kinship carers. A similar number (6%) were described as young parents.



3. Difficulties

Interviewees were asked what is difficult for them/their family. The most common issues were:

- **Mental health**
- **Physical health and disability**
- **Finances**
- **Housing**
- **Loneliness/isolation**
- **Domestic abuse**
- **Addictions/substance abuse**



Mental Health

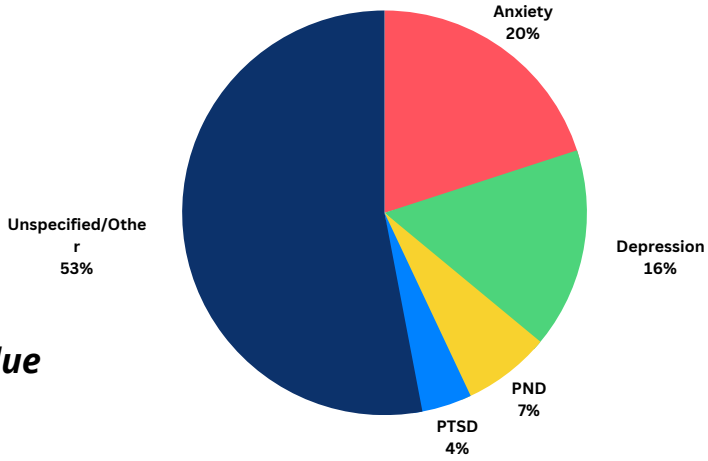
Mental Health was a consistent theme threaded through the whole consultation. More than half of the interviewees talked directly about mental health using the terms 'mental health' and named specific diagnoses.

People talked frankly about their issues and the struggles that they cause.

"I have mental health needs and my ADHD, depression and anxiety makes day to day life difficult." **– Single Parent**

"I realised I [had] struggled with post-natal depression" **– Single Parent**

"I suffer from depression, anxiety, and PTSD due to years of abuse with ex-partner." **- Disabled Single Parent**



People talked about their other circumstances causing or worsening their mental health issues. It was clear that a lot of the difficulties mentioned were interwoven.

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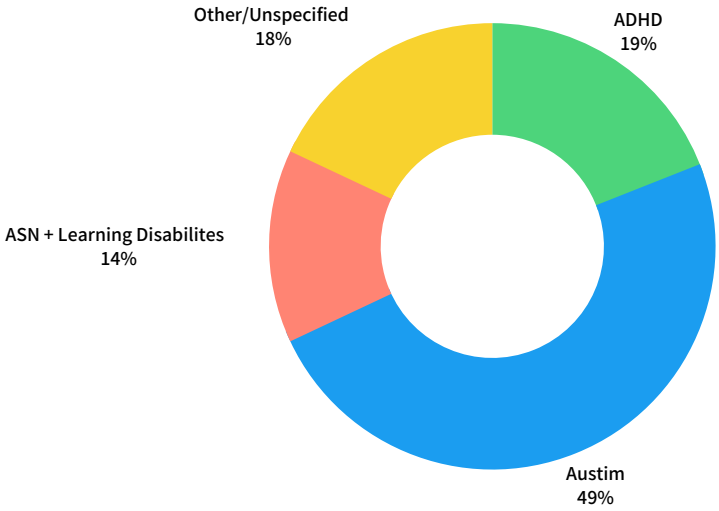
"I don't think you'll meet a carer that doesn't have a mental health issue themselves. You couldn't deal with my child without having anxiety, it's mentally draining – constantly like you are fighting a losing battle. It takes a toll on your mental health and then you aren't the best person to look after someone." **- Disabled parent of a child with ADHD and autistic traits**

"We have been struggling as a family for a few years due to physical and mental health issues. My partner has various physical issues – diabetes, alcohol abuse, depression, and anxiety. This has had a huge impact not only on his mental health but my mental health and my child's health." **- Parent of a child with ASD**

We broke the data down further to examine whether the mental health issues described were being face by children and young people or their parents and guardians. In a significant number it was both.

Disability and Health Issues

Forty per cent of the interviewees said that they had disability or health issues. The most commonly cited were ADHD, Autism, ASN/Learning Disabilities – which between them accounted for half the respondents with disability and health issues. The most common issues disclosed were **Autism** and **ADHD**.



However, there were a wide range of other disabilities and health issues reported:

- **Addison's Disease**
- **Amputation**
- **Arthritis**
- **Asthma**
- **Cerebral Palsy**
- **Chromosome Deletion**
- **Chronic Fatigue/ME**
- **Chronic Obstructive Pulmonary Disease**
- **Migraines**
- **Crohn's Disease**
- **Diabetes**
- **Ehlers-Danlos Syndrome**
- **Epilepsy**
- **Fibromyalgia**
- **Functional Neurological Disorder**
- **Hearing Loss**
- **Multiple Sclerosis**
- **Rheumatoid Arthritis**
- **Underactive Thyroid**
- **Young Onset Stroke Disease**
- **Irritable Bowel Syndrome**
- **Lupus**

A large proportion of the concerns around ASD and ADHD were centred around the waiting times to getting a diagnosis and the worsening circumstances while they wait, as they reported a lack of support available until they had a formal diagnosis.

"The list for an autism assessment is so long I feel I need more support and understanding for my son as his behaviours are out of control and I want to do my best for him" – Single Parent
"[there needs to be support] from the onset of issues, rather than once you get a diagnosis"
– Disabled Single Parent

It was clear that they delays have a negative impact and can be distressing for the whole family.
"My son is waiting for an additional assessment to diagnose him with ADHD, I contacted the social work for help as I was struggling being a single parent. At home is tough as he becomes very angry on a day-to-day basis and tends to punch doors and walls and be verbally abusive to me and his sister."
– Single Parent

Finances

Parents and guardians talked at length about impacts of struggling financially. They shared their experiences of accessing food banks and pantries, receiving food parcels and vouchers. Many talked about charities providing them necessities like clothes and beds, and supporting them at Christmas. It was clear that struggling financially was causing long-term stress and anxiety.

"***I have had support from my worker to access funds for household items such as bedroom furniture and clothes for my nephew. Social work Kinship care is not good, they gave me £50 a week to help me with my 15 year old nephew, nowhere near covers the costs. They have also helped me with shopping vouchers as I am struggling for food and fuel. " -*** **Kinship Carer**

"We have struggled as a family of 5. We receive benefits and over the past 3 years have found it very difficult to manage. With the cost-of-living increase, Brexit, petrol, fuel, it is making impossible to make ends meet. I have benefited from food banks but not enough food for a family of 5." **- Parent with a disability and experience of Domestic Violence**

"I have received crisis support and household energy support, I am really struggling to cope financially, and this has been impacted by the cost-of-living crisis. My housing and financial situation has taken its toll on my mental health" **– Single Parent**

People talked about the impacts of being unable to travel outwith their immediate areas due to the high costs of public transport.

"Transport is also expensive, the money that you get when you do not have access to public funds is not enough for transport, access to free transport would make a huge difference - universal services, that are offered to everyone. **- Asylum Seeking Parent**

Parents and guardians of children and young people with additional needs and health issues talked about struggling to meet the additional costs.

"I would make resources suited to my child affordable, I don't see why sensory toys are more expensive than average toys. Also I would allow families who are granted money the flexibility to buy from wherever and not specific retail sites so I can buy more for my money providing my child with more learning opportunities and experience." **- Parent of Child with Complex Needs**

Housing

Examples were shared of the lack of suitable housing available for families. People talked about being in a series of temporary situations with extended waiting periods to find housing that meets the basic needs of their family.

"I split up with me ex- partner in 2018 and was left homeless. I had to sort out housing issues before my son was able to come and live with me." – Asylum Seeking Parent

"I think the housing is trying to get as a new place but there is nothing available. I went with mum to see two places but they had steep steps and no parking for the car. My brother wants his own room but I guess we need to wait until there is a bigger place for us that is good for mum too." – **13-Year-Old Young Carer**

Many people talked about the frustration and hopelessness that comes from not having suitable housing and no known timeline for when that will change.

"Housing has been difficult to make change with. With several agencies advocating for me there has been no progress despite there being mould in my house, me having an allergy to it and my son having asthma. The house is small and I have three children." **- Single parent of children with ASN**

Loneliness and Isolation

People shared their experience of loneliness and isolation. The causes of this ranged widely and included being a young parent, having English as a second language, lack of finances to travel or engage in social activities and not having supportive communication while accessing services.

"I felt really alone because I had a baby and all my friends were doing normal teenage things" **– 19-year-old Young Parent**

"I'd like some more hobbies and things to do after school. My family can't afford this and I think I miss out. I feel lonely sometimes and would want to go out but my gran does not think it's safe. If I had a group or somewhere to go, I think she would let me.
– 16-year-old in Kinship Care

When I arrived here, the first days, I felt very lonely and, as I did not speak English, this problem transforms into a hundred problems. For instance, if you need a doctor, you can't get to it. If you want to go shopping, you don't have money. If you want to find a friend, you don't know how and where. **– 25-year-old Asylum Seeker**

Other causes of loneliness and isolation were not having extended family or friends nearby, not feeling part of the local community and being unaware of the supports available.

Domestic Violence and Abuse

It was clear that people had ongoing struggles after ending abusive relationships including finances, housing, having to move away from family and support networks, mental health and trauma.

"I've also had support through attending groups for young parents and myself and my daughter have been receiving support because of domestic violence. I was supported to move to a new house which was safe for me and my children, I was supported to move in to work when I was ready"
– Single Parent

People shared that stigma and shame make seeking support for these issues difficult.

"My ex was mentally and emotionally abusive. I felt anything I did was never good enough.. I don't have a good network of family support apart from my ex's mum who has been in our lives for the last 10 years. I didn't know there was support out there for single parents and to be honest I was embarrassed and ashamed about the abuse and didn't want to have to talk about my personal issues with strangers." **- Disabled Single Parent**

Addiction and Substance Misuse

Some of the interviewees had addiction and substance misuse issues.

"I am in recovery from alcohol and cocaine addiction - it got worse during the pandemic. It was really hard to get the right type of support during the pandemic - I felt as though i was getting passed from service to service and most of my appointments were on the phone. I didn't feel listened to by services."
– Parent

"I also struggle with my own mental health recently been finding myself using alcohol as a comfort and is now becoming a problem."
- Single parent

"My mum is in recovery from drugs and has been for several years now – my mum attends lots of community recovery supports." ***– 13-year-old***

We also heard from people who had parents or family members who were in recovery or experiencing addiction. It was clear that this had profound impacts on the children and family members.

"My granddaughter was born whilst her mother had still been using drugs & alcohol so was going through withdrawal no measures were put in place for her safety."
– Kinship Carer

"We are kinship carers to 3 grandchildren, due to parental addictions.. once the 3 kids came we were instantly overcrowded ..I gave up work to look after and care for them." ***– Kinship Carer***

Those who spoke about their personal experiences of substance abuse and addiction shared the difficulties in accessing support.

"[I] felt there was a stigma attached which made it more difficult for me to reach out for help."
– Parent of a Child with ASN

"Families with addictions, disabilities have to live with the stigma, they should be included in all services and access to education" **- Parent with a disability**

Other Difficulties

Things that came up less frequently but had significant impacts on the families who spoke of them:

- **Bereavement and Support for Grief**
- **Self-Harm and Suicide**
- **Disengagement from School**
- **Strained Family Relationships**
- **Care experience**
- **Asylum Seekers**
- **Employment and Managing Childcare**

4. Services and Supports

Along with the complexity of issues that the families faced, they had also sought support from a wide variety of different agencies. Almost all had received support from a third sector family support organisation (in some cases, several different organisations at different times). A number had also sought support from health visitors, social work, GPs, schools and nurseries, mental health counselling or money advice. Only a small number mentioned support from the police.

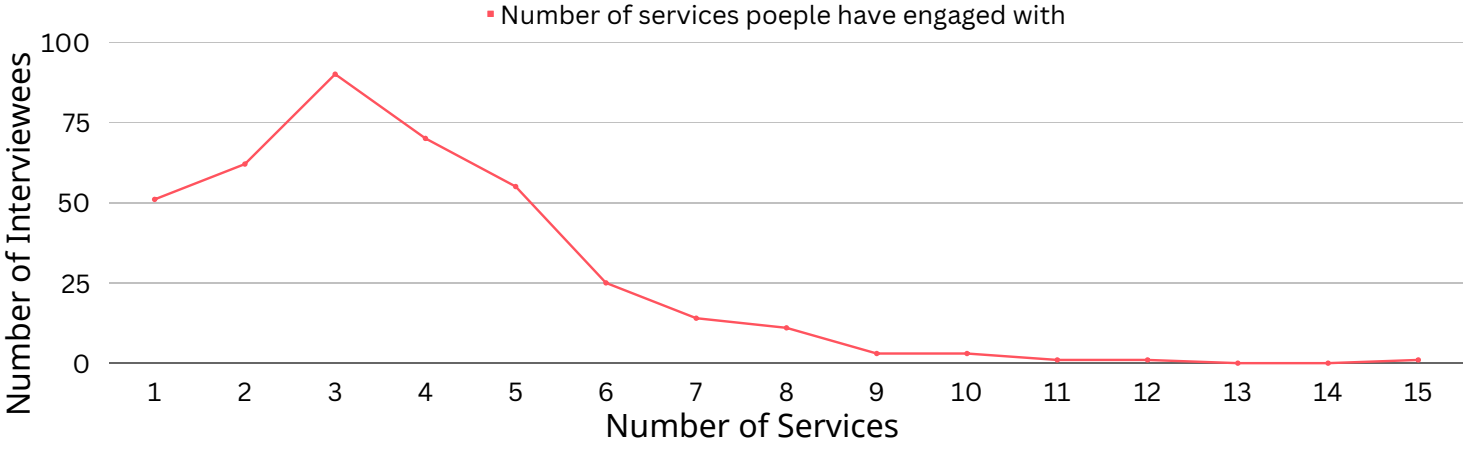
- Over 130 named services
- plus medical specialist services
- 60+ non-partner third sector organisations

Outwith our partner organisations, more than 60 further third-sector organisations were named spanning issues from addiction and poverty to support for ethnic minorities and disabled people.

Glasgow has a wide range of statutory services to fill public needs for health care, children services and adult social services. This was reflected in the interviews with people sharing their experiences of these including community services, specialist medical support, resource centres and education.

The number of types of services and support recorded highlights the issue of just how big and complex the support system is for people and could explain the difficulties that people can have navigating the system. (See appendix for the full list of services mentioned)

In tracking how many different supports and services people talked about in their interviews, we were able to see that the majority of people were engaging with multiple services and supports. A majority accessing between 2 and 5 while some mentioned as many as 15.



Views of services

Third sector family support agencies were generally thought to be supportive. They provided practical support and referred people to other agencies when needed:

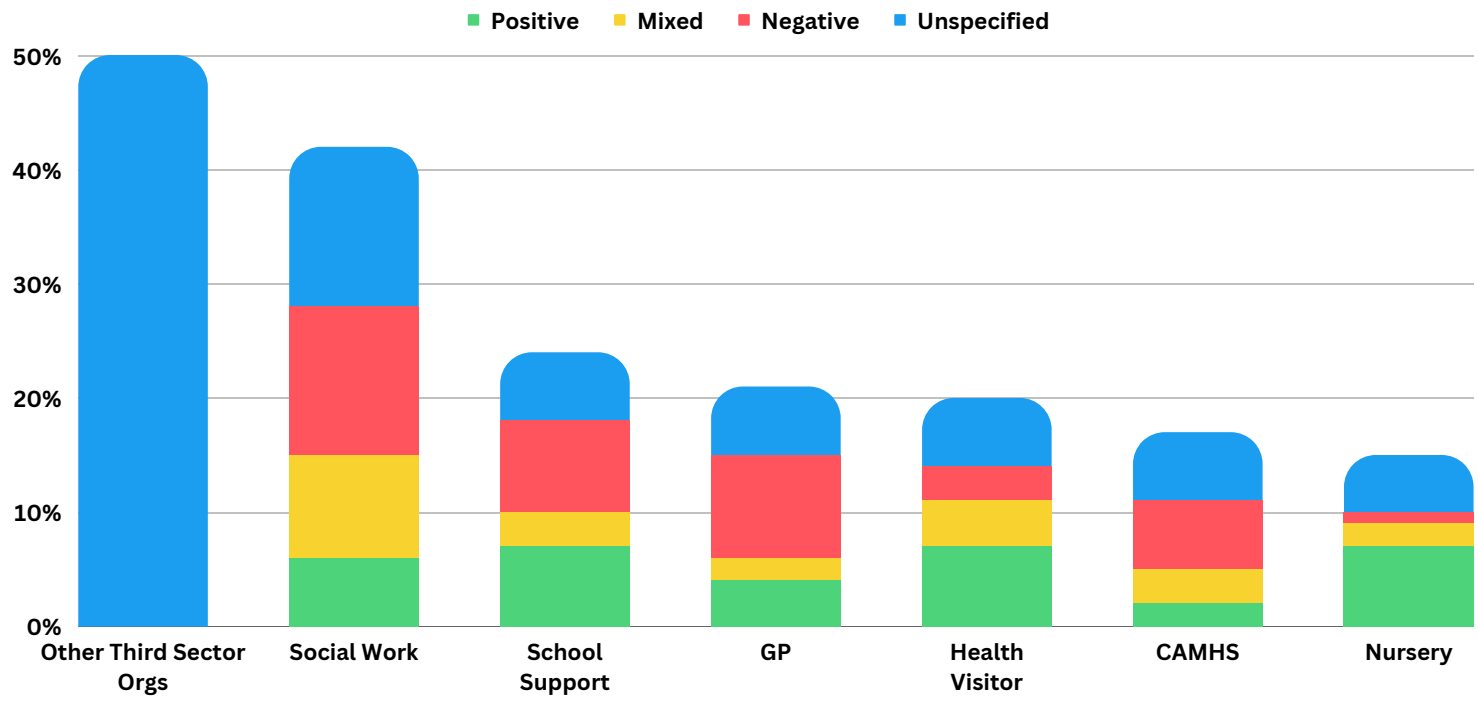
"I have a weekly contact who visits me, listens to me and provides support. My family support coordinator checks in with me and I know I can phone her at any time"
– Kinship carer

"(Family Support) have really helped with group days and mums nights which have helped with advice and support and also provided food vouchers and hot meals."
– Single parent with a child with disabilities

"(Family Support org) are my 'go to' people and I know them and trust them. I don't just see them when I am going through a crisis, they provide family events during school holiday times and they have drop in sessions when you can just pop in and talk to someone if feeling down." **– Single parent**

Statutory services

When looking at statutory services, we can see that the top named services and support as follows. As a comparison, we have included the number for third sector supports and services outwith the partner organisations.



By coding the experiences by whether it was described positively, negatively or mixed, we can see that a significant number of people have shared they have had negative experiences with Social Work, school support, GP and CAMHS.

Social work

There were mixed views about social work, with more negative than positive comments.

"Social Workers never took anything I said into consideration. I felt that staff would listen to my son's dad more than they would listen to me" **- Single parent**

"We really struggled with Social Work because I knew what kind of person my partner was. The Social Work stipulations were extreme. I felt as if we didn't have a say at all. They came out and there was no consultation. They wouldn't contact us for months. It was just a horrible experience with Social Work. To me it was like threats from Social Work." ***- Single parent***

"Social worker now is good and goes above and beyond but previous social worker was insensitive and didn't support me when I was upset." **- Single parent**

A number of interviewees said that they had received support – but didn't always agree with social work decisions.

"Social work help me financially and although we don't always agree with each other, they do support me"- **Single parent**

"Social work have supported with finding my child nursery place when first came into area. There has been occasions I have not agreed with social worker decisions, I felt they did not agree or listen to me." **- Single parent**

School Support

Those who required support in schools sought it for behaviours that challenge, non-attendance and bullying and the overall picture is that there's a very mixed experience of school support.

"To be honest I feel like there's not really much support especially with the school."
- Disabled Single Parent

"Supported by education and feel that since the boys went to school that support has been better as well as engagement from other agencies via education referrals."
– Young Single Parent with a Disability

Health Visitor

It was clear that the health visitor role was a key support for many new parents, but this was dependant on developing a relationship with a health visitor.

"I was referred by my health visitor, she was excellent when I found the strength to tell her that I needed help" – Disabled Parent

"I wasn't getting any benefits when I split with my partner… and didn't know how to claim benefits or that I was entitled to them so there wasn't any money coming in to my house, my health visitor helped me as much as she could and referred me in for support" – Young Parent

"***My health visitor would just come into the house and make me feel like a really rubbish mum when I was just trying my hardest to hold everything together for my son" – 21-year-old parent***

"I felt the HV constantly judged my house more than how I looked after my son. I always felt in 'defence mode' when she visited& like I had to put my walls up to keep myself safe" - Parent with a disability and experience of Domestic Violence

Several people talked about lack of health visitors, where they were left without one due to sick leave or had multiple ones over a short space of time which made it difficult to build a relationship. Those who shared positive experiences often cited the relationship as being an important part of that. There were comments about lack of support after health visitor support ended, and some parents shared they would like a similar service for their older children.

GP

For GPs, people found it difficult to arrange to speak to a GP in the first place because of limited booking windows and lack of appointments. When people did manage to speak to a GP, they reported not feeling listened to or "fobbed off".

"Healthwise things have been a nightmare – getting a GP appointed is a nightmare – we've been trying for 2 months." – Disabled Single Parent

The positive experiences were when they were able to speak to a GP who listened to their unique circumstances and conerns and could signpost them to appropriate support.

"GP: No consistency. One of the GPs in the practice understands my issues, the others less so. It would be better if I could see the same doctor than I can talk to all the time" -Parent and kinship carer with a disability

"GP was very supportive and throughout and referred to the drugs team and I was seen within days" -Parent with a disability

CAMHS

The chief complaint about CAMHS was the waiting lists, with some people waiting years for an assesment. It was clear people understood this was an oversubscribed service, but they wanted more support while they were waiting..

"I have often felt that I needed to chase up services rather than health professionals doing it. For ASD + CAHMS assessments, the paperwork is a massive barrier."
– Parent of 3 children awaiting ADHD and ASD diagnoses

***"Make it easier and quicker for CAMHS and other supportive organisations to become involved and for referrals for support not to take so long as waiting times are long and important issues are missed during waiting time and big gaps between assessment and information and help"* - Single Parent**

***"I think that you wait too long for appointments, it is too long from referral to get an appointment. "My son is still waiting for a CAMHS assessment for ASD, but when he was hurting himself, my GP referred him for an emergency CAMHS appointment, but they referred him back to the Paediatrician, who was already aware of his behaviour and hurting himself, so I feel I am no further forward"* -Disabled parent**

***"CAHMS - Diagnosed son with Autism but would have benefitted from parental support and how to manage diagnosis. Leaflet didn't help us to plan or manage our thoughts and feelings and how to go forward as a family. After diagnosis I felt we were just left to get on with it."* - Disabled parent**

Some people who had been referred to CAMHS felt that it had not helped them and that they needed a different type of support

"Used CAMHS services for year and a half, stated "it was a waste of time", "they didn't listen to me". Feels he needed extra emotional support that they could not provide.Always been struggling with the issues of depression and anxiety."
- Young Person

Nursery

It was clear that nursery can be an effective place for parents and guardians to find out about services and supports available. Many people share that they felt supported by nursery staff.

"Nursery are very supportive. If I am upset, they take me away and talk. I have one to one support. Nursery staff always have a smile on their face."
– Parent and Unpaid Carer

***"Nursery have been a great support, knowing my child was safe when she came here at 6 months. The staff are always approachable"* – Parent of Disabled Child**

5. Gaps

The interviewees felt that there were a number of areas where there were not enough services.

Childcare

"Number one is childcare, that's top of the list for me I can't emphasise this enough." **– Asylum seeking single parent**

"There is free childcare - starting at 2. What support is there for under 2's? There is also a need for more nursery spaces for under 2 year olds." **- Kinship carer with a disability**

Youth Work

"Not enough things to do for youth in East End of Glasgow, where we live there's nothing for them to do, so they meet up, drink and take drugs. There should be more things targeted for kids 15+, keep them active, give them a goal and purpose" **– Single parent with a disability**

"I think there is not enough services for young people in my area for people such as my son who has nothing to do on a night." **- Single parent**

Additional Support Needs

""we need more autism clubs for kids. So they can be separate and feel safe and comfortable and not afraid of being bullied. The clubs could be for weekend or holidays. My son needs routine and he gets very confused in the summer" **- Parent**

"More support for children with additional needs, like a whole family approach offer advice to parents help us cope with our children." **– Single parent**

LGBTQ+

"Limited services out there for LGBTQ+ families. Felt needs not being addressed, understood or met." **- LBGTQ+ person**

Respite Care/ Carer Support

"Respite services are lacking and also feel not enough support or help to kinship carers and no real support" - **Kinship carer**

"Feel there is not enough support for young carers and not enough services for young carers to have a break or have groups to go to and just get some time out."– **Kinship carer**

Peer Support Groups

"A club or group for struggling/single parents would be great to support each other, maybe a centre to go to" – **Parent with a disability**

"I would have a dad group cos there are some dads that don't want to go to men's support but if you did it with their kids then there will be guys there that they could maybe talk to." - **Parent**

"Groups are great to meet other parents -Support groups for ASN children would be great " – **Single Parent**

Asylum Seekers

"A service that works with asylum seekers through the whole process would be helpful. " -**Single parent**

Transport

"Weekly or monthly ticket during rainy season and especially when baby is younger. Did receive his ticket for a few weeks but wanted it for longer. " - **Single parent**

"The under 22 bus pass really helped. I was able to go wherever I wanted and not have to worry " - **Unaccompanied refugee minor**

"Travelling to certain services was also a barrier. Too many buses to get there and no support for the travel costs." - **Young parent with disabilities**

6. What could be better?

We asked families how things could be improved.

More information about services

A number of interviewees said that they didn't know what services were out there. One spoke of googling for help, and several said that they had searched online for support services. They would have liked a directory of services and more information from health visitors, nurseries, schools and GPs. There was also a call for more choice to be available to parents.

"I felt determined to get the help and support I needed so I was dedicated to putting in the groundwork. I found it difficult and time consuming, searching online all the time" ***– Single parent***

"A local guidance for: Welcome to the community, here is what you need to know.A games club for older kids, where they can play basketball and other sports. GPs and leisure activities. Help registering with schools" – **Asylum seeker parent**

"People should know what they are entitled to, this is the list of things that you can get support with, this is what you can access." - Parent of disabled child

Getting the right service at the right time

A number of interviewees said that they felt that they had to fight to get the services they needed, that they had to reach crisis point before they got services

"I asked for help loads of times, but it took a crisis to receive support" **– Single parent with a disability**

"Getting the appropriate support when things were not going well was a struggle.... It took for my daughter to put herself at risk before social worker took things seriously. It should not take for someone to be at risk for services to listen. I am thankful for the support I now receive but I feel I had to fight to be listened to." **- Single parent**

"Support from the right people to help access the right services when needed.... That's the sort of support everyone should be able to get, someone who works with them to build trust and will be there for them" **– Person with a disability**

"Family support should not just be for families who are struggling financially or who are in crisis mode. If true family support was available to families before they hit crisis " – Parent with experience of domestic violence

Support for as long as needed

They also found time-limited services problematic. Those who had been referred from a short-term crisis support service to a longer-term service, where this was needed.

"Social work withdrew support after a while and that meant family support was not available. All I knew was that nothing in my circumstances had changed but suddenly I couldn't get the support I had been accessing for the previous 4 years." - Parent with a disability

"I've not really had a bad experience however support from one organisation was time limited to a year which I understand but at the time I was terrified of that ending" - Single parent with a disability

"I like (family support service), they provide ongoing support and there isn't really an end date to it." - Young parent

More understanding and supportive professionals

They also said that they felt judged by some professionals and wanted services where staff were understanding and supportive.

"Without sounding disrespectful to younger workers like yourself or my previous social worker, there should be more workers who have been through trauma themselves or had more life experience...I would be more comfortable speaking and opening up to them because they have been down a similar path" - Parent with experience of domestic violence

"The workers let me talk, they listen and they treat me like I am one of them. I don't feel they interfere or tell me things to do – they encourage me and that is something I have needed lately. I know I can rely on them and my son just loves going to the holiday programmes, he knows all the staff and looks forward to seeing everyone." - Single Parent

More joined up services

Respondents said that often services were not joined up, or only focussed on particular problems. They didn't expect to get everything from one service, but wanted services to properly refer them to get the help they needed. They praised services that looked at the bigger picture and recognised the complexity of their needs and linked them into different supports where necessary (such as mental health counselling, welfare rights advice).

"***Services didn't always follow up on problems.Didn't work together. Service only focused on one issue e.g., domestic violence."*** **– Single parent**

"(Family Support) have been the consistent support throughout these tough times. They have offered 1-1 support with myself providing emotional and practical support. Also understanding my needs especially when I suffer from mental health. I have benefited from signposting to other beneficial services like counselling." **-Parent with a disability**

Local services

Respondents also mentioned barriers - services only being available in specific areas or difficulty accessing services because they couldn't travel. They would like locally available, well sign-posted services that are readily accessible.

"Having services in your area. Having services which work around times for working and single parents. You need to travel outwith your community just now." **- Parent**

"I feel that in Glasgow there needs to be more services needed at ground level and in to be accessible in the local community. For example family services in every other area." **- Parent with disabilities**

"A drop-in family centre would be great, so you know there is always someone you can talk to. I would love to meet other mums to make good friends, so would like local social activities with other parents, maybe without kids sometimes I feel that my mental health would be so much better and I would be a better mum – I would actually enjoy life, rather than just surviving." **– Single parent with a disability**

"In one place locally, so you're not going into loads of different places, it would probably help with peoples anxiety to only go into one place." **– Parent with a disability**

Better funding for family support

A few recognised that there were simply not enough family support services to meet the needs and said that there should be more funding for such services.

"More funding and support for Organisations who help and support struggling and vulnerable families. Be better if there was more family services in the local area that had funding and can help and waiting lists reduced and more resources given to organisations to help struggling families." **- Parent**

Whole family support

Many of the interviewees summed up their ideal service as providing holistic support services for the whole family

"If I was to make a family support service, it would be a safe place for all, with a support service, support groups and I would make it a fun environment with a place where parents could find respite for all families. A one stop shop centre... but with more for young people, teenagers, and childrens clubs. With more support for young adults with mental health issues and problems. to share in a place that they want to go to. With a range of professionals under the one roof." **- Parent**

"My perfect family support service would be a service where parents are fully involved in the making of the support, more visits, more information, more communication between all services the individual is being seen by so everyone is aware of changes, behaviour, health issues, care packages, that all services talk to one another, so they are all on the same page. The care must be more individual and suited to the child and family's needs." **– Parent with a disability**

"I want them to think of the needs of the family. All are different. In my case we 2 kids with autism. So with case worker who has experience with autism, will listen and not judge quickly. A guy worker to talk to my partner, maybe outside of the house. I'm ok at the house to meet somebody and weans are too but then they should go out to talk individually." **- Parent**

From this list of the issues, we were able to draw up a problem statement of what families feel are the issues. This was further refined by the parents, carers and young people involved in the co-design stage.

Problem Statement

Families have told it's hard to know what support is available, or where to find out.

When they know, there are too many barriers to accessing the right support. It's not regularly available

- at the right time
- in the right place
- in the right way

This means their circumstances worsen, their wellbeing and mental health suffers, and they can reach crisis point.

If they do get support

- its's not always the right support
- it's not always effective
- it can be difficult to trust
- the communication is poor
- they don't get choices
- the support is not for as long as they need it

This makes people feel unheard, frustrated, scared and hopeless.

Appendix 1 – Organisations who took part in the consultation exercise

- 3D Drumchapel
- Aberlour Child Care Trust
- Action for Children
- Barnardo's Youth Involvement and Family Support Service
- Children 1st
- GCVS
- Geeza Break
- Glasgow Marriage Counselling service
- Govan Home and Education Link Project (Govan HELP)
- Home-Start Glasgow North and North Lanarkshire
- Home-Start Glasgow South
- Includem
- Jeely Piece Club
- North United Communities (NUC) Family support
- North West Women's Centre
- One Parent Families Scotland
- Quarriers
- Stepping Stones for Families
- Summerston Childcare
- The Indigo Childcare Group
- Toybox Lee Avenue (the Playstation)
- Volunteer Glasgow
- With Kids
- Youth Community Support Agency

Appendix 2 - Services and supports mentioned by interviewees

Third Sector Organisations Providing Services (other than the service carrying out the interview)	Statutory Services	General Services or Support
Addaction	Alcohol and Drugs Recovery Service	Benefits
Amina	ASN School	Centre for People with Learning Disabilities
Amma	Asperger's Clinic	Community Recovery Cafe
Bluebells	ASSIST	Counselling
Bridges	Autism Resource Centre	Drug Worker
Cafe Stork	CAMHS	ESOL Class
CEMVO	Care about Physical Activity - CAPA	Family Bonding in Prison
Charlie Reid Centre	CAT - Community Addiction Team	Family Centre
Citizen's Advice Bureau	Child Development Centre	Family Group Decision Making
COJAC Centre	Children's Community Health and Care (West Centre)	Financial Inclusion
CREW 2000	Cleft Team	Food Banks
Daisy Project	Community Mental Health Team	Further Education Support
Differabled	Community Nursery Nurse	Kinship Carer Group
Fair Start Scotland	Community Psychiatric Nurse	Legal Aid
FARE	Cordia	Local Housing Association
GAMH	Criminal Justice System	Mum and Baby Groups
GEMAP	Diabetes Team	Pet Therapy
Glasgow Carer's Centres	District Nurse	Place of Faith
Glasgow Disability Alliance	Duntarvie Assessment Centre	Play Therapy
Glasgow East Alcohol Awareness Project	Educational Psychologist	Private Counselling
Glasgow Mutual Aid		Rehab
Glasgow No1 Baby and Family Support Service		Respite
Glasgow Riding for the Disabled Association		Sports Club
Govan Community Project		Stress Management Course
Govan Law Centre		Welfare Worker

GYIP Govan Youth & Information Project Impact Arts Lifelink Lilias Graham Trust Loretto Housing Tenancy Support Maryhill Integration Network Maslow's Merry Go Round Migrant Help Moira Anderson Foundation Money Matters Narcotics Anonymous National Autistic Society Parent Network Scotland PEEK Place2Be Possobilities Rathbone Training Red Cross Refuweegee SAMH Scottish Centre for Autism Scottish Refugee Council Sense Scotland Shelter Sleep Scotland Solihull Group South Community Recovery Network The Marie Trust The Mungo Foundation The Pantry	Family Nurse Partnership GP Glasgow Young Carers Homeless Team Health Visitor Housing Incontinence Nurse Intensive Support and Monitoring Service (ISMS) Job Centre Plus Jobs and Business Medical Specialist Nursery Occupational Therapy Paediatrician Perinatal Health Team Physiotherapist Psychiatry Restart School Counsellor School Support School Taxi Service Skills Development Scotland Social Security Scotland Social Work Special Needs in Pregnancy Services Speech and Language Therapy The Halt Service The Stewart Centre Youth Health Team	

The Ruby Project (Glasgow & Clyde Rape Crisis) We Are With You Who Cares? Woman's Aid Women's Centre Glasgow Y-People		

Appendix 3 - Steering Group Partner Organisation Profiles

aberlour scotland's children's charity	Aberlour Children's Charity helps disadvantaged children and families in Scotland have a brighter future. Our mission is to be brave for children and families. We work together to beat poverty, disadvantage and discrimination. We provide support at the earliest opportunity. Giving children an equal chance, and the best possible start in life is at the heart of everything we do.
Believe in children Barnardo's	Barnardo's is a children's charity that protects and supports children and young people in the UK who need us. We help bring out the best in them. We transform lives. We listen to children, fight for their rights and do whatever it takes to protect and support them – because we believe that all children have the right to a happy and healthy life.
CCPS COALITION OF CARE AND SUPPORT PROVIDERS IN SCOTLAND	CCPS is the Coalition of Care and Support Providers in Scotland. Our mission is to identify, represent, promote and safeguard the interests of third sector and not-for-profit social care and support providers in Scotland, so that they can maximise the impact they have on meeting social need. CCPS exists to: • Champion quality care and support provided by the third sector • Challenge policy and practice that inhibits or undermines the sector's ability to provide quality care and support • Prepare providers for future challenges and opportunities • Support providers to understand, negotiate and influence the complex policy and practice environment in which they operate.

HOME START Glasgow North and North Lanarkshire	For many years, we've worked across communities to provide support for families with young children who are facing difficulties. We have long-term experience in family support and are established as one of the leading charities working in this field in the community. Our impact within the local communities we serve is far reaching, aiding reduction in isolation and loneliness, improving mental health of adults and children, improving educational attainment, building healthy relationships, supporting more nurturing environments and improving the wellbeing of parents with, or at risk of, mental ill health during the perinatal period (during pregnancy and until infant reaches three year old). With our focus on empowerment and resilience, we assist families to become self-reliant, confident and connected.
HOME START Glasgow South	Home-Start Glasgow South (HSGS) is a leading family support charity, based in and operating across the Southside of Glasgow, providing vital support to vulnerable children, up to 8 years old and their families. Over the last 22 years we have developed strong links within the local community and provide a holistic, early intervention model of support. Our approach is tailor made for the requirements of each family, with the understanding that each will have unique needs. We work on the principle of our trained volunteers providing support within the family home for up to 3 hours each week. In addition, we offer one-to-one, antenatal, perinatal, and intensive family support, alongside 11 weekly groups.
includem	Established in 2000, includem – registered with the SSSC - is a Scottish charity working with children, young people and families. Their priority is to help those they support make positive, sustainable changes to build a better life. This is how they transform lives for the long term. Their trust-based, inclusive model of support is centred on the needs of each child, young person and family creating better outcomes for them and their communities.

Stepping Stones for Families Sustaining Positive Change	Stepping Stones for Families supports families to develop their resilience, confidence and skills to: break the barriers of isolation; create and develop relationships within their community; harness self-belief; recognise and grow skills, nourish talents; seek out opportunities; and take control of their own lives whilst mitigating the effects of poverty, inequality and discrimination. Our approach is committed to early intervention and prevention. Our understanding and commitment to the principles of "Getting It Right for Every Child" (GIRFEC), Keeping the Promise, United Nations Convention on the Rights of the Child is resolute.
Quarriers Reach your true potential	Quarriers is one of Scotland's leading social care charities. We provide practical care and support for vulnerable children, adults and families who face extremely challenging circumstances. We challenge poverty and inequality of opportunity to bring about positive changes in people's lives.
...withkids withkids.org.uk	With Kids is a children's mental health charity working with children aged 3 – 12, specializing in the provision of Play Therapy and providing support to parents/carers and families. We believe in improving the mental health and emotional well-being of children so that each and every child can flourish. All of our work is rooted in relationships, strengths-based and is child centred. We recognise that all families, can experience difficulties and we aim to provide a safe space to support children and their parents/carers through difficult times – and make sure every child gets what they need for healthy development.

Glasgow Promise Partnership

GC VS Glasgow Council for the Voluntary Sector