



Glasgow Promise Partnership



Glasgow
Council
for the
Voluntary
Sector



A steering group of third sector organisations, supported by GCVS,
in partnership with Glasgow City Health and Social Care Partnership





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’.



Numbers

18 month long project of full collaboration

28 steering group and sub-group meetings

24 third sector organisations involved

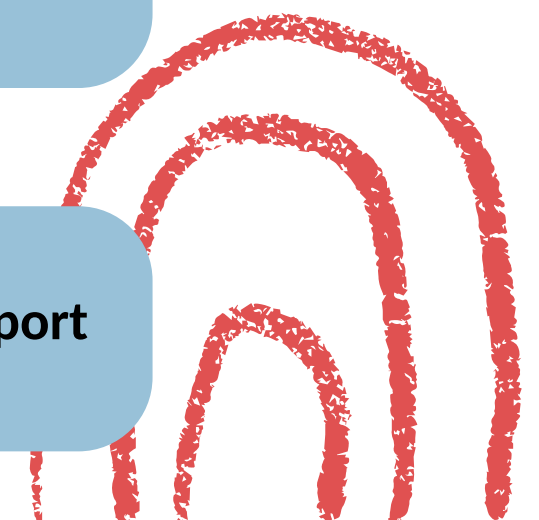
3 Co-Design sessions for partners

387 children, young people, parents and carers consulted

8 Co-Design sessions for participants

25 25 young people and parents and carers

1 collective vision for whole family support



True Co-Design



Co-design is about working with the people who are closest to the solutions, prioritising relationships, being honest, making sure people feel welcome, using creative tools and building capability and our feedback has shown that's what we were able to deliver.

The following video is a storyboard created by our GPP Co-Design Team (participants, support workers, facilitators) of how a family should experience whole family support.

- The green dots are placed by the participants to indicate areas they feel are most
- important in the journey.

The video features the voices of three of the participants.



Storyboard



Feedback from participants



We got feedback from participants and everyone who responded said, to some degree they felt heard, valued, empowered, more informed and like their participation has made a difference

Summed up as

"Felt that having the opportunity to have my voice heard allowed me to feel empowered and privileged to be a part of something that may help people who use services in the future."

Behind the scenes

A collaborative document of what we need behind the scenes to provide the whole family support user journey that families have outlined



The Key Points

- A partnership with time and resource to develop
- Suitable locations
- Easy information sharing procedures
- Skilled staff across multiple roles
- Local knowledge and connections
- Flexible, multi-year funding
- Flexibility – with contract, with delivery, with info sharing
- Mechanisms for sharing learning
- Resource to continue to include the voice of lived experience
- Ease of referral

Third sector partners said –

"We need to front load the set up, and get it right, so that services can get on with doing what they do best"

"The complexity is not the on the ground delivery"



Opportunities

- We can use Glasgow Helps helpline and website for existing information
- We can partner with local organisations with local knowledge
- We can align with No Wrong Door approach
- We can align 20 minute neighborhoods

Approaches



- We can use the findings of the Family Support Mapping, learning from GIFFS Service and Glasgow Family Support Partnership
- We can add value to existing funding sources
- We can support joined up or working in partnership
- We can support areas where there are limited or no local services
- We can improve communication
- We can link and work alongside existing commissioned services including family support services.

Addictions

Childcare
& youth work

Housing support
✱ & advice

✱ Mental health
support

Services
Needed

Poverty, ✱
employment
& financial inclusion

Disability and ✱
complex needs

Peer support for
loneliness &
isolation

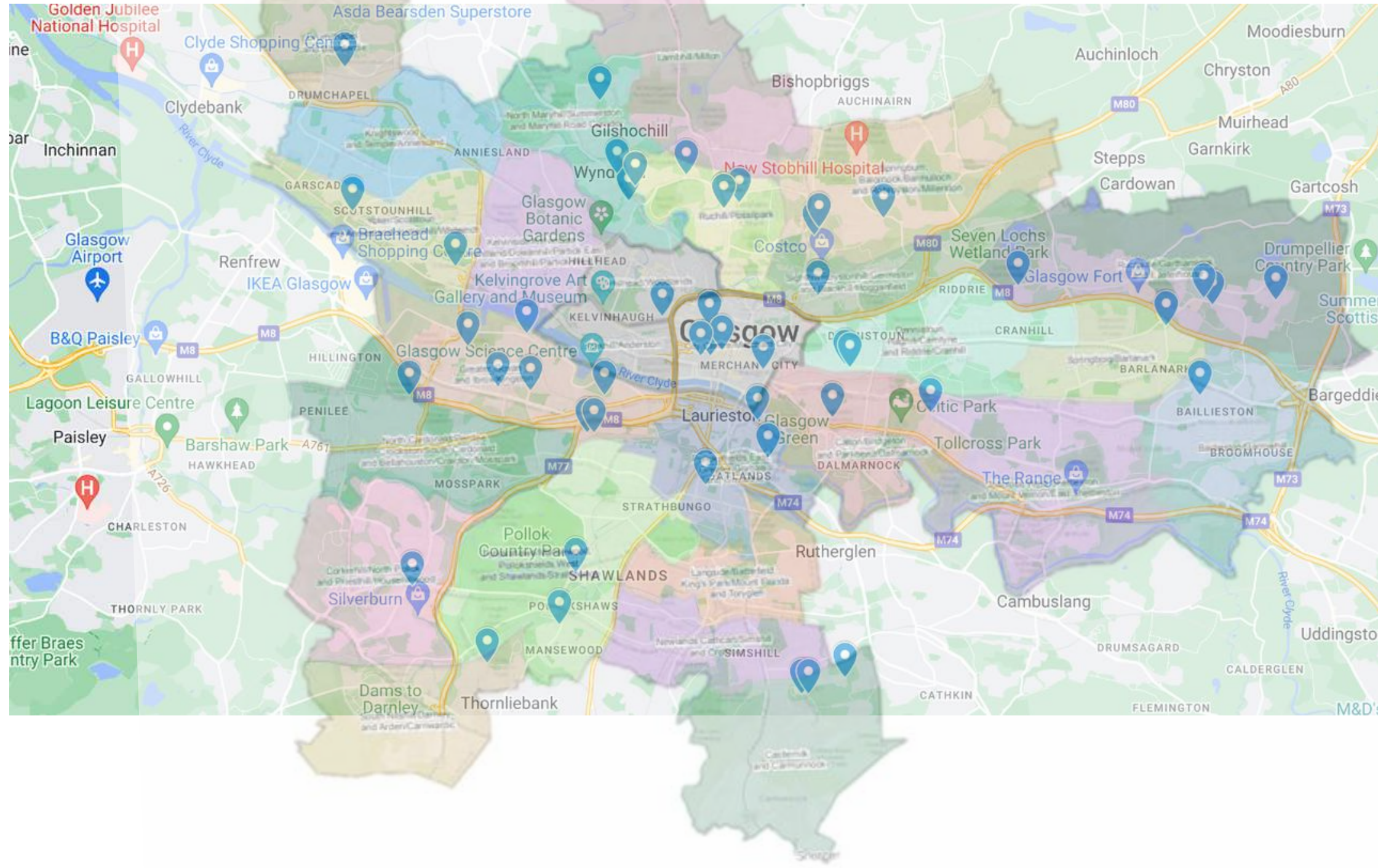
Domestic abuse

Glasgow's Livable Neighborhoods

- Access points in 27 livable areas to be identified
- Could we identify a local centre in each area?
- Could organisations group together in partnership to provide early intervention family support?
- How many partnerships are needed?



Family Support Mapping and Glasgow Livable Neighbourhoods



Deep Dive Commissioning Conversations



Aims

- Understand all partners' perspectives and insights and to manage expectations regarding what is possible to effect change.
- Understand better the flexibilities and explore alternatives to competitive procurement

We had cognisance of

- Objectives in Glasgow's Children's Services Plan and GC HSCP Commissioning Plan
- WFWF objectives
- National / local policy drivers as an incentive and opportunity to rethink how family support services could be commissioned more imaginatively, collaboratively and effectively.
- Financial considerations that drive the need to streamline service delivery, find more efficient ways to optimise resources/assets as well as to be more preventative in approach.

Alternative Delivery Models and Principles



Deep Dive to explore

- Public Social Partnerships (PSPs)
- Alliancing & Alliance Contracts
- Light Touch Regime (LTR) –
Health & Social Care and related
services
- Outcomes based commissioning

Important Principles

- Grant (WFWF)
- Multi-annual
- Collaborative over competitive
- Partnership/alignment with statutory services
(current & planned)
- Outcomes based
- Adopt PSP /Alliance Model principles
- Culture change, learning and innovation

Alternative Delivery Models and Principles



**We have a shared vision to support
transformational change,
joining up services, improving outcomes for
families, learning from & scaling up innovative
practice**

Next Steps



We would now like to

- Co-produce a robust, collaborative proposal for funding under WFWF based on improving well-being outcomes
- Develop partnerships for local areas, which encompass the key needs of families
- Commission collaboratively, rather than competitively
- Involve families in delivery and evaluation
- Working collaboratively with commissioned services including family support services