

**THE** TOTAL  
CRAIGROYSTON

Road Map

**I THINK** CRAIGROYSTON  
**IS...**

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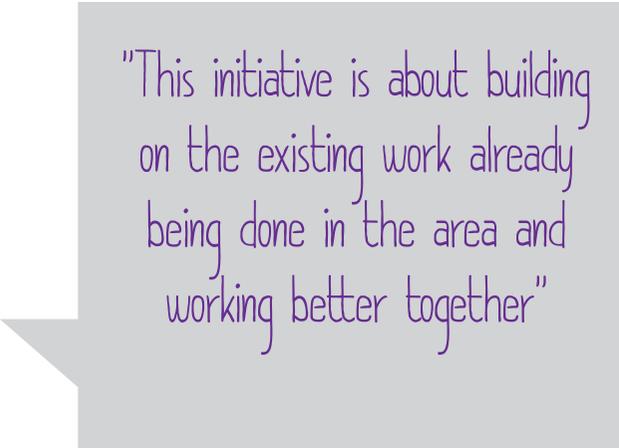
# INTRODUCTION

Total Craigroyston has been established by the Edinburgh Partnership to improve outcomes for children and families in the neighbourhood around Craigroyston Community High School with a particular focus on those children currently looked after by the public authorities. In the longer term the aim is to reduce the need for children to become looked after.

One of the most important principles of Total Craigroyston is to engage with the local community and people who work in the community in order to understand their experience of living and working in the area and to use that experience to shape the future development of services.

This report is the outcome of an extensive consultation and engagement process undertaken in collaboration with Snook, a service design and social innovation company which has worked with local communities and public sector organisations to change the way things are done. Total Craigroyston is an approach rather than

a project and working with Snook, we have produced a 'road map' which documents shared ideas for action to improve the outcomes for children and families in the area. This road map will form the basis of an action plan to guide the work of Total Craigroyston, although it should be noted that this will be an evolving document, developing on the basis of testing out new ideas and identifying good practice.



"This initiative is about building on the existing work already being done in the area and working better together"

## WHY TOTAL CRAIGROYSTON?

For many years, and despite the best efforts of local groups, organisations and services the outcomes for children and families living in the community around Craigroyston High School continue to compare unfavourably with the city as a whole and there is consensus that they need to be improved.

At a national level the need to improve joint working between public sector organisations has been recognised in the Commission on the Future of Public Services, chaired by Campbell Christie. The commission identified the need to reduce demand on 'crisis' intervention measures in order to release resources to deliver preventative and early intervention types of support designed with the people who use them.

Total Craigroyston, broadly informed by the ideas generated by 'Total Place' pilot projects developed in England, is about changing the relationship between service providers and people who 'receive' services. This new relationship is one that is more dynamic and equal, where the experience and aspirations of local people and local staff are used to achieve real, long term change. Where successful new approaches have been developed they have been characterised by an increasing collaboration between organisations and better partnerships between people and communities. By adopting this approach important strategies like Getting it Right for Every Child and the Early Years Framework will be implemented effectively, at the local level, in a way that meets local needs.

This means recognising that the community has strengths that can be built on, engaging more effectively with local people, building on their capacity to identify and resolve their own issues, offering support where it is needed at an earlier stage, creating better links between partners,

improving communication and developing parity of esteem between organisations.

There are many examples of effective work already being done in the area and we want to keep doing and develop what is working well. However, despite this, the area is still facing significant challenges and we need to identify what is not working well, stop doing it and release resources to try out new ideas and approaches. In addition, there is recognition that from a service delivery point of view the landscape is very cluttered, which can lead to a duplication of effort and confusion for service users. We want to identify where that is happening and re-direct that effort towards working together in new and creative ways.

This may mean significant changes in the way that staff approach their responsibilities but by working differently we hope that we can support individuals and the community more effectively and therefore produce better outcomes.

# THE REPORT

## WHERE ARE WE NOW?

From May to June 2012, Snook has been engaged with local organisations, the Total Craigroyston team and the local community - listening to concerns and aspirations for the future. They have looked at how services are delivered in the community, talked to local staff and service users about their experiences and have identified where partnerships can be improved, service improvements made and different approaches created or more preventative work initiated.

Running alongside this some quick initiatives have been supported or developed, these include;

- \* Improving the support for P7 children moving up to High School.
- \* Improving the support arrangements for children going into S1 at Craigroyston High School.
- \* Co-ordinating summer activities for children and young people.
- \* Increasing play opportunities for children by running street based 'Play Out' days.
- \* Family Fun Days, with a reading theme, and Rhyme Time events aimed at families with children going into P1.
- \* Organising training for library staff on managing challenging behaviour.
- \* Reviewing the education and support plans for Looked After Children to ensure that their support needs are being adequately met.

## THE REPORT

This report is the result of the consultation and engagement process undertaken by Snook. It presents the key themes and ideas generated by the local people and staff who took part.

An additional document entitled 'The Process' gives more comprehensive detail of the discussions that took place in the various workshops and events. This will be available in due course.

# THE PROCESS

## A BRIEF GUIDE TO THE CONSULTATION AND ENGAGEMENT PROCESS

The process began with Snook visiting several organisations in the area to get a picture of what is offered and to meet with people who use these services to find their views on using the services available and to get their ideas for how things could be improved. The visits included the police, health visitors, the community safety team, housing support staff and several community organisations. Meetings were also held with members of the community to get an idea of their feelings about the area and their experience of using local services. A total of 215 individuals were involved in nine different events during the process. 37 organisations or teams were involved, 18 from the public authorities and 19 from the voluntary sector.

The information gathered from the visits and feedback from a joint meeting held with the Neighbourhood Partnership in mid March, was used to identify issues for further discussion in the follow up sessions which took place during late May to the end of June. These issues included; getting involved in the community, creating a more confident community, improving partnership working, improving communication and public awareness, working better together earlier, how to support health and wellbeing, what using local services feels like, providing support at an earlier stage, what makes a safer community, the importance of learning and creating a place to live.

Members of the wider community and local staff were invited to a series of workshops and events to talk about these issues in more detail and to put forward ideas for improvement. Special meetings were held with young people, older people and the black and minority ethnic community to ensure that their views and ideas were included. An event was also held at the shopping centre to gain the views of the general public.



## WHAT ARE WE TRYING TO ACHIEVE?

- Children come to school ready to learn
- Children achieve their educational potential
- Fewer children need to be excluded from school
- Fewer children are truanting
- Fewer children and young people are offending
- Support for families is improved so that fewer children need to be taken into care
- Outcomes for children in care are improved
- More school leavers go into a positive destination
- Health inequalities are reduced
- Fewer people ending up in a housing crisis



## WHAT ARE THE CHALLENGES?

- 25% of children come to primary school with difficulties in language and literacy
- More than 30% of children leave primary school without the expected level of literacy
- 60% S4 pupils do not achieve 5 good Standard Grades
- A significant number of pupils at secondary school have less than 80% attendance
- The area has a higher number of looked after young people than other areas
- A significant number of children are on the child protection register
- 27% of the working age population have no educational qualifications
- More people being prescribed medication for anxiety and depression than the national average
- 40% of young people leave school without a positive destination
- Despite best efforts the range of services available in the area is complex, difficult to co-ordinate and hard to understand for local people.
- 1 in 10 people report fleeing violence as a cause of their homelessness



## WHAT ARE WE BUILDING ON?

- There is strong political support
- There is the highest level of support from all services
- The community is strong and committed to improving outcomes for children and young people
- There is a strong voluntary sector presence
- There is a high level of commitment from dedicated professionals
- There is lots of existing good practice

# THE PRINCIPLES

## SETTING THE DIRECTION FOR DELIVERING TOTAL CRAIGROYSTON

A number of principles, themes and priorities have been identified through the consultation process. These align closely with those contained in Scottish Government strategies like, Getting it Right for Every Child, the Early Years Framework, Equally Well and the Christie Commission. It is significant, though, that for Total Craigroyston these principles, themes and priorities have been identified by staff and residents in the community.

While everyone agrees that outcomes are important and require the concentration of all of our efforts, people also told us that the way in which services are designed and delivered is equally important. Local people want to see a much closer partnership being developed between those who deliver services and those who use them and they also want to see a more general understanding of the

needs of the community being taken into account when services are developed. Local staff wanted to be able to work in a more joined up way and at an earlier stage so that problems do not become crises.

With this in mind a set of principles was developed to underpin the development of the Total Craigroyston approach.

A man with a shaved head, wearing a bright green polo shirt, is holding a whiteboard with a light-colored wooden frame. The whiteboard has the words "COMMUNITY" and "KNOWLEDGE" written in black, uppercase, sans-serif letters, one above the other. He is standing in a room with a brick wall and a doorway in the background. The doorway has a sign that says "SETTLE IN".

COMMUNITY  
KNOWLEDGE

## PRINCIPLES FOR DEVELOPING THE TOTAL CRAIGROYSTON APPROACH



### WORK IN PARTNERSHIP WITH PEOPLE IN THE COMMUNITY

Working with people is the underlying principle to working in partnership with the community. This is about Total Craigroyston taking an open, transparent and inclusive approach to the community, local stakeholders and service deliverers working together. We will work with children and young people, parents, families and the wider community to develop solutions and ensure high quality public services are developed.



### TRYING OUT NEW APPROACHES AND LEARNING FROM THAT EXPERIENCE

Introducing a culture of trying out new ideas, learning from what does and does not work well and trying again is an important part of the Total Craigroyston approach.



### CONSIDERING PEOPLE'S REAL EXPERIENCE OF USING OUR SERVICES

We want to put the needs and aspirations of people within the community at the heart of developing services and new approaches in order to ensure that our services are doing what we need them to do.



### BUILD ON THE STRENGTHS OF THE COMMUNITY

This is about recognising that the community has strengths, insights, capacity and abilities that can be used to create solutions to address the issues that result in increasing demand for public services.



### MAKE THE MOST OF WHAT WE'VE GOT

We want to ensure that existing resources are being used as effectively as possible. To achieve this we will need to draw on everyone's skills and knowledge.

## PRINCIPLES FOR THE OUTCOMES OF TOTAL CRAIGROYSTON



### EVERYONE NEEDS HELP AT SOME POINT

This is recognising that everyone needs a hand at some point in their lives – whether it's to be a good parent, or to find a course or solve a problem and we need to ensure that that help is easily accessible.



### PROVIDE THE RIGHT SUPPORT AT THE RIGHT TIME

We focus on working better together to identify challenges early on to provide the right type of support at the right time, and to ensure that it is making a difference. A lot of this support will be available to everyone in the community and may be provided by the community itself.



### SERVICES ARE PEOPLE CENTRED

This is about ensuring people do not get lost in the system.



### CELEBRATE SUCCESS AND ACHIEVEMENT

This is about celebrating what is going well and people who are doing well and showing that to the community and wider world. This helps build confidence, creates role models and raises ambitions.



### ADDRESS INEQUALITIES

We need to identify and remove the barriers that people face as a result of inequalities to create a more inclusive community.

# ROUTE MAP THEMES

The ideas and themes that emerged during the consultation give an insight into the kinds of issues that people living here face in their day to day lives and the way that they would like public services to work with them to deliver better results. What people would like to see is a system that is sensitive to local ambitions and treats the local community as equal partners and as a source of solutions rather than problems. Local residents would like to be much more engaged in making decisions that affect them and be able to have a real say in what happens in the area. They would also like to be more involved in doing things for themselves rather than being seen as reliant on public services to intervene. There was a real appetite to build on the existing strength and neighbourliness that exists within the community and to find ways for people to support each other within the community.

It was clear that both staff and local residents would like to see services working more cooperatively and in better partnership with each other and that we still have some way to go in order to achieve that. There was a resistance

to top down approaches and the sense that when strategies are developed remotely and 'parachuted' down to local level without consultation they are less effective than they could be. Moving away from the relationship of service provider and service receiver to one of more equal partnership and greater collaboration between workers and local residents was seen as a key component of Total Craigroyston.

There was a widespread recognition from those involved in the consultation that support often comes in too late to make a real difference to people's lives and often stigmatises in an unhelpful way. Additionally, both staff and local people found it difficult to keep up to date with and navigate the complex range of services that are on offer across the area. Changes in funding, managing differing expectations of types of services and understanding referral processes and criteria were identified as adding to the complexity.

While people recognised that safeguards need to be in place, some public sector processes were seen as barrier to developing effective partnership working. Staff identified that a growing administrative burden often takes them away from their key tasks of engaging with and supporting their clients.

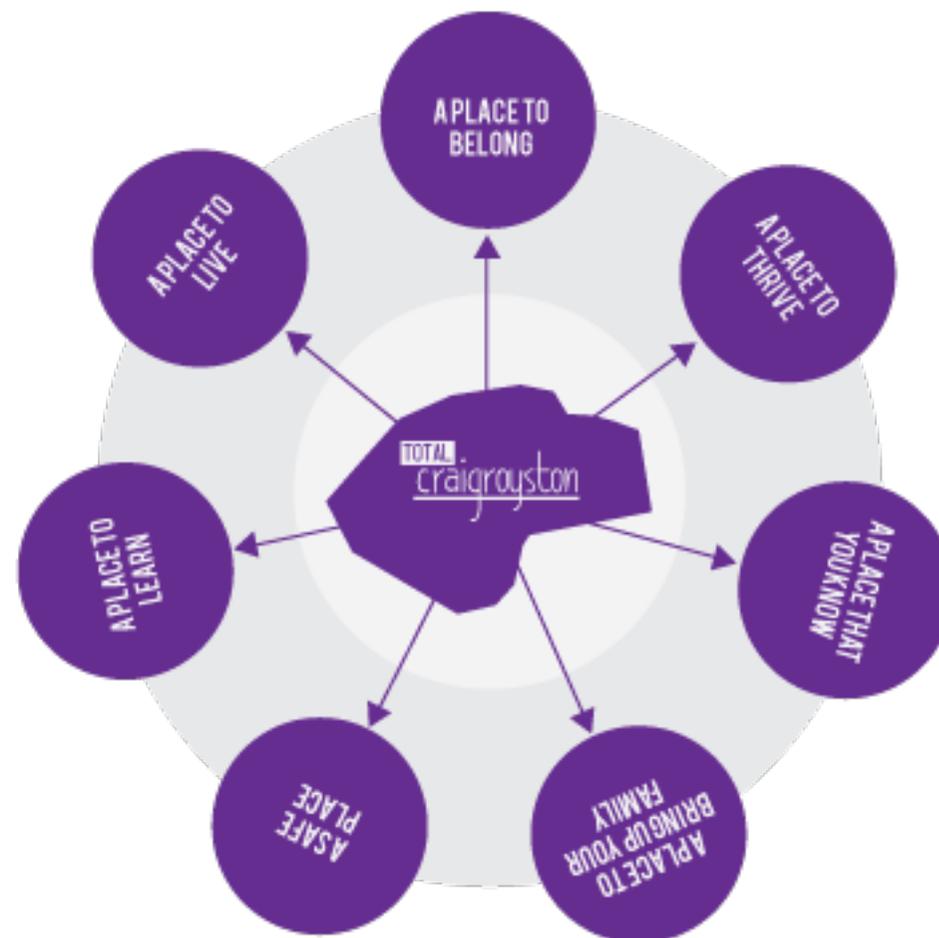
There was a low level of awareness of the work of the Neighbourhood Partnership amongst the local people involved in our consultation and where people did know about the partnership they were generally unaware about how to influence its decisions. Local people were, however, very keen to have a say in improving all aspects of their community.

The Neighbourhood Partnership has worked hard to promote partnership working, through supporting a number of thematic groups. Many of them work well, especially for local organisations, and should be built on.

The information gained from the consultation process fell into a number of themes – belonging, thriving, informing and communicating, bringing up a family, being safe, learning and living.

Although we recognise that these themes are complex and overlap with each other, we have tried to present them in a way that gives an overview of the discussion and the roots of the ideas and actions that have emerged.

In the next section we give an overview of the theme, an indication of what changes people would like to see and a set of short and long term actions to achieve that change.



ROUTE MAP THEME 1:

# A PLACE TO BELONG

In talking about getting involved and creating a more confident community, people told us that a strong sense of community spirit and belonging already exists within the area and there is a strong desire to build on and develop this.

Local people want to have a say in the overall development of their community and want to work together to achieve their ideas and aspirations.

Residents described the type of activities they would like to see developed, like gardening clubs, a community radio station, food markets, and play activities for children and gave an undertaking to get involved in setting them up where they are not already happening.

Inspiring Scotland has recognised the importance of the development of strong communities by funding the Community Link Up project. This seeks to develop new ways to bring people together into social and community groups in order to create a strong network of community associations and increase social capital. Community Link Up will work directly on this element of Total Craigroyston.

Residents also identified ways in which they already support each other with issues they may be facing. They felt that this approach could be expanded, through schemes like the Time Bank, so that there was less reliance on public services.

The Neighbourhood Partnership has worked well to engage with the local community through the involvement of community councils and holding regular public meetings on particular issues. However, local people involved in the consultation felt that there were many other groups in the community who have important insights into local issues but find it difficult to become involved in the existing partnership structures. To promote a sense of belonging, we want to find more ways to engage with the wider community, to involve them in community decision making, and to influence how services and projects are designed and delivered.

“

“It would be great to be rewarded for doing work in the community and have some kind of incentive”

– Local Resident



**craigroyston timebank**



this is worth  
3 HOURS

Project  
CLEAN UP MUIRHOOSE SHOPPING CENTRE

What we want to happen  
CLEAN UP DIRTY NEEDLES AND REPAIR SHOP FRONT

Who's running this?  
ALLY SANDERSON

Contact  
ALLY SANDERSON  
TEL: 011294 724319

**TOTAL craigroyston timebank**



this is worth  
15 HOURS

Project  
CLEAN UP MUIRHOOSE SHOPPING CENTRE

What we want to happen  
CLEAN UP DIRTY NEEDLES AND REPAIR SHOP FRONT

Who's running this?  
ALLY SANDERSON

Contact



“

“I'd definitely volunteer to run groups in the area. You just need to make it easy for me to do this”

- Young person during immersion week

A PLACE TO BELONG

## What people want to see



People who live in the area have a sense of being part of and participating in a strong, supportive community

\*

The community is able to respond to its own needs accessing support/assistance from public and private sector agencies when required

\*

People see the area as a good place to live and successes are well publicised

A PLACE TO BELONG

## Actions short term



Produce a guide (available in multiple formats) on how people can be involved in community activities

\*

Establish a mechanism with local people to regularly set local priorities and to consider how services and projects are contributing to achieving them

\*

Encourage community groups to be welcoming to new members

\*

Ask community members to identify local heroes and tell their stories through local media, Total Craigroyston Blog, schools or other places

\*

Promote the local Timebank scheme

\*

Total Craigroyston to hold 6 monthly 'where are we now' sessions to monitor progress

A PLACE TO BELONG

## Actions long term



Create a comprehensive and sustainable model for engaging with the wider community

\*

Create ways for people in the community to actively participate in the development of services and running of activities, including engaging with Craigroyston Community High School student council and the North Youth Forum

\*

Community Link Up will develop a number of the ideas proposed by the community. For example local radio, food markets, play out sessions, gardening etc

\*

Work with Craigroyston Community High School to create volunteering opportunities for students within the local community

\*

Work with the Volunteer Centre to identify opportunities for increased volunteering



## KEY IDEAS

**TIME BANKING**  
**COMMUNITY PROJECTS**  
**ROLE MODELS**

“

“Working in the way we have done with the Total Craigroyston initiative feels like we have actually been listened to. It feels different this time”

- Local Resident at Co-Creation session

## ROUTE MAP THEME 2:

# A PLACE TO THRIVE

This theme arose from discussion about what affects people's mental health and well-being and employment opportunities. Both staff and local people alike identified that a combination of factors including inequality, lack of opportunity, mental and physical ill-health, and poor levels of confidence and aspiration make life difficult for many local residents.

Creating more opportunities for training and mentoring were seen as important in enabling people to take up employment opportunities and worry was expressed about some young people's lack of aspiration and ambition acting as a barrier to their future life chances. Parents would welcome more information on what work is done with young people who are leaving school to achieve a positive destination. It was also felt that any opportunities for employment and training arising from the new housing developments should be maximised. Concern was expressed by local staff about the forthcoming changes to welfare benefits as proposed in the Welfare Reform Bill and the effect that these will have on families who are already struggling.

Reducing isolation and increasing participation in a range of community based activities were identified as positive ways to support health and well being. The work that is going on within the community health project and other local organisations around healthy eating and increasing physical activity were seen

as good examples of effective work and people would like to see those continued. Members of the BME community talked of the importance of the type of support that they received from CORE and were concerned about the future of that service.

Access to specific support in the local community for those with poor levels of mental health was also identified and both staff and local residents felt that this could be improved.

Almost everyone involved in the consultation talked about the importance of supporting children and young people's wellbeing by opening up opportunities for play, out of school activities, sport, cultural and other types of community based activities to help them develop the skills and resilience to face the future with confidence. This was seen as especially important for children who are looked after or at risk.





**TOTAL**  
*Craigroyston*

## Play Out – On Your Street!

Saturday 28th July, 11 am – 3 pm  
Muirhouse Park

On Saturday 28th July part of Muirhouse Park is being taken over for family fun and games. All are welcome to come and join in with the activities – let's have some FUN!

Some of the things that will be available:

Street Theatre with Licketyspit	Games Water Graffiti Rounders
---------------------------------------	-------------------------------------

If you want to know more about this Play Out day then please contact:

Sarah Low  
Community Learning and Development  
Royston Wardieburn Community Centre  
0131 552 5700

If you are interested in Total Craigroyston and would like more information, you can contact the team:

Phone: 0131 329 7064  
Email: [529445@royston.org.uk](mailto:529445@royston.org.uk)  
Web: <http://royston.org.uk>

# KEY IDEAS

A PLAN IN PLACE FOR EACH YOUNG PERSON LEAVING SCHOOL

SEEK ALL POSSIBLE JOB OPPORTUNITIES

HEALTHY LIFESTYLES

PLAYOUT SCHEME

“

“I left school with nothing. Now I don't do anything day to day and I can't get into college”

– Young person during immersion week

A PLACE TO THRIVE

## What people want to see



Children and families are flourishing with concern for one-another's wellbeing

\*

The barriers to people thriving as a result of social exclusion and health inequalities have been reduced

\*

People have improved access to services

\*

Young people leave school well equipped to go into a positive destination

\*

People in the community see improvement in their wellbeing

A PLACE TO THRIVE

## Actions short term



Work with the Employment Hub to publicise the employability initiatives that are available locally and across the city

\*

The 16 Plus Learning Choices group at Craigroyston Community High School will continue to identify and provide co-ordinated support for young people leaving school and to ensure that parents and the wider community are informed about the range of opportunities available

\*

Develop a joint strategy between schools and youth organisations to raise young people's ambition and aspiration

\*

Support the Neighbourhood Partnership to identify and address the health inequalities in the area

\*

Review the provision of sexual health services for young people and make identified improvements

Review support and educational plans for all children in the area who are looked after by the local authority and ensure that all action is being taken to support them to do well

\*

Support local residents to run Play Out Days and other initiatives to increase self-directed play for children

\*

Develop access to outdoor learning for children by supporting the North Pathways to Outdoor Learning (North Pole) initiative

\*

Develop access to drama by supporting the Edinburgh Lyceum's children's drama project in the area

\*

Develop a programme of community based activities for children

\*

Continue to support parents through the ongoing development of early years centres and provision

## Actions long term



Involve children and young people in the further development of play facilities in the area

\*

Work with the Employment Hub to further develop training and employment opportunities for local residents

\*

Agree with 21st Century Homes the inclusion of community benefits in the negotiations for the Muirhouse development

\*

Work with Community Link Up to support gardening, the creation of allotments and other approaches which contribute to mental wellbeing

\*

Create more access to nature and the outdoors in cooperation with local people especially children and families

\*

Work with NHS Lothian and partners to identify specific actions that will implement the mental health strategy, 'A Sense of Belonging' at a local level

Work with NHS Lothian and partners to ensure that the range of services provided in the new partnership centre reflects local requirements

\*

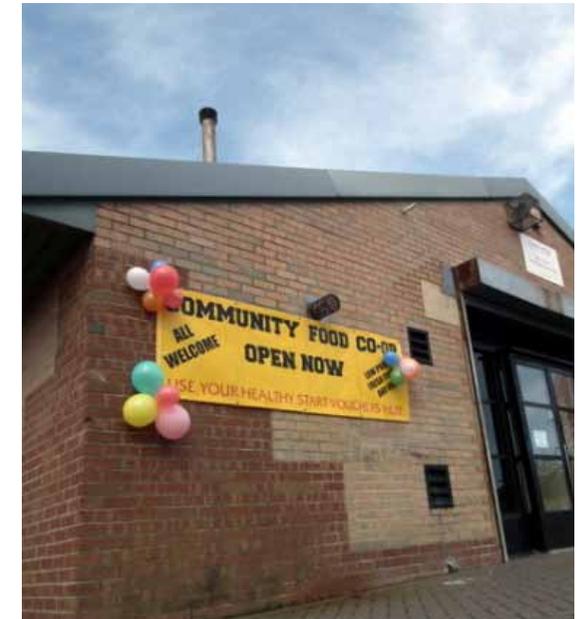
Consider how to provide support for the BME community following the closure of CORE

\*

Work with providers so that mutual support for families and individuals is included as a normal way of delivering services

\*

Implement actions from the Corporate Parenting Action Plan to improve life chances for children who are looked after by the local authority



"To look for opportunities I have to take a bus up town, go to the Careers Centre first, then the job centre. I don't even have the money for the bus"

- Young person during immersion week

ROUTE MAP THEME 3:

# A PLACE THAT YOU KNOW

Ensuring people can access the information they need about what is going on in the community and what services are available is a major theme that has emerged from the consultation and was raised by both local people and local staff.

For staff, the challenges of doing the 'day job' often results in a reduction of the time available for networking, keeping up with new developments and engaging with the wider community and colleagues. For members of the community keeping up to date with the range of different services and projects and what they offer can be a job in itself! Some services are not well understood by local people. Although information is available it is clear that it does not always reach the people it needs to. This is as true for staff as it is for local residents.

We want to ensure that good information about local services, projects and new developments is freely available to both members of the community and the staff who work here and in that services are well described to help people make best use of them.

“

“I'd love to see something simple like a timetable of what's on, broken down into days and times”

- Local Resident during design day



““Informal networking amongst organisations in the community would help us get to know who is doing what. We don't really know at the moment”

- Living Well





# KEY IDEAS

REGULAR NETWORK MEETINGS

SERVICE USERS TO DESCRIBE SERVICES

5 FAVOURITE SERVICES

RADIO STATION

ESTABLISH REGULAR INFO SESSIONS

SOCIAL MEDIA PLAN  
(USE NEN AS ANCHOR)

MONTHLY LIST OF WHAT'S ON

TC MESSAGE BOARD

TC BLOG

SET UP AN ONLINE SPACE OF SERVICES ON OFFER

COMMON INDUCTION MODULE FOR ALL STAFF

A PLACE THAT YOU KNOW

## What people want to see



The community and local workforce are well informed of the services and activities available to people living in the local area

\*

The community and local workforce are involved in local networking, planning and decision making

\*

Accessible services and information

A PLACE THAT YOU KNOW

## Actions short term



Work with local people and agencies to create a communication plan about community activities, local services and events using the North Edinburgh News to underpin the plan

\*

Explore how school news letters may be used to circulate information about wider community developments

\*

Explore how 'word of mouth' can be used more effectively by services as a means of telling people what is available and how to access it.

Establish the Total Craigroyston Blog as a method of distributing community information

\*

Choose and write up local residents' favourite services/activities to encourage wider participation

Continue regular themed information sessions / festivals / market places to ensure local residents can find out what services are available. (4 per year?)

\*

Tell stories of what is working well and where there has been success

\*

Hold regular themed professional conversations and networking events using the 'Team around the Cluster' idea. These will provide an opportunity for staff to be innovative and creative and to identify where systems could be changed and improved

## Actions long term



Create a community-led and facilitated information resource (extend the Pilton Community Health Project (PCHP) pilot)

\*

Explore the possibility of creating a community radio station to be distributed via Podcast

\*

Extend the content of the interactive map established by Edinburgh Youth Work Consortium or similar to create an on line data base of the services that are available in the area

Work with public sector organisations to identify and change communication approaches to improve the distribution of information throughout the community and to involve service users in describing their service

\*

Agree with the Neighbourhood Partnership the use of large format community information boards at shops and other key locations. Agree how to ensure that information displayed is relevant and up to date



"I moved to the area recently and searched online for activities to do with my child and found nothing. I've still yet to find anything"

- Resident feedback during the festival

ROUTE MAP THEME 4:

# A PLACE TO BRING UP A FAMILY

Everyone accepted that all families need help and support from time to time.

In talking about what using services feels like and getting support at an earlier stage, local people felt that support should be available in a range of different locations and from a variety of sources including the community itself. Importantly, people felt that as much support should be available to all families through health and education services as possible.

Both staff and residents acknowledged that there is very effective work going on to support families in the community but recognised that there is work required to create more joined up approach especially for families facing complex challenges.

There was a strong feeling from local people and a frustration from staff that support is often offered too late to make a real difference. There is also a frustration about some families not engaging with local support services especially where it is obvious that support is required.

Staff noted that Getting it Right for Every Child is improving joint working but acknowledged that further work is needed to embed the processes across all services and to ensure that the named person and the lead professional are able to mobilise the support required at the right time for families facing difficulty.

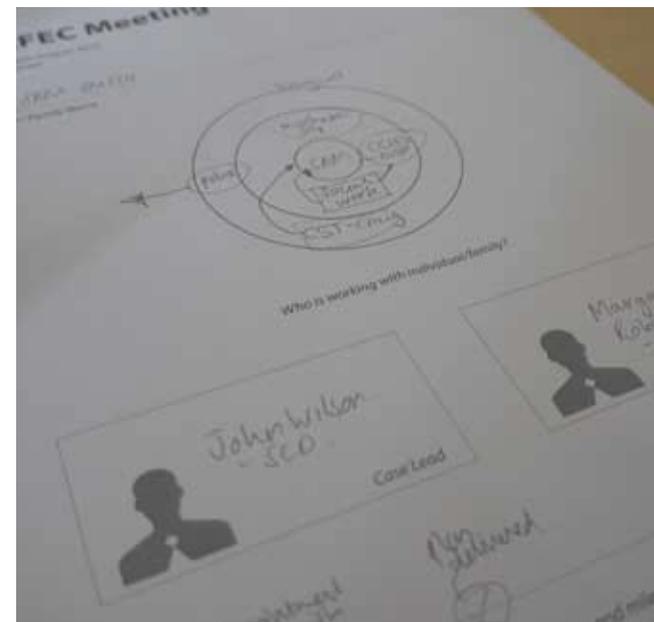
Staff, primarily from the public sector organisations, felt increasingly frustrated at the administrative burden placed on them and felt that it often took them away from their core task of supporting their clients.

Suggestions were made about testing out a new and earlier approach and creating a different relationship with a limited number of families facing complex difficulties. This experience will be used to identify where longer term changes can be made to services.

“

“It is really valuable to see the full story of how someone uses a service along a timeline so we can see where we can intervene or work better together”

– Health Visitor



## What people want to see



- Service delivery is cooperative and coordinated across the area
- \*
- Families are involved in the design of how services work with them to address the challenges they face
- \*
- The right support is delivered at the right time which reduces the need for ongoing or future interventions

## Actions short term



- Agree a method for identifying families to participate in the trial, establish a means for them to opt in and identify their own requirements for support
- \*
- Agree with service providers and participating families a method of evaluating the success of the trial approach
- \*
- Review the support and educational requirements of all looked after children in the area to ensure that their needs are being met
- \*
- Embed the GIRFEC process into all service areas
- \*
- Improve co-ordination of support for parents especially in early years, building on the Growing Confidence project
- \*
- Develop support for parents of teenagers.

## Actions long term



- Reshape services in line with the recommendations arising from the trial of the joined-up approach
- \*
- Seek ways to reduce the administrative burden on frontline staff and increase the amount of time they can spend directly supporting people
- \*
- Monitor the application of the GIRFEC arrangements

ROUTE MAP THEME 5:

# A SAFE PLACE

Discussion about what makes a community safe identified a number of issues that those involved in the consultation would like to see resolved, these included domestic abuse, bullying in school and the wider community, vandalism, anti-social behaviour and dog fouling.

Members of the black and minority ethnic community experience levels of racial abuse within their day to day lives which they would like to see addressed.

The Community Safety and Environmental Teams work hard to reduce anti-social behaviour and to protect the environment and this was widely acknowledged. However, there is frustration that some members of the community show a disregard for the effect that their behaviour has on their neighbours and the wider community. It was felt that earlier intervention with families and young people who are behaving anti-socially and those who are at risk of offending should be given a high priority.

There was a widespread acknowledgement that experiencing domestic abuse has a negative impact on children's welfare and it was felt that this is an issue that should be tackled through Total Craigroyston.

Parents were unsure about how schools tackle incidents of bullying and more information on this would be welcome.

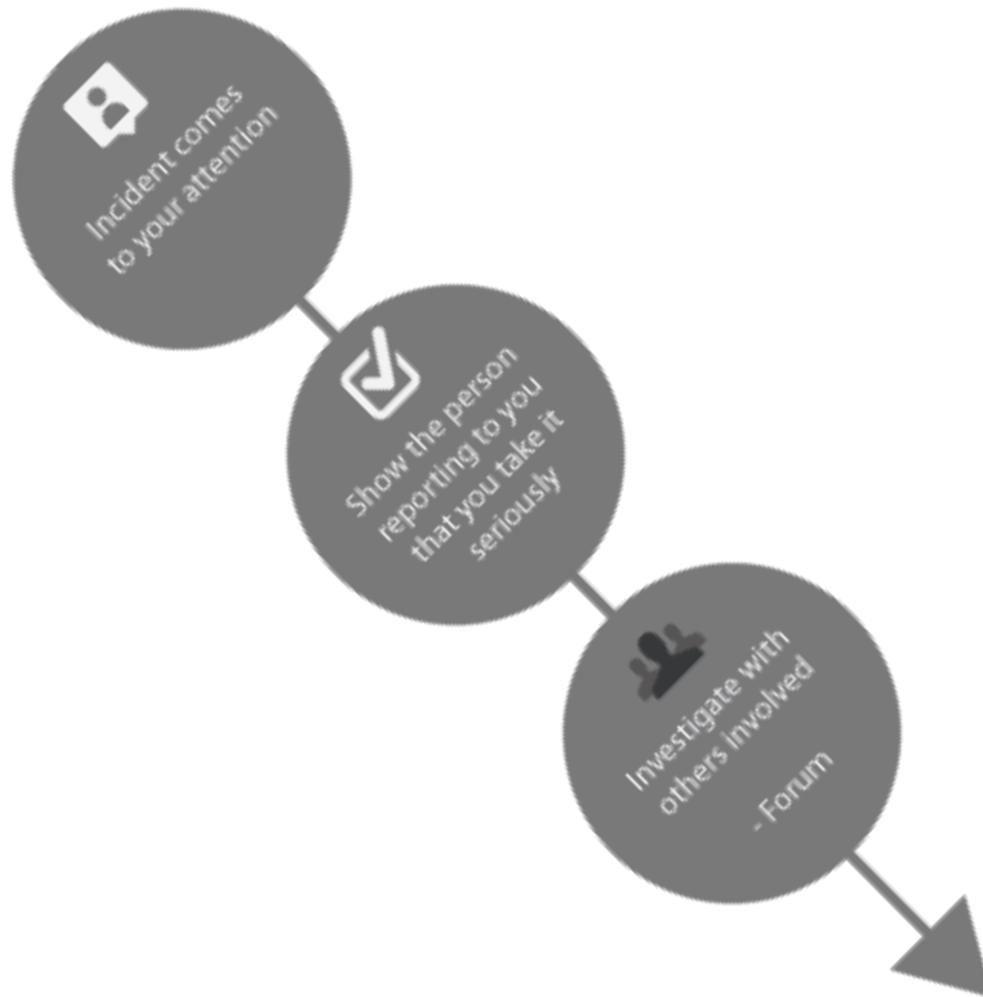
A violence reduction approach as promoted by the Scottish Violence Reduction Unit would contribute to achieving the longer term outcome of a safer community and effort should be put into developing a local violence reduction and anti social behaviour strategy. This will require everyone's input and effort and developing of a shared responsibility to be successful.

“

“As parents we need to be open about what the consequences are of bullying in our schools”

– Local Resident during immersion week





# KEY IDEAS

SHOW THE CONSEQUENCES OF BULLYING

DIVERSIONARY ACTIVITIES

YOUNG PEOPLE ANTI VIOLENCE CAMPAIGN

“

“I keep my kids inside because I don't believe they are safe playing outside”

- Local resident during the Total Craigroyston Festival

A SAFEPLACE

## What people want to see



People feeling safe in their community

\*

The underlying causes of violence/abuse/anti-social behaviour have been identified and successfully addressed

\*

The community across generations is involved in finding and participating in actions to increase the safety of the community

\*

People who live and work in the area have a shared responsibility for the wellbeing and safety of all

A SAFEPLACE

## Actions short term



Establish a specific forum for tackling community safety issues

\*

Arrange for the Scottish Government's Violence Reduction Unit to provide training/seminar on approaches to reducing levels of violence and develop a local strategy

\*

Run specific training on gender based violence and other violence reduction methods for staff working with young people

\*

Create more opportunities for young people to engage in positive social activity

\*

Establish a local pre-referral screening for young people at risk of offending

\*

Work with schools to develop a consistent approach on bullying, based on current examples of good practice

\*

Test a local version of the North Ayrshire Multi-Agency Problem Solving Partnership approach as a way of addressing anti social behaviour

A SAFEPLACE

## Actions long term



Use the learning identified in the Edinburgh Youth Crime Study to identify changes to service delivery

\*

Identify and implement effective practice to reduce domestic abuse

\*

Develop a comprehensive approach to reducing violence starting in early years. (This links closely with the theme A Place to Thrive)



“

“We are never asked for our input. We would like to be involved in local decision making and we would help run initiatives”

- Young person during immersion week

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“There are activities put on but we're not that interested in what they are. We should be asked what we want”

- Young person during immersion week

ROUTE MAP THEME 6:

# A PLACE TO LEARN

Recognition of the importance of learning has been a major aspect of the conversations that we have had during the consultation process

Everyone involved has acknowledged that learning and doing well in school is seen as one of the main ways to reduce inequality and improve life chances. Parents were keen to support their children and engage with schools although did not always find that easy. While most children do well in school, there are a significant minority who continue to struggle and are challenging for schools to engage with.

Learning in the early years was acknowledged as providing a solid foundation from which children can grow and develop and there was strong support for continuing to find new and innovative ways to engage with parents and children at the early stages. There was significant support for schools to find creative ways to improve educational attainment especially for the most disadvantaged children. Parents did not always understand why schools do what they do and this was a particular issue for those whose first language is not English.

Out of school clubs and activities were also seen as important to the development of children and young people's potential and parents were keen to assist in the development and delivery of those types of activities. Learning opportunities for adults were also seen as important in creating a climate for learning within the community. People felt that the introduction of the Curriculum for Excellence gives us the opportunity to build a more holistic approach to the education of our young people and enables the contribution made by the voluntary sector and other community providers to be recognised.

We know that people's ability to learn is affected by other areas of their lives such as housing, their health and well being, peer-pressure and experience of anti-social or criminal activity. In particular raising children and young people's aspirations was seen as crucial to their ability to make the most of their life chances. That is why the comprehensive approach of Total Craigroyston is important in creating the right environment to enable all opportunities for learning to be taken up.

“

“I'm not sure how to make change happen here. I think I need a qualification and I don't really understand how community councils work”

– Resident during immersion week





A PLACE TO LEARN

## What people want to see



Children are doing better in school (against city average for all children), with a particular focus on children looked after by the local authority

\*

Learning at all ages is supported within families and the community

\*

Learning in the area equips children and adults to live well and positively handle challenges they face

\*

Parents are actively engaged in their children's education

A PLACE TO LEARN

## Actions short term



All schools will work to a common development plan designed to raise literacy and numeracy levels for all children especially those who are struggling and those who are looked after by the local authority

\*

Improve school attendance

\*

Reduce truancy and exclusion

\*

Embed Getting it Right for Every Child arrangements across all services

\*

Open Craigroyston Community High School one evening per week for free sports activities for local young people

\*

Co-ordinate out-of-school opportunities for children ensuring that they contribute to the development of personal and social skills and contribute to raising aspirations

Improve training for all staff working with children and young people in the community with a view to having a more consistent approach across the 'out of school' sector

\*

Continue work on exploring innovative and creative ways to work with children and parents in early years

\*

Increase opportunities for family learning especially to address school readiness and the acquisition of language

\*

Develop peer support approaches for parents (based on Growing Confidence)

\*

Find ways to ensure that BME parents are included in community engagement activities

\*

Identify the needs still to be met for black and minority background parents to be fully involved in their children's learning

## Actions long term



Create peer mentoring opportunities for children and young people

\*

16 plus learning choices group to continue to ensure that school leavers go into a positive destination

\*

Establish a local forum for parents and members of the wider community to advise on school development and performance.

\*

Work with parents and carers to identify support required to participate in children's learning

\*

Provide training and support so that parenting groups are led by local parents

# KEY IDEAS

## COMMUNITY CAPACITY COURSE

## HOMEWORK CLUBS



My English isn't great so I struggle to support my child with more advanced homework when they come home"

- Participant in BME focus group

ROUTE MAP THEME 7:

# A PLACE TO LIVE

Being well housed and being able to influence decisions about the place that they live are an important component in improving outcomes for children and families

There is a good starting point for this work in what is already happening through groups like the Physical Regeneration Action Group and the housing redevelopment in Muirhouse by 21st Century Homes. Links can be made with this theme and changes identified under 'A Safe Place'.

Work is required on how people's housing situation is considered when addressing their overall needs. Improving people's ability to maintain their accommodation and access the right type of housing is a concern for the local community given the degree of change and level of concern that is arising through the current welfare reforms. We need to view regeneration as a 'whole of the community' activity. This means that creating places for people to live is about having somewhere from which to build all of your life – not just a roof over your head.

“

“We could really do something with the local shopping centre. If we could work together to support the local economy it would bring lots of benefits to the area”

– Resident during Design day



# KEY IDEAS

**CELEBRATE THE ROOF  
COMING OFF THE  
SHOPPING CENTRE**

**WHAT DO YOU WANT  
TO SEE IN THE SHOPS  
SIGN**

**COMMUNITY BUY  
OUT OF SHOPPING  
CENTRE**



“When buildings are empty I saw lots of potential to turn them into youth centres and get young people to help make this happen. I don't know how to go about making this happen”

- Local resident

“We could run youth events in the empty shops. They are under used and we could do something really cool with them”

- Young person during immersion week

A PLACE TO BELONG

## What people want to see



The community 'owns' the place in which they live and know that they can participate in the community planning process

\*

The community sees the neighbourhood as a good place to live and to raise their family with the necessary services and facilities to do so

\*

Problems that arise with the built environment are quickly identified and addressed

\*

People successfully avoid housing crises but when this does occur they are quickly and effectively helped to move out of crisis

A PLACE TO BELONG

## Actions short term



Use the removal of the roof of the Muirhouse Shopping Centre as a focal point for encouraging community participation in the regeneration of the area

\*

Support the work of the Neighbourhood Partnership and Regeneration Team in involving the local community through use the communication methods developed as part of Total Craigroyston

\*

Work with Economic Development and 21st Century homes to maximise the employability options in the Muirhouse re-development

\*

Work with the local housing team to find ways of reducing the causes of homelessness in the area

\*

Implement a comprehensive programme of housing education as part of a skills for life programme in cooperation with schools, voluntary sector organisations, peer educators and housing staff

\*

Link with A Safe Place on the development of a Multi Agency Problem Solving Partnership as a way to transform areas of concern

A PLACE TO BELONG

## Actions long term



Contribute to the Corporate Parenting Action Plan on the development of housing options for young people who have been looked after by the local authority

\*

Use the opportunities available through the Masterplan to create a community 'hub' around the Library / Arts Centre / Shopping Centre / partnership centre

\*

Explore the options for a community buy out of the shopping centre and its transformation into a social enterprise

\*

Explore with the community and local services how safe play/ activities out of doors can take place

\*

Involve the local community in creating spaces that allow meeting, play and positive activities

\*

Run regular 'community clean-up' component as part of other community events

\*

Support work on raising the condition of housing across the range of tenure types



This report was produced by Snook in partnership with Edinburgh Council



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