

## Taking Stock 2014

### Introduction

Total Craigroyston is now into its third year working towards improving outcomes for Children and Families in and around Craigroyston Community High School. This latest year has seen the work continue a number of local changes but also contribute to a range of wider development through the BOLD project and proposals to integrate children and families services with health at a more local level.

### Supporting and sustaining change

The major emphasis of Total Craigroyston is identifying and delivering local improvements that improve outcomes for local families and produce learning for wider systematic change in the delivery of public services. This is encapsulated within the three areas of the working model.



Our working model recognises that in order to achieve sustained change action needs to be taken in the round. Communities and families who face complex challenges need to feel included, supported and connected to the wider world<sup>1</sup>. This is not easy work and it challenges us to think less about service driven outcomes and more about people driven outcomes. In fact there is an argument developing that we should focus on purpose<sup>2</sup> rather than outcomes to be more effective. Relationships of trust, which support honest respectful conversations taking place and a sharing of insight and expertise in order to identify changes required in both practice and procedures are important. Joining up services for communities and families facing multiple and complex challenges requires commitment from service managers to allow their staff time and space to work differently.

Within the local community the impact of the work is being seen by local people - experiencing services that are beginning to be better connected, and by local staff - seeing improved communication and partnership working which supports them in their day to day work.

Areas of challenge remain. The impact of anti-social and criminal behaviour on both the community and the individuals involved is a considerable challenge, and despite a range of coordinated efforts from a range of service providers no real change is being experienced by the community.

This Taking Stock 2014 report describes our work over the last year within the three elements of our working model, the lessons learned, the success we have had and identifies outstanding areas for action over the coming year.

It is important to emphasise that the 'we', talked about in this report is the full range of partners involved in this work with us.

<sup>1</sup> Lankelly Chase: Severe and Multiple Deprivation Literature Review, [www.lankellychase.org.uk](http://www.lankellychase.org.uk)

<sup>2</sup> Saving money by doing the right thing: Vanguard, March 2014



A basic premise of the work of Total Craigroyston continues to be that as many people as possible are supported through the services that are universally available to all members of society. The challenge, as identified through Christie<sup>3</sup> and other commentators, remains that this access is often underutilised, insufficient or inefficient. We need to increase our ability to 'get it right first time'.

### **Multi – agency practice development**

We have continued to support the development of Getting it Right across the area by offering local training, practice development and developing better partnership working.

As well as building knowledge and skills, the delivery of multi-agency, inter-disciplinary training and practice development at local level plays an important role in supporting staff to build relationships of trust, which in turn contribute to better partnership working.

Over the last year the following training / practice development has been delivered locally:

<b>Training Offered</b>	<b>Staff Trained</b>	<b>Number of Agencies</b>
Steps to Excellence	11	4
Positive Futures (supporting vulnerable under fives)	20	10
Working With Parents (two courses)	60	31
Developing a Coaching Approach	11	6
Housing for non-housing staff	54	19
Getting it Right - Core Components	9	6
Getting it Right - Role of the Lead Professional	23	14
Getting it Right - SMART planning and assessment	13	10
Children Affected by Parental Substance Misuse	48	23
Mentors in Violence Prevention	21	11

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### **Early Years**

#### *Providing quicker access to family centres*

As part of the Scottish Government's Early Years Collaborative we are running an Early Years test of change designed to reduce the number of stages required for families to gain access to early years services. The test has resulted in a streamlined process resulting in families gaining access to services within one week rather than six weeks.

The process implemented in this test will influence the admissions procedure for Early Years establishments across Edinburgh and in due course the lessons learned will be fed back to the Scottish Government.

#### *27-30 month Developmental Review*

The re-introduction of the 27 – 30 month developmental review is now well underway. The review is delivered by health visitors in the area and across Lothian the uptake is high. NHS Lothian has

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<sup>3</sup> The Christie Commission on the Future of Public Services in Scotland; Scottish Government

been gathering data on the outcomes of the review and so far it has identified that the greatest area of need is for speech, language and communication support followed by support for behaviour issues and the development of social skills. We are waiting for local data to see if the pattern is repeated within the Total Craigroyston area. We have yet to be able to use the information from the developmental review to improve transition into nursery, especially for those children coming directly from home.

#### *Access to Health Services*

Due to changes in the use of Health Services buildings in the area, Community Child Health colleagues felt that their premises were no longer suitable for their purposes. We subsequently negotiated for them to use space at the newly completed Royston Wardieburn Community Centre. They have been using these now for multi-disciplinary assessment clinics since Oct 2013. Attendance at the clinics has been about 80%, much higher than normal. Due to similar changes, the Child and Adolescent Mental Health Team has also begun using this space for their Choice appointments and we are now looking to see if use can be made of the space by some of the associated therapists.

This is a good example of a win-win situation. Health colleagues gain access to more family friendly space, the community centre is better used at a quiet time and is able to link families into the range of programmes and activities they have on offer.

#### *Supporting Mental Well Being*

In August, we facilitated a conversation with local services and projects which provide mental health and wellbeing services in the area, the purpose being to see if we can work more effectively together. Two early actions are that we will hold a networking event to raise awareness of the range of services available locally and hold a 'conversation cafe' around the issue of substance misuse. We are hoping to visit a project in London prior to then to explore the asset based approach that is being developed through the 'recovery college' approach.

#### *Integrating Health and Children and Families Services*

Local people were influential in the development of the ideas being taken forward to integrate Children and Families and Health services at local level. Senior managers from both organisations came out to the area to talk with local people and staff about their experiences and to hear their ideas about where things could be working more effectively. Their ideas were incorporated into the paper, *Towards a Model of Integrated Children's Services for Edinburgh*, which is currently in circulation for comment before it is submitted to both the Health Board and the Council for approval.

#### *Supporting our youngest children*

We know from local data that a number of our young children begin school at a considerable disadvantage compared to their peers and that this disadvantage persists throughout their school life and often has a significant impact on their later life chances.

Improving young children's readiness for school is one of our most important objectives and a range of work goes on in the area to ensure that children arrive at school with the expected level of language and social skills.

The PlayTalkRead bus has made 6 visits to the area over the past

<p><b>Some of the Opportunities in the Area</b></p> <ul style="list-style-type: none"><li>Bookbug sessions</li><li>PEEP groups</li><li>Toddler groups</li><li>Family Events</li><li>Play, Talk, Read bus</li></ul>
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year and another date is planned; visits were co-ordinated and promoted by the Parent and Carer Support Development Officer around the days and venues when parent and children groups were running to encourage attendance. The visit to Pennywell road in June was a huge success with 100 parents and 111 children coming along. Health Visitors, a Speech and Language Therapist and Sleep Counsellors were on hand throughout the day to answer parents' questions and information on all the local programmes and activities for families was available. The event was supported by TRIM and the Community Shop where fruit and healthy snacks were provided for all of the children who attended.

Lickety Spit – an early years immersive drama group – works in the area offering child centred drama productions and workshops. As the resident drama group at North Edinburgh Arts Centre, Lickety Spit offers children and their families a unique opportunity to experience drama and music in their own community. Lickety Spit has a high level of success in involving families in this work, nurturing children's creativity and increasing parent and carers understanding of the importance of building on children's creative abilities.

To give a greater focus to this work, a seminar, addressed by Emeritus Professor Colwyn Trevarthan, was held in June 2014, with Early Years partners to consider the issue of school readiness and to identify further actions that can be taken to help children's school readiness. The actions identified include focussing on play and nurture in the very early years, support to parents and carers around developing early literacy and family learning, using the 27/30 month review to enable us to provide appropriate early support. These will be developed into an action plan and taken forward within the local Early Years Forum.

### **Getting the most from school**

#### *Attainment and achievement*

Our primary schools have continued to focus on ensuring that children do well with reading, writing and maths and several programmes are in place to support children in these areas of learning. The outcome continues to be a steady improvement in all schools across all areas.

At Craigroyston Community High School the trend of improvement shown over the last three years continues.

#### *Reducing Exclusions and improving attendance*

School exclusions continue to be carefully monitored and there has been a marked reduction at the primary school level in the number of exclusions that have taken place.

	2011	2012	2013
Primary	290	135	68
Secondary	213	440	205

At the secondary level there has been a large reduction in the number of exclusions from 2012. As part of the commitment to improving outcomes for young people over the long term, Craigroyston Community High School is piloting a no exclusions policy in session 2014/15. This is a bold decision and one that will be challenging not only for the school but also for central support services and local partners. Seeing this achieved successfully will require a concerted effort from all partners.

All schools have taken steps to improve their regime around attendance and in three of our schools attendance is improving. There is commitment to continuing to improve attendance over the coming year, especially in the High School where tutor groups are being re-introduced from the

start of the 2014 session. This will create more consistency for youngsters at the beginning of the day and will lead to non attendance being picked up more quickly. There are plans for each tutor group to take part in a residential experience at the beginning of term to strengthen the bond with school at an early stage. These residential experiences will be delivered by My Adventure, a community based social enterprise which employs local young people.

Wider curricular changes being implemented in the senior phase at High school for the forthcoming session as well as the assertive encouragement for all young people to stay on at school until S6 should result in greater engagement of young people in learning, better achievement and all young people achieving a positive destination.

### *Tackling Bullying*

One of the issues identified by local people during our initial engagement process was bullying in schools. Although all schools have rigorous policies to deal with bullying, parents and members of the wider community were unsure about how it was handled by individual schools. Parents recognised that there is often tension between what happens in school and what takes place outside school and were keen to address this. Work was done in each primary school, involving the parent councils, to create parent friendly communication about bullying. The parents have now formed a joint group - North Edinburgh Parents Working Together for a Safe Community. In addition, workshops were run in primary school classes by members of the North Edinburgh Young People's Forum to establish improvements that the children themselves would like to see. Following this another edition of The Matter was produced, bringing together their ideas. All four primary schools have agreed to adopt the Rights Respecting School programme in the forthcoming session and the parent councils have agreed to look at how this programme could be adapted for use in the wider community. Training for community providers will be delivered in September to support the development of a consistent approach between schools and community providers.

The 'Do you know where they are tonight?' parents and carers leaflet was produced by the Parent and Carer Support Development Officer in consultation with the parents mentioned above. The leaflet gives advice to anyone who may be worried their child may become involved in anti-social or offending behaviour and outlines suggestions to prevent and address this type of behaviour, it also lists contact details for relevant organisations.

Craigroyston Community High School continues to record a high level of satisfaction among young people about its ability to tackling issues of bullying<sup>4</sup>. To complement this work the Community High School has agreed to develop the Scottish Violence Reduction Unit's Mentors in Violence Prevention Programme (MVP). Taking a bystander approach this project trains senior students to be mentors with younger students, supporting them to understand the ways in which they can challenge bullying behaviour. Training for peer mentors starts mid September and will delivered by staff from a number of services including the Total Craigroyston team. Over the course of the coming session all S1 students will be involved in this project through their Personal and Social Development curriculum. Local youth organisations will also develop the use of this approach within their community settings.

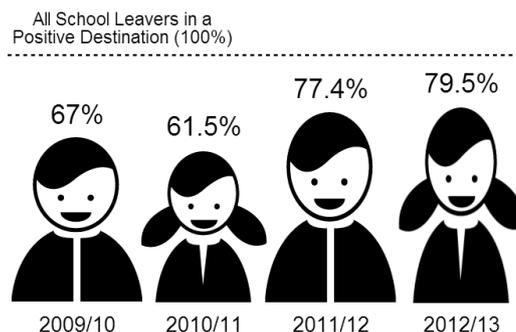
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<sup>4</sup> Source: CEC Survey on Bullying 2013

### *Post school destinations*

The High school and its partners continue to make good progress in relation to supporting young people into positive destinations.

Community partners continue to work effectively together to ensure that all school leavers who need additional help and support receive it quickly.



### **Understanding our area**

In late Autumn 2013, the Total Craigroyston Management Group identified a need to have a better understanding of the issues facing the area and some of the key demographic information. In response to this the 'A Place that You Know' infographic was produced which presents in a graphical format data from a range of sources such as the Census, Scottish Public Health Observatory and Council teams. This work has allowed local practitioners to focus discussions on why particular trends are appearing. One of the specific areas was around school readiness. A second infographic was produced 'Early Years in Muirhouse and West Pilton' which was used to inform the seminar on school readiness.

Several areas of our work have identified the need for a more in depth look at the data that is currently collected by services and how it can be used to improve practice. Work with partners - for example

- How we understand trends/changes that are happening in the area.
- How we show improvement at a local level.
- How we identify positive or negative divergences from city trends.
- How we inform others about the impact or difficulties facing teams.

### *Master Data Management*

Early discussions have been held with the team implementing the Master Data Management resource within the Council. Total Craigroyston has been proposed as a test site to explore how this resource could be used to provide key staff with improved information about where a family is already coming into contact with services. Within the proposal there are three 'levels' of information that could be considered, are a family known to other services, what other services are that family known to, and what are the identifiers (e.g. SWIFT or iWorld) or key persons associated with that family. There obviously a number of concerns around how information is shared and the whole Master Data Management programme is being closely monitored to avoid abuses of this information arising. The test case though is an opportunity to address these concerns and establish whether there is scope to use an information sharing tool of this nature to improve services to families.



Through all of our community engagement activities, local people have consistently raised the issue of lack of quick access to support services when they are beginning to get into difficulties, as well as the difficulty they have in understanding the roles and remits of various staff and organisations. In order to address these concerns we are taking forward the following work.

### **Support in Time meetings**

Last year we developed the use of Support in Time meetings at individual school level, to improve partnership working and as a means of providing support to children and their families quickly. Although the model worked well, partners agreed to test a cluster model to enable a wider group of partners to attend more regularly. Partners come together on a monthly basis to share information and ideas about how best to support children or families identified by primary school head teachers.

The group is chaired by the Early Intervention Team Manager who has considerable skill in this area and has discussed 25 individuals or families over the course of the year and earlier support to those families has been provided.

Attendance at the group has been consistently high, with most members finding it useful and productive. Voluntary sector partners are actively involved in this group and it is evident that a stronger sense of shared responsibility for achieving outcomes is being developed. More detail about the operation of the Support in Time meetings is available in a separate report.

Agreement has been reached in principle to extend the group's remit to cover the under fives next session. This will require a slight change in membership.

### **Our Families**

We have continued to test out a different approach to supporting families with more complex needs. Building on evidence from a range of sources our model involves 'de-cluttering the landscape', providing a dedicated worker, using a family rather than individual focus and providing an opportunity for staff to reflect together regularly.

Developing this approach has presented many challenges and has raised many professional dilemmas including questions of accountability, safe practice, parity of esteem, the locus of the family voice and the commitment of some partners to the development of more effective ways of working.

Details of how the approach has been developed, the journey taken and the learning so far is the subject of a more detailed report, but at this stage the lessons learned from this work will be shared with the Inclusive Edinburgh and Families with Complex Needs working groups as well as the BOLD team

### **Family Solutions**

The Family Solutions Service which became operational in September last year has been critical to the success of both the Support in Time and Our Families approach. The team has taken a flexible, creative and non bureaucratic approach to developing their role. We are in the process of testing out a closer working relationship with the Neighbourhood Support Service, Community Safety and Housing Teams as we attempt to find ways to support families at the earliest signs of difficulty. The

challenge now is to find ways to enable staff to stick with families over the long term to avoid the 'churn' in the provision of support that has been highlighted in recent serious case reviews<sup>5</sup>

### **Families in housing difficulty**

#### *Closer Links with the Neighbourhood Support Service*

Over the last few months the local managers of Family Solutions and the Neighbourhood Support Service have been meeting to find opportunities to strengthen support to families by pooling the experience of their teams and a number of families have benefitted from these closer links. One particular area that is being explored further is how to respond to referrals that do not fit 'neatly' into either service's remit. In order to address this issue the two teams have considered these referrals together with the intention that the family is given the most appropriate support from the outset.

The ongoing focus for this work will be around embedding the principles from the Our Families work particularly reducing the number of staff involved where possible and considering the needs of families as a whole.

#### *Rent Arrears*

At the point of the last Taking Stock report work on implementing a protocol for the North rents team that allows them to refer information to the Named Person via Social Care Direct. This specifically addressed the issue of housing staff not always having enough information about the children in a family to identify the Named Person to whom to raise a wellbeing concern. The protocol is now in place as well as access to SWIFT. The local Team Leader reports that having access to SWIFT has facilitated earlier intervention in cases but also that there is a strengthened relationships between local rents and social work teams. In Spring 2014 it was agreed to roll-out SWIFT access to rents teams across the city, most Team Leaders have now been trained are using SWIFT to strengthen their practice.

#### *Temporary Accommodation*

The issues addressed through the rents protocol reflects other work that has been taking place for families that enter temporary accommodation that is being led by staff at the central homelessness services team. Using the Early Years Collaborative's Test of Change model all families entering temporary accommodation with children under 5 years of age are being referred through Social Care Direct to the Health Visitor team. This work originated from research carried out in 2013 by a GP on the support available to families who enter temporary accommodation. A short test was carried out that highlighted significant issues within families, particularly around their health. These were at risk of being not being addressed through their displacement into temporary accommodation. Through this work, as with the rents protocol, it is expected that poor outcomes will be prevented by ensuring that families have continuity in the provision of their support.

Within the Total Craigroyston area the disruption caused by families going into temporary accommodation is one that we wish to tackle. Over the coming year we will be working with local partners to come up with ways to minimise the level disruption wherever possible.

#### *Increasing understanding of housing services*

The team has continued to lead of training for non-housing staff in the area. Three sessions have now been held since March 2013 with 73 staff having attended from a range of public and

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<sup>5</sup> Lochend Serious Case Review ; City of Edinburgh Council 2012

voluntary services. The model follows the multi-agency approach that has been used across the range of training delivered through Total Craigroyston. Sessions will continue to be delivered at regular intervals with more members of the local housing team being involved in delivering the sessions. Those that have attended have found this sessions beneficial in that they have learned more about housing issues and built links with a range of opportunities to support their work with families and others. There is interest from across the city in this model and the sessions have raised awareness that the levelling of knowledge about housing issues is low among non-housing teams. A presentation to Housing and Regeneration Managers is taking place in August with the view of extending this model of housing training across the city.

A housing information sheet<sup>6</sup> was produced for staff to highlight the services available to accompany the training and be available more widely. The sheet brings together the issues of finding and retaining a home as well as where to get help about benefits and accessing support.

### **Parent and Carer Support**

The range of support available to parents has been extended by the Support for Parent and Carer Development Officer. This has included a regularly updated booklet of activities, a directory of resources, a DVD on the role of the named person, training for staff working with parents, group work and individual events and sign-posting. This has led to an increase in take up of the various parenting programmes across the area. However, there is concern about the sustainability of this given the numbers of staff we have available locally who are trained in the appropriate programmes and who are able to be released from day to day duties to deliver them. This is an issue that will be raised at the Total Craigroyston Management group. Delivering programmes which contribute to the prevention of the escalation of problems needs to be viewed as an important part of the day to day duties of staff in the area and we need to find ways to support managers to release staff to enable them to run these programmes.

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<sup>6</sup> Available from: <http://www.totalcraigroyston.co.uk/wp-content/uploads/2013/10/Where-can-I-get-help-with-housing.pdf>



It is becoming increasingly accepted that the creation of safe, stable and predictable environments where people feel a sense of connection and support are crucial to people's ability to flourish<sup>7</sup>. We have recognised this in our approach and work with local partners to create a strong and supportive community.

### **Supporting Local Activities / building on community assets**

Through Muirhouse Link Up project, community learning and development and other local voluntary organisations local people are being supported to run a wide range of community activities. The community shop continues to offer a 'hub' for local information sharing, gathering views and developing a sense of civic pride. Run by local volunteers it has become a hub for a range of different types of events including healthy eating demonstrations, cookery and furniture exchange.

A small group of recovering substance users continue to use the shop as a support in their recovery journey and there are plans to develop this further through a conversation cafe to be held later in the year. We are considering the possibility of establishing a 'recovery college' similar to those run south of the border.

The North Edinburgh Timebank continues to develop with 75 members sharing their skills and resources with each other and local organisations. The Timebank Temptations were part of the Big Big Sing day at the Usher Hall back in February and are part of the Scottish Mental Health Art and Film Festival in October. A Speak Easy group has been set up as part of the Living in Harmony project at Pilton Community Health Project working with BME women who want to practice their English language skills. On top of these initiatives Time Bank members continue to help each other by fixing things that are broken, helping with household task and collecting shopping and so on.

Local people identified an interest in developing community gardening and there are now a growing number of green spaces being developed by residents. The latest one is a new community garden at North Edinburgh Arts Centre, which was opened in June of this year. The garden offers small allotments for local groups as well as a beautiful play space for young children. Through the place making approach adopted by the regeneration project it is intended that more high quality civic space will be developed around important community anchor organisations like the Arts Centre and the Library.

### **Community Leadership**

In January 2014 a local child was reported missing. This led to an extensive search in the community and surrounding area in which many hundreds of local people were involved, some staying out all night to search for the missing child. This very live demonstration of the strength of the community

#### **Key Lesson**

Strong local leadership in the community is a major asset within the community. Finding ways to support these community leaders is essential.

spirit in an area that is often seen as problematic was inspiring.

Ultimately, sad news was received about the child, leaving those who had been involved upset, angry and distressed which had the potential to lead to negative consequences within the community.

<sup>7</sup> What causes health? Harry Burns; Professor in Global Public Health, University of Strathclyde

Community Leaders played an important role in helping the wider community through this. Using social media a range of events were organised to give a focus to the emotional response to what had happened and they were able to 'guide and support' people through their reaction to the very distressing events. Events were also organised to raise funds for a permanent memorial to the little boy.

### **Supporting Play**

As part of their Building Community Assets work in the area Save the Children worked with the parents who had been involved in the Families and Schools Together programmes to develop a play project in the area. With support from Community Learning and Development bags of play equipment were developed and placed in community buildings for use by groups and individual families. Play-at-home and Play-in-the-Park bags are available in two of the local community centre for use in the local parks. Training has been offered to local people and volunteers who may wish to use them.

In addition, Play Out Days have been run again over the course of the year, involving volunteers from the Time Bank as well as North Edinburgh Young People's Forum and a Play Rangers project has been run through the Regeneration Project in one of the gap sites zoned for housing. We are hoping that from all these initiatives we will be able to identify a group of local people who could become a 'play champions' to take forward the promotion of play and children's activities in the area.

### **Out of School Programmes**

Research carried out last year indicated a lack of out of school provision for under 12's taking place in the Muirhouse area. This was of particular concern given the forthcoming regeneration programme. Working with Muirhouse Millenium Centre and other local partners, Community Learning and Development has introduced new activities on four evening per week.

We have produced further calendars of out of school opportunities for children and young people during term time and holidays. Collating the information to produce these timetables is fairly labour intensive but has been made simpler where organisations are using Join in Edinburgh. Introducing a coordinated approach to agreeing programmes and sharing similar release dates for opportunities will make this work easier and provide better information for families and workers.

### **Reducing Youth Crime and Providing Positive Alternatives**

Reducing youth crime and anti-social behaviour continues to be a significant challenge. Previous research into the patterns of youth crime in the North Edinburgh revealed differences compared to other areas of Edinburgh. These differences included that children and young people become involved in crime and anti social behaviour at an earlier age, become involved in more serious crimes at an earlier age and stay involved for a longer period of time.

As reported last year, in addressing this issue, concerns were raised with colleagues from the Education Service about the lack of adequate school placements for some youngsters and the speed with which youngsters who were excluded from school were being offered alternative placements. Agreement was reached on the improvements required in the system to deal with these delays and it was agreed that the Director of Children and Families would re-emphasise to Head Teachers the Council's responsibility in relation corporate parenting and the commitment to ensuring that all young people have an appropriate school placement.

In the meantime, youth crime has continued to escalate in the area and an attempt was made to establish a more localised response involving police, community safety and the Support for Children and Young People (Social Work). The idea was to create a small team, working at local level, with the ability to improve communication between agencies, share intelligence and provide quicker responses to those involved in anti social activity and youth crime. Unfortunately, SCYP were unable to release staff to work in this way. However, in November, agreement was reached that a member of the Young People's Service would be based in the local office one day per week to gain a better sense of what was happening locally. Regrettably, this was unable to be sustained for any length of time and did not result in any improvement or additions to existing practice.

A community seminar was held in February involving a range of staff and local people to consider what could be done to reduce youth crime over the long term. A presentation was made by writer and criminal justice manager and prolific young offender, Allan Weaver, outlining what had led to him becoming a young offender and ultimately what helped him get his life back on track. His story chimes with the rest of the research, insofar as he identified the importance of someone having faith in him, sticking with him over the long term and being there ready to act when he was.

During the discussion a number of building blocks were identified – including the implementation of the Mentors in Violence and Rights Respecting Schools Programmes previously mentioned, continuing to develop early intervention approaches and the development of youth work intervention. These are now being put in place across the area.

Unfortunately, immediately after this session a very serious incident occurred, which resulted in an emergency command response being established. This response brought most partners to the table to examine what could be done differently to deal with the presenting problems.

Initially, this resulted in better co-ordination and planning between the Police, the Young People's Service and Community Safety around some of the young people involved, primarily through the Youth Tasking and Co-ordination Group. In addition, resources were allocated to provide out of hours youth work activity. However, despite the urgency of the situation, it took several weeks for those who required additional support allocated by central agreement to receive that. As a result a small group of young people remained out of school for some weeks and less traditional support, which some may have benefitted from, was unavailable. One of the key concerns of local residents was the speed at which Police Scotland were able to respond to incidents and that calls were frequently diverted from the emergency call number to the non-emergency 101 number. Even though assurances were received from local police colleagues it appeared to take several weeks before this issue was resolved.

A market place type event was held at the end of May to provide information to local residents about the range of actions that were being taken to address the concern. Despite all of the actions that were being taken the issue remains unresolved and the community continues to experience a high level stress and anxiety as a result of this behaviour.

The Guardians Group has continued to meet to bring the youth organisations and other partners together to develop preventative approaches to youth crime in the area and several actions have been agreed locally.

Craigroyston Community High School is piloting a no exclusions policy in recognition of the importance of providing a stable and inclusive school placement for our youngsters. Locally, we have allocated a youth worker to engage with the group and to provide a range of alternative support to the youngsters and their families.

We have identified a group of primary aged children at risk of becoming involved in anti-social behaviour through the Support in Time meeting. A plan has been agreed, involving all local partners to prevent these young people being attracted further into anti social behaviour. In addition, we have combined a community learning and development and community safety post to provide a dedicated resource to work with younger children and to support the implementation of the joint plan.

## **Regeneration**

### *New homes, places and community benefits*

In spring 2014 Urban Union was appointed as developer for over 700 new homes in Muirhouse and Pennywell and construction commenced early summer. Urban Union have committed to an extensive range of community benefits including at least 180 work experience placements and 60 jobs through the course of the development programme. These opportunities are being delivered through a partnership of Urban Union, Capital City Partnership and Joined Up for Jobs. The Total Craigmoynton team has been contributing to ensuring that people local to the development benefit as much as possible through building links with the Community Connections group.

Work on the North West Edinburgh Partnership Centre is continuing and designs have been submitted for planning approval. Colleagues from NHS Lothian and North Edinburgh Arts have been working on an arts strategy for the building that will contribute to the interior design and to having a positive experience for people who use and work in the building. Information on the design of the building has been circulated to a number of venues including the Community Shop, the North Neighbourhood Office and North Edinburgh Arts Centre

The central area around Muirhouse Shopping Centre has been the focus of a bid for funding to the Scottish Government Capital Regeneration Fund. At present the bid is in the second stage and if successful will see £1.9million in investment being brought to the area. The proposal is to develop the area immediately in front of Muirhouse Library into a civic square and improve the access and appearance into the library and neighbouring Arts Centre. Through this work the appearance of Muirhouse Shopping Centre, particularly the Mall, will be addressed as this has been a priority of the community for a number of years.

### *Community Engagement in Regeneration*

The Improving Muirhouse and Pennywell (IMP) development group continues to function as the key opportunity for the community to participate in the regeneration of the local area. In spring 2014 a regeneration programme manager for North was appointed who has focused on continuing to strengthen the IMP's ability to listen to and inform the community on regeneration matters. The Neighbourhood Partnership has agreed to support community councils to run a Regeneration Conference in late September to ensure that the widest possible range of people are able to influence these developments over time.

### *Exploring Cooperative Approaches*

At West Pilton Crescent 34 new homes are almost complete and will be let through EdIndex. The first people to move in will take up their new homes in Autumn 2014. During the letting of these homes people are being offered the opportunity to take part in a cooperative approach within the site. The actual approach taken will depend on the intentions and interests of the new residents though we are working towards involving local organisations within taking this forward.

## **Forth Community Map**

This year saw an update of the community map of services and community venues around Forth being produced in a partnership between Living in Harmony and the Forth Neighbourhood Partnership with input from Total Craigroyston. An online version was created ([www.northedinburghmap.org.uk/](http://www.northedinburghmap.org.uk/)) to complement the printed copies that have been distributed across the area.

## **Reflections:**

Over the last year we have continued to make progress over a number of measures and progress has been made in these areas:

- Attainment
- Literacy and numeracy levels
- Positive destinations
- Reducing School exclusions
- Reduction in youth crime (overall)

We have continued to make progress on improving partnership working at local level. Staff have welcomed the opportunity to come together through local training and have indicated that their relationships are strengthened as a result.

Local health services are using community based venues and are therefore more accessible to local families.

Families requiring additional support from early years services are receiving a quicker response through the developing changes in the referral procedures being tested by Health Visitors and Early Years staff.

Our Support in Time meetings are building better partnership working and are effective in ensuring that families receive help and support at the right time.

We have had some success in supporting families in a different way by applying the principles agreed for the 'Our Families' .

Craigroyston Community High School has identified several important changes to be implemented in the forthcoming session, including a completely revamped senior phase curriculum focusing on skills for employment, a no-exclusion policy and a re-introduction of a first line guidance system throughout the school. The primary schools have continued to focus on improving reading and writing and have now agreed to develop a culture of reading across the schools and the community. In addition, CCHS will implement the Mentors in Violence Prevention and the primaries, the Rights, Respecting schools approach to contribute to tackling anti-social behaviour and youth crime over the long term.

The Neighbourhood Partnership has developed a new community plan which is complementary to the work of Total Craigroyston and it is likely that two of the areas for action will be taken forward by partnership groups established through Total Craigroyston. This is to be welcomed as it will support the long term sustainability of our work.

## **Challenges**

Our work in the Our Families workstream has not been easy. The fuller report gives more detail about the process undertaken and the way in which it has developed. This piece of work has raised important issues about commitment, analysis, professional integrity, trust, responsibility and purpose. One of the important elements of the Our Families work has been the introduction of the multi agency reflection sessions. It should be noted that Social Work is moving in a similar direction and is preparing to pilot a multi-agency self evaluation around specific cases.

Youth crime in North Edinburgh is a wicked issue that needs some creative thinking. It is evident from the experience described that there is no shared understanding of the problems faced in the local community and therefore no agreement about a possible solution. Joint work between

services appears to be at the level of information sharing rather than working together to agree a genuine joint approach to tackling the issue. Parity of esteem between professionals is vital in this regard and until we can genuinely listen to each other and appreciate each other point of view we will not make progress. In addition there needs to be a greater understanding about the effect that youth crime and anti social behaviour has on the wider community, the quality of life and the life chances of other children who live in the community.

The development of an approach that has the community at its heart and is based on a different type of relationship needs further thinking. Although staff and organisations will say that they are focussing on assets and strength, our system is built on identifying need. In moving to working on assets we will need to develop new models of practice and different systems to support this. This will need commitment from all partners. Action needs to follow intention. We also need to recognise that adopting an assets based approach will not mitigate structural inequality that exists within our society.

The BOLD team is taking forward the development of a neighbourhood model of service delivery, and colleagues in South West Edinburgh are developing better joined approaches in their neighbourhood. There has been some discussion about bringing all of these workstreams together into a single management structure and this would make good sense in order to share learning and improve capacity for change.

#### **Ongoing direction**

- Robust planning (refresh action plan to allocate specific tasks to specific people either in team or on TCMG)
- Clear outline of priorities for next two years.

## Appendix 1: Key Outcomes 2014

At the commencement of Total Craigroyston a number of key outcomes were outlined that would mark the contribution the initiative was making.

### ➤ Children come to school ready to learn

P1 literacy results show a marked improvement with clear evidence of schools closing the gap in terms of early literacy - two schools are now above the national average.

### ➤ Children achieve their educational potential

#### Improving Literacy and Numeracy

**Maths** - One of the primary schools has shown good improvement in this area. Lessons from the approach taken and how this can be extended to other schools in the area is a focus of the coming year. Staff development in numeracy is a key focus.

**Reading and Spelling** - Positive shifts for pupils at primary level. Using the Fresh Start programme two of the schools have made significant progress.

#### Attainment

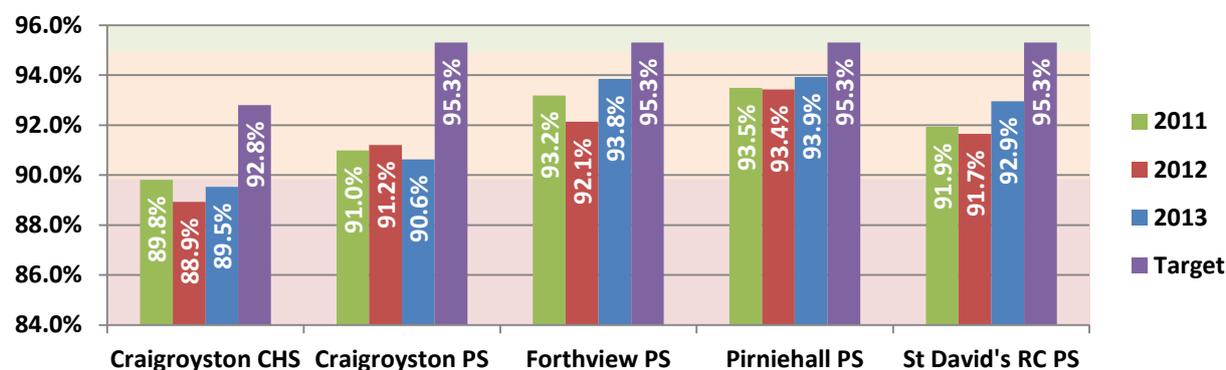
	2014
<b>Pupils leaving S4 (%)</b>	
5 Qualifications at Level 3	92
5 Qualifications at Level 4	56
5 Qualifications at Level 5	9

Note: S4 results for this year are assessed using the new courses under Curriculum for Excellence so are not compared to previous years.

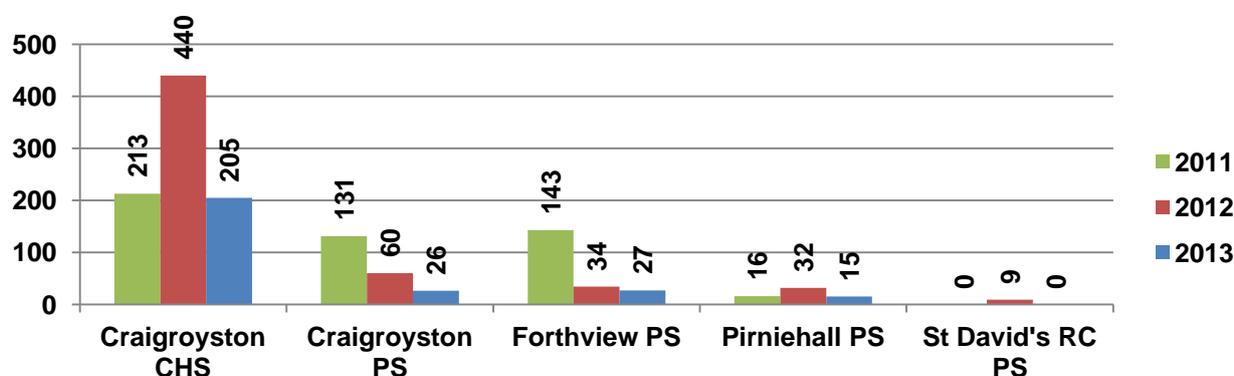
	2012	Change	2013	Change	2014
<b>Pupils Leaving S5 (%)</b>					
5 Standard Grades at Level 3	79	+10	89	+11	100
5 Standard Grades at Level 5	20	+4	24	-7	17
1 Higher at Level 6	18	0	18	+3	21
3 Highers at Level 6	2	+5	8	+3	11
<b>Pupils Leaving S6 (%)</b>					
Standard Grade in English and Maths	91	+5	96	+2	98
5 Standard Grades at Level 3	72	+7	79	+10	89
5 Standard Grades at Level 5	10	+13	23	+2	25
1 Higher at Level 6	11	+15	26	0	26
3 Highers at Level 6	1	+4	7	+7	14
5 Highers at Level 6	1	+1	2	+5	7
1 Advanced Higher at Level 7	0	0	0	+4	4

➤ **Fewer children need to be excluded / fewer children truant**

Annual Attendance (2011-13)



Exclusions (2011/12 - 13/14) - half days lost



➤ **More school leavers go into education, training and employment**

Positive Destinations

	2009/10	Change	2010/11	Change	2011/12	Change	2012/13
Craigroyston CHS %	67.0	-5.5	61.5	+15.9	77.4	+2.1	79.5
Edinburgh %	82.5	+4.9	87.4	+2.4	89.8	+1.2	91.0

➤ **Improve family support so that fewer children need to be taken into care**

Cluster Support-in-Time meetings have continued to prove useful in identifying early opportunities to support families. The high level of partnership work has facilitated this positive progress.

## Looked After / Children in Need

	31/03/2014		31/12/2013		30/09/2013		30/06/2013	
	North	% of Edin total						
<b>No of LAC</b>	276	20%	263	19%	280	20%	271	19%
at home	71	21%	70	21%	71	20%	75	20%
away from home	205	19%	193	19%	209	20%	196	19%
<b>No of CPR</b>	64	22%	70	23%	53	20%	55	22%

### ➤ Improve outcomes for children in care

All Looked after Children, and Looked after and Accommodated Children have an allocated social worker who works to an agreed plan which is regularly reviewed. Where necessary any additional services that are required are brought in to assist in the support of these children and young people. Links between social work and education staff are strong and schools regularly monitor the educational attainment of looked after children.

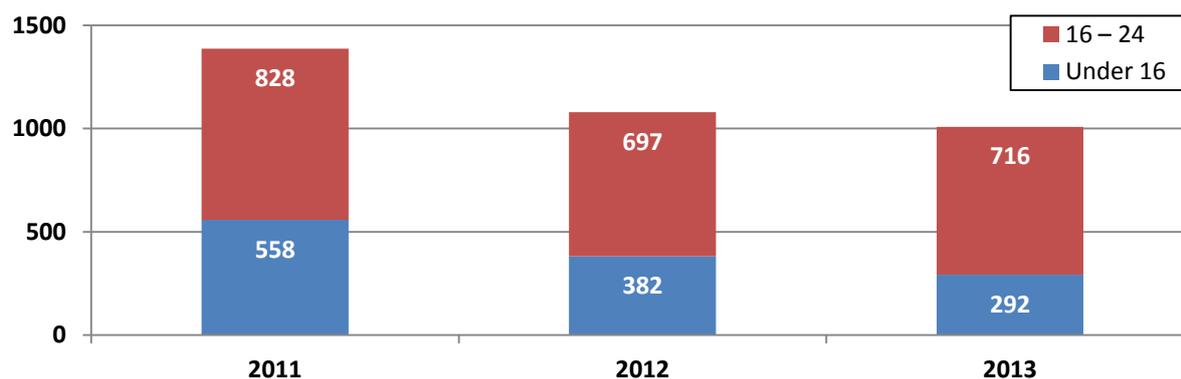
### ➤ Housing/Homelessness

Presenting as homeless	2009/10	2010/11	2011/12	2012/13	2013/14
Single Parents	123	95	84	68	95
% of Total North	36.72%	27.38%	25.85%	25.56%	30.16%

Presenting as homeless	2009/10	2010/11	2011/12	2012/13	2013/14
Couples with Children	22	25	23	24	28
% of Total North	6.57%	7.20%	7.08%	9.02%	8.89%

### ➤ Fewer children involved in offending / repeat offending

Crimes committed by under 25 (Forth Neighbourhood, Police Scotland)



Crimes Committed by Under-16s (2013, Police Scotland)

