

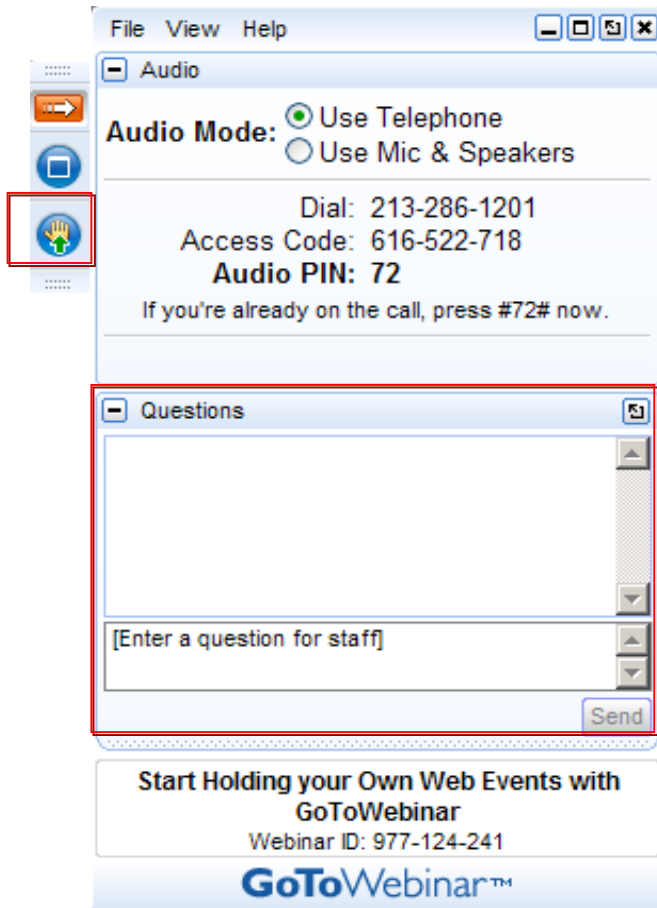
Me, My Family, My Home, My Friends and My Life

better lives for children, young people and families

2016

Webinar: Friday 20th May 2016

how the webinar works



- You will see a toolbar like this on the right hand side of your screen
- Questions can be typed in to the 'enter question here' box

Introducing...



Andrew Baxter
In Control



Nic Crosby
In Control



Tricia Nicoll
In Control

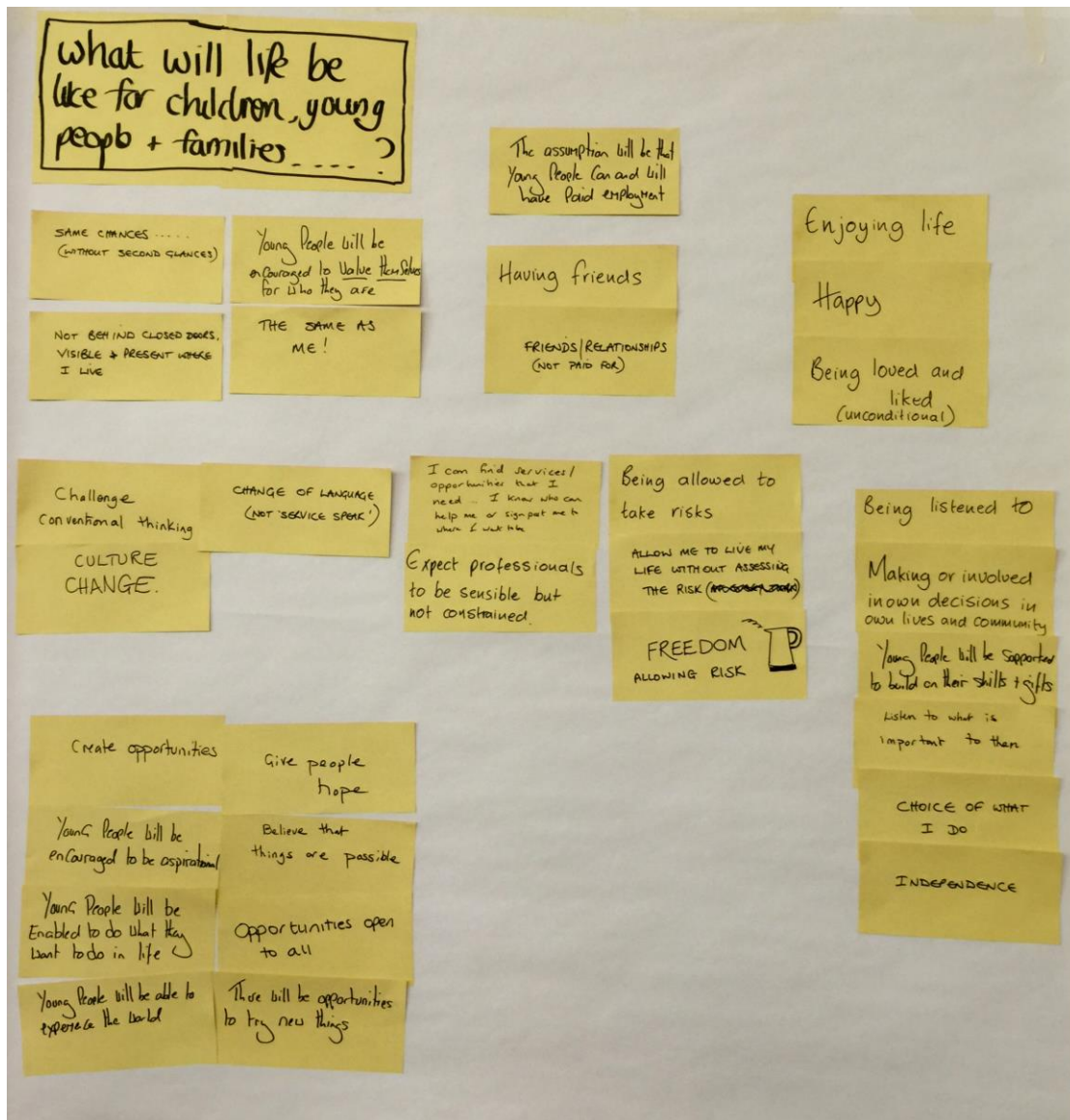


Nic Crosby

Introducing the project and sharing some of the headlines

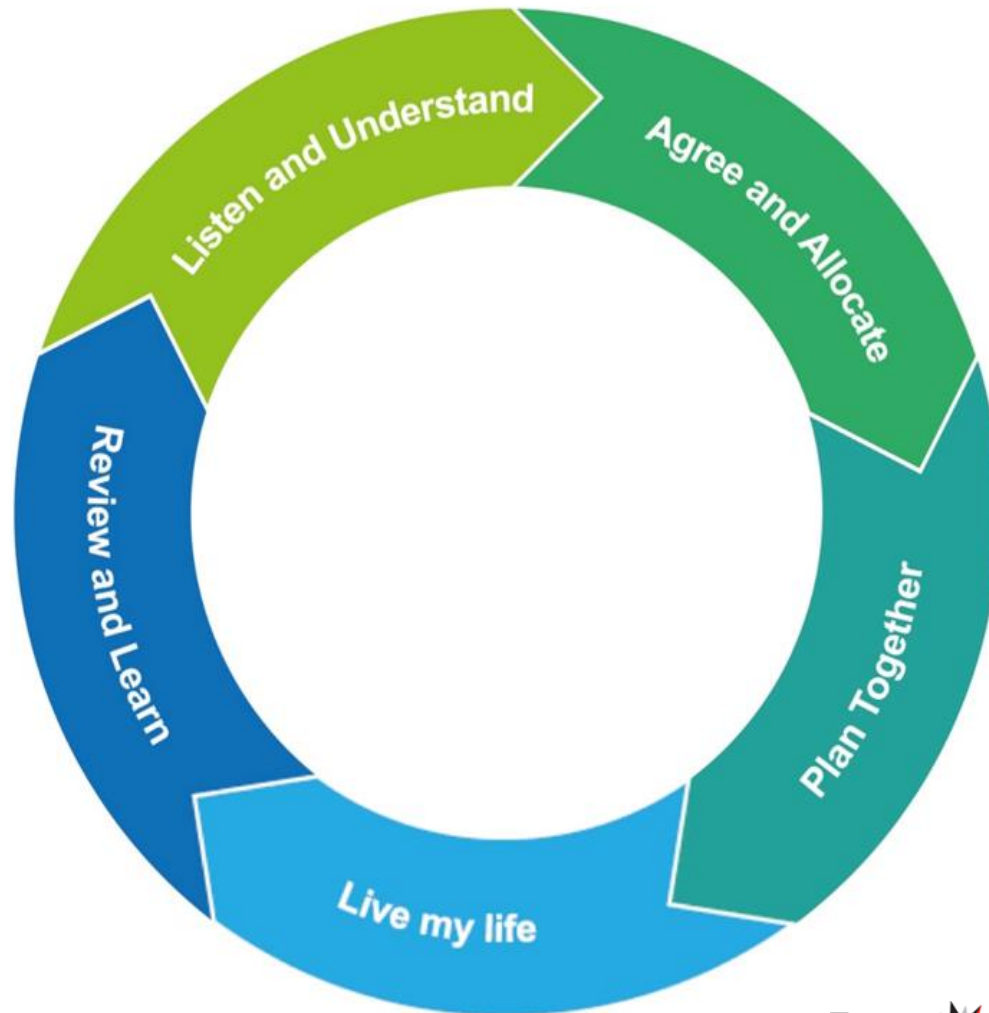
Me My Family My Home – the last year of work

- Funded by the DfE
- 6 areas, one IC team site support person, 30 days of time per site
- Supporting ‘children and young people with complex support needs and complicated home/family lives
- No big training programme, mainly mentoring and co-working
- No toolkit simply ‘a framework for keeping it simple’



- Build a vision of what you are wanting to achieve
- Extend the invitation to community people not just those from service land
- Co-produce Co-produce Co-produce!

a Framework for Keeping it Simple



key messages

- If we are honest this was a project about supporting children, young people and families who the system has failed
- The complexity of the system means it will forever fail families unless it is simplified and unless children and young people are put at the centre
- Silos of service – health, education and social care often simply act as a forum for arguments about who does what.....and every argument simply illustrates how un-person centred we are

Me, My Family, My Home, My Friends and My Life

better lives for children, young people and families

2016

Tricia Nicoll

Work and learning from Leicester

The approach we took in Leicester

‘Would you tell me, please, which way I ought to go from here?’

‘That depends a good deal on where you want to get to,’ said the Cat

‘I don’t much care where-’ said Alice

‘Then it doesn’t matter which way you go,’ said the Cat.

‘-so long as I get SOMEWHERE,’ Alice added as an explanation.

‘Oh, you’re sure to do that,’ said the Cat, ‘if you only walk long enough

The approach we took in Leicester

Two big questions....

- what will life be like for children, young people and their families?
- what do we need to learn to do better or differently?

....pondered by a range of people



What will life be like for children, young people + families ... ?

The assumption will be that Young People can and will have paid employment

SAME CHANCES (WITHOUT SECOND GLANCES)

Young People will be encouraged to value themselves for who they are

Having friends

Enjoying life

Happy

Being loved and liked (unconditional)

NOT BEHIND CLOSED DOORS, VISIBLE + PRESENT WHERE I LIVE

THE SAME AS ME!

FRIENDS/RELATIONSHIPS (NOT PAID FOR)

Challenge conventional thinking
CULTURE CHANGE.

CHANGE OF LANGUAGE (NOT 'SERVICE SPEAK')

I can find services/ opportunities that I need ... I know who can help me or signpost me to where I can go
Expect professionals to be sensible but not constrained.

Being allowed to take risks

ALLOW ME TO LIVE MY LIFE WITHOUT ASSESSING THE RISK (ASSASSINATION)
FREEDOM ALLOWING RISK

Being listened to

Making or involved in own decisions in own lives and community
Young People will be supported to build on their skills + gifts
Listen to what is important to them
CHOICE OF WHAT I DO
INDEPENDENCE

Create opportunities

Give people hope

Young People will be encouraged to be aspirational

Believe that things are possible

Young People will be enabled to do what they want to do in life

Opportunities open to all

Young People will be able to explore the world

There will be opportunities to try new things

- 'the same as me'
- friends and relationships
- the assumption of paid work
- happy, loved and liked
- listened to - shared decision-making and real choices
- positive risks
- big aspirations and actions (from everyone) for big lives....
- ...changing the way we do things around here..from service to a life

What do we need to learn to do better? differently?



perspective

prioritise

If we're not making mistakes we're not learning

Don't be afraid to challenge

Professionals are challenged on their own values and beliefs

Support is flexible and based on what the person wants

Flexibility

Encourage specialists to promote independence & move towards the ordinary

Being creative & not bound by agencies, criteria, etc.

Procedures, Processes + Protocols Need to change

Don't just follow the rules, system etc process, protocols

Move outside our silos

Challenge your community when it lacks some opportunities

"Service land" is shrinking

Know what your community offers and use it.

Encourage mainstream to be more inclusive & creative (not say no straight off)

Be creative in finding solutions

Learn to everyone will trust each other

COACHING APPROACH.

Coaching

Don't panic

WILL HAVE LEARNED TO LISTEN ACTIVELY

Active listening

Step back, look, listen and think

Listen to young people and act on what they say

Trust families to find their own solutions

Communication is required and used in all its forms

understanding.

Non judgemental

Belief everything is possible
Look at the person not the label.

Respect individuality

Don't make assumptions

It's ok not to know what you want to do with the rest of your life

Young person is in control of their life and decisions

Remove the 'box'

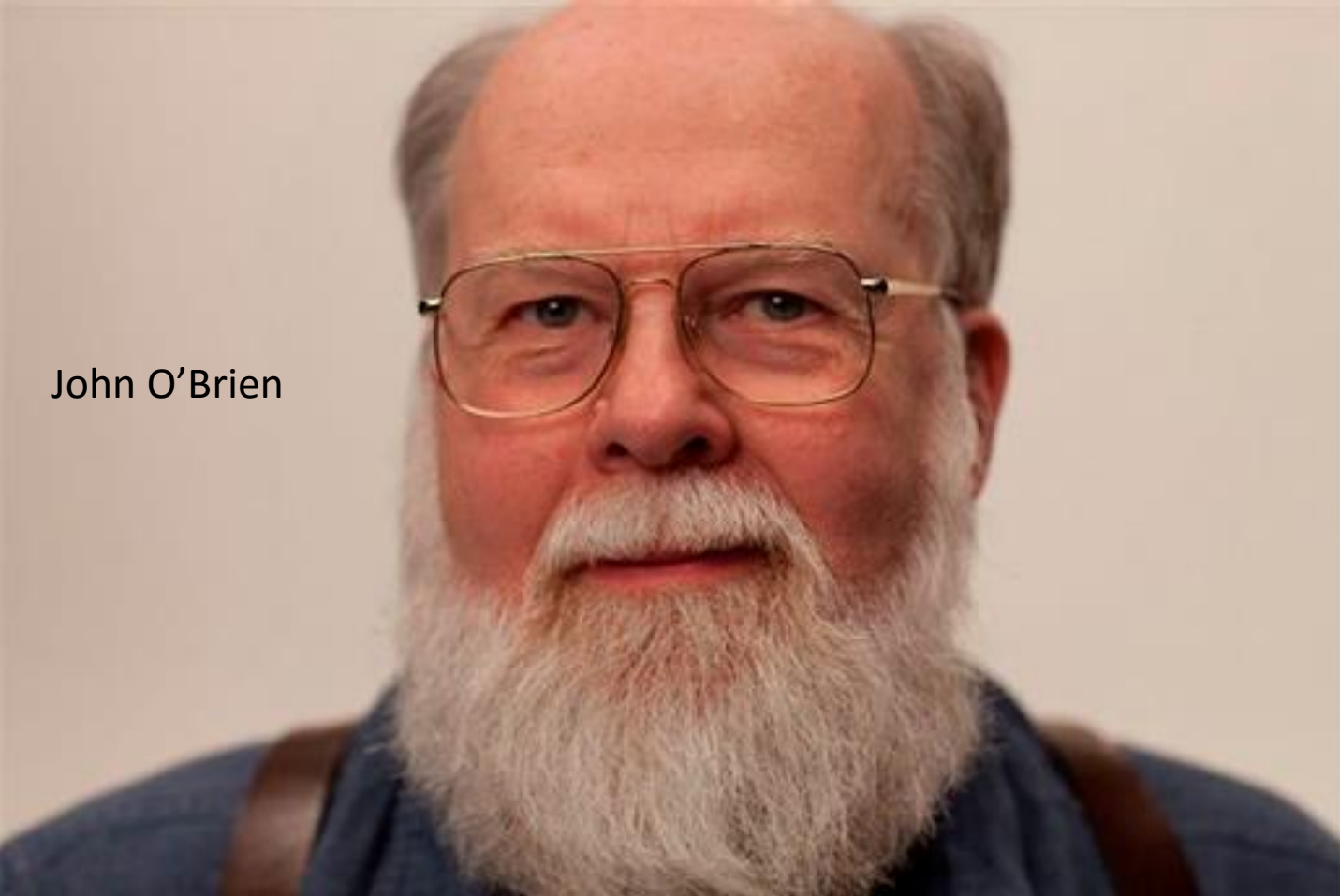
Possibility.

Forget about money

Low cost
No cost

families will recognise success can be small steps

- the challenge and confidence to 'just try'
- make the processes work
- flexible support
- no assumptions: positive and possible
- community first
- listen listen listen
- more than just money

A close-up portrait of John O'Brien, an older man with a full white beard and mustache, wearing glasses and a blue shirt with brown suspenders. The background is a plain, light-colored wall.

John O'Brien

“Search for capacities, seek connections, be open to yes....”
What would it take?

What have we learned?

Start with ordinary: if it was my son or daughter or friend, what would my response be?

Plan for a solution, not for planning's sake

Believe in and trust young people and families to know their solutions - indeed expect it (ask the 'what would it take?' question)

Change doesn't happen simply by telling workers to do things differently, or even just with training. The modelling and mentoring approach is key, as is the freedom and support for workers to try something different

What have we learned?

The system is a great big creaking oil tanker that needs to be turned. Each one of us is a *trim tab* in that process

There are going to be things you need to do differently (processes, policies etc etc etc). Sort this out as quickly and as efficiently as possibleand with a clear sense of, 'if this was me and my son or daughter, would it be clear and straightforward to navigate?'

Be brave about how Council money is spent

Keep sharing the learning - the stories of different and better lives. There is nothing more powerful

questions and discussion

Every argument about funding, or who is meeting which needs..... simply reminds us how un-person centred our services are.....how, what ever is said, children, young people and families are not at the centre...

The full report including audio files from people involved in the project over the past year can be viewed at

<http://www.in-control.org.uk/what-we-do/community-of-change/children-and-young-people/our-work/me,-my-family,-my-home,-my-friends,-and-my-life.aspx>

Me, My Family, My Home, My Friends and My Life

better lives for children, young people and families

2016

andrew.baxter@in-control.org.uk

nic.crosby@in-control.org.uk

tricia.nicoll@in-control.org.uk