

Believe in  
children



Barnardo's  
Scotland

# Barnardo's Scotland

SPACE, Rollercoaster,  
Barnardo's Works and  
Dundee Family Support Team Services  
Annual Report 2008–2009

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# Barnardo's Vision

Is that the lives of all children and young people should be free from poverty, abuse and discrimination.

## Our Purpose

Is to help the most vulnerable children and young people transform their lives and fulfil their potential.

## National Overview

The year 2008/09 was a challenge for many of our services. Local authorities faced severe funding constraints and, quite understandably, looked to their voluntary sector partners to make efficiency savings. Barnardo's Scotland responded with an extensive programme of reviews designed to ensure our ability to continue providing excellent services within tight financial constraints.

Our policy activities were focused on child poverty and the demonisation of young people. We received a high profile in the media on these issues and most of the coverage was positive. Being able to draw on direct experience from our frontline work was an enormous benefit and added credibility to our campaigning. We were also delighted that Tam Baillie, our Policy Director, was appointed as the new Scottish Children's Commissioner.

Last year was also a significant milestone in our efforts to increase the scope of our work with children and young people across Scotland. Our employment programme for 'More Choices More Chances' young people, called Barnardo's Works, went from strength to strength with a new service commencing in Highland and agreement reached for a service in Edinburgh. Other developments included a parenting programme for disadvantaged families and a specialist service to tackle children with harmful sexual behaviour. We also won new work through competitive tendering and this has helped boost our work with disabled children in particular.

All of our services are committed to achieving positive outcomes and I hope this annual report conveys some of the passion of our work.

**Martin Crewe**  
**DIRECTOR, Barnardo's Scotland.**

# Our Current Services in Dundee

**SPACE (Supporting Primary Aged Children Early) Children's Service** supports primary aged children who are experiencing significant difficulties at school and/or home in an effort to ensure they remain in mainstream education and with their families in the community.

**Rollercoaster Service** provides direct support to children, young people and their carers affected by trauma, bereavement and loss. The service also develops resources for professionals to use when working with children. Training and consultancy programmes are also available for staff in education, health, social work and the voluntary sector.

**Barnardo's Works Dundee** assists disadvantaged young people aged 16–24 to secure independent, sustainable employment or guaranteed interviews. This is achieved through the provision of: personal, tailored support which develops skills and confidence; quality training, relevant to the industry; comprehensive work experience; and supported, waged employment. Young people must live in Dundee, be eligible for Get Ready for Work or New Deal and have barriers to employment.

**Dundee Family Support Team** provides community-based support services, including playschemes, residential holidays, a sitting service to children and young people with significant learning disabilities and their families in Dundee as well as emotional support, group work and preparation and presentation of (Section 23 Children's Act 1995) Child & Family Needs Assessments.

**Polepark Family Services** is a 'cluster model' of services comprising:

- **Polepark**, which works with families with children who have been hurt and abused. Through a range of therapeutic supports, the service aims to help children recover from their experiences and rebuild family relationships. Training and consultation are also provided to professionals.
- **Bridge**, which provides a range of therapeutic services to reduce sexually harmful and concerning behaviour displayed by children and young people. This service also provides training and consultation to social work staff and other professionals.
- **FACE (Fighting Against Child Exploitation) incorporating "Runaways"**, which aims to make a difference to the lives of children, young people and their families who may have been or who are at risk of sexual exploitation and/or running away. Working from a child-centred approach, the service enables young people to take the lead in aiding their own recovery, through creative arts (e.g. "Nae Danger"), solution-focused therapy, Signs of Safety and "keeping safe" work. The service also aims to raise awareness of the complex issues relating to child sexual exploitation and running away and delivers training and consultancy around both these issues, plus internet safety.
- **Tayside Domestic Abuse Initiative**, which is an outreach service of Polepark Family Service in Dundee. The Initiative, which is a unique partnership between Tayside Police and Barnardo's Scotland, has been operating throughout Tayside since 2000. The three Barnardo's workers are co-located in Arbroath, Dundee and Perth with Tayside Domestic Abuse Officers and have developed skills and expertise in responding to domestic abuse issues. The majority of referrals are from the Police as incidents occur. Referrals are also accepted from other agencies and self-referrals. The work includes providing information, empowerment and support to victims of domestic abuse and their children, as well as information to assist planning for children who have experienced domestic abuse.
- **PLEASE SEE SEPARATE REPORT**

# Overview

This year our Annual Reports are in a different format, having been prepared on a local authority basis rather than having an individual report for each of our services. And instead of printing hard copies for distribution, we intend to circulate PDF versions, electronically.

Change has to some extent characterised much of our work in 2008-09 as services adapted to the emerging priorities of local authorities as outlined in Single Outcome Agreements.

We do not underestimate these challenges but remain committed to working in partnership to improve the situation of our children and young people.

This report reflects the skills, experience and commitment of a dedicated workforce. The findings demonstrate the fact that we are achieving positive outcomes for a high number of children and young people and their families. Evidence from our recently introduced outcomes framework demonstrates how effectively we are working as a single agency but, importantly, we recognise that some outcomes are clearly achieved by contributing to more effective integrated approaches to working with other agencies.

**Increasingly we receive a great deal of valuable information from service users on what is working well and ways in which we can be even more effective. During 2009-10 we will continue to develop our services with our service users and look for more innovative and creative ways to make efficiency savings to ensure we grow and develop to meet current and growing demand for our services.**

I would like to take this opportunity to thank our staff for all their work, and also our partners and individuals across the statutory and voluntary sectors for their continuing support. Your contribution to our work is much appreciated.

**Irene McGugan**  
**Assistant Director, Children's Services**

# ***Children have a right to be healthy***

- **Children and young people are mentally and emotionally healthy**

## **SPACE**

### **What we did**

The solution-focused, systemic work of SPACE promotes a collaborative and enabling child-centred approach. The service has demonstrated that by harnessing the knowledge, expertise and resources held by families and those who know the child best, it is possible to pave the way for positive change and helpful outcomes, without relying on in-depth assessments and additional resources. By establishing a coordinated 'Support Group' around each child and identifying realistic shared goals, SPACE has proven that hopes for positive change more often than not become a reality.

The innovative 'Support Group' approach is complemented by a range of enabling and empowering SPACE interventions, which include:

- 1:1 therapeutic work.
- Family/parent support.
- Volunteer befriending.
- Sibling support.
- Video Interaction Guidance.
- Teacher support.
- 1:1 and small group school support.
- Social skills groups.



All SPACE work focuses directly or indirectly on improving the mental health and wellbeing of children in terms of them feeling more confident, happier and more secure.

### **What difference did we make?**

SPACE regularly collates information from children, parents and referrers in order to measure progress against agreed outcomes, all of which play a part in promoting improved mental health of children. Feedback over the past two years demonstrates the success of SPACE interventions:

% of children showing.....	<u>Improvement</u>	<u>Significant Improvement</u>
Improved behaviour at home:	89%	62%
Improved relationships at home:	66%	44%
Improved behaviour at school:	81%	62%
Improved relationships with adults:	63%	38%
Improved relationships with children:	84%	57%
Increased confidence:	87%	56%
Increased social interaction with peers:	72%	54%

We know from longer-term evaluation and information collated since 2001 that 93% of children involved with SPACE have remained at home with their families and 91% have remained in or completed their education in mainstream school.

When talking about his aspirations, he said, "I want to be a stunt man, famous actor." Asked if he would come back and give us his autograph, he replied **"Yes, when people know how you helped me, they will want your autograph... and you'll be famous too."**  
**(Child 9 years 5 months, June 2009)**

*"He is no longer the child who used to stand out from other children"*  
**(Teacher, April 2009)**

*"In all my experience of agencies, Barnardo's are the only agency who have given support and not just popped up, but been there for each member of the family. They listen and are not judgemental"*  
**(Grandparent/Carer June 2009)**

- **Children and young people are mentally and emotionally healthy**

## **ROLLERCOASTER**

### **What we did**

In order to achieve healthy development and take part in society on an equal footing with others who are mentally and emotionally healthy, children, young people and their carers affected by trauma, bereavement and loss may require additional support to achieve:

1. Improved mental health and wellbeing
2. Improved family communication
3. Recovery from bereavement/trauma

"Key2connect"

At the Rollercoaster service we use a model developed specifically to support individuals affected by trauma, bereavement and loss. The model is called Key 2 Connect and makes use of a range of therapeutic approaches such as solution-focused brief therapy and Eye Movement Desensitisation Reprocessing therapy (EMDR).

We always ask permission from the child and young person if it is OK to begin addressing their particular needs and match the support to their individual circumstances.

We screen for trauma symptoms and work to eliminate these so healthy grieving can occur. We also work with the family system to support members being a resource to each other.

At Rollercoaster we are continually striving to raise awareness of the trauma, bereavement and loss needs and rights of children and young people through training and consultation. We also work to influence and promote change in culture, systems and practice wherever adults from other agencies come into contact with children and young people.

### **What difference did we make?**

Last year, Rollercoaster was able to support 56 families affected by trauma, bereavement and loss. We also supported a number of schools in dealing with sudden deaths and critical incidents which affected large numbers of the school communities.

Every child who attends the Rollercoaster service reports a positive change in their happiness after just one meeting. The difference this makes to that individual and their family is connected to their best hopes being realised.

One child's best hope was to be able to talk to their mum about what happened. The child's mum was not able to talk about what happened as they were suffering from post traumatic stress disorder (PTSD). The mum was able to be supported by using EMDR and her symptoms went away. She was then able to talk about what happened and the child's best hopes were realised.

Another child wanted to be calmer and able to concentrate at school. This child was supported to recognise the signs of becoming distressed and then being able to communicate with an adult about needing help to self-soothe. This meant working closely with the child's parent and the school staff. The difference made for this child was they felt safer and therefore more relaxed, were able to form trusting relationships which helped with communication and experienced more confidence which helped in social situations; overall these benefits helped with learning.

A film was made at Rollercoaster about the needs and rights of young people affected by trauma, bereavement and loss. We showed this film to over 500 children and adults and this raised their awareness by an average of 36%. Not bad for a half-hour film.

# ***Children have a right to be included***

- **Children and young people engage in further education, employment or training on leaving school**
- **Children and young people are ready for employment**

## **BARNARDO'S WORKS DUNDEE**

### **What we did**

#### **ENGAGE   TRAIN   QUALIFY   EMPLOY**

At Barnardo's Works Dundee we provided

- Personal, tailored support which develops skills and confidence
- 26-week employment placement – supported, waged employment at 13 weeks
- Quality accredited training, relevant to the industry
- Comprehensive work experience

The Barnardo's Works programme accommodates up to 18 young people aged 16 to 24 years at any given time.

### **What difference did we make?**

**97% of young people on the programme gained accredited qualifications.** These included training in First Aid; SHEA; NRSWA; GN01; NPTC (Chainsaw) Course; Manual Handling; Electrical Awareness Course; KW 2.5T Grundowinch Course; MEWP (Mobile Elevated Work Platform); CSCS H&S Operative Test; Climber Training for Masts and Towers; National Water Hygiene; SVQ Business Admin Level 2; Symology Course.

**84% moved into employment.** 4 young people who had not reached the employment stage were still on the initial 13-week programme.

**95% sustained employment at 3 months,** with 11 young people on waged employment who had not reached the 3-month stage.

**94% sustained employment at 6 months**, with 2 young people on waged employment who had not reached the 6-month stage.

*When I left school I was determined to get a trade but I am glad I grabbed the opportunity that Barnardo's Works offered with SSE Metering Support. This opportunity has been a stepping stone to a fantastic career.*

**(Barnardo's Works trainee)**

**87% of young people with an offending background reported there was a reduction in risk activity whilst they were on the programme.** This was evidenced through service user evaluations using the assessment wheel and scaling.

*I feel that I have broken the cycle of continually breaking the law. I have changed from a boy with a carefree attitude to a responsible adult. Having a job isn't just about having money in my pocket; it's the buzz I get from saying, "I have a job."*

**(Barnardo's Works trainee)**

**Young people were given more choice of placements with our Employer Liaison Officer's efforts resulting in additional employers, including Scottish Water, Aqualay, Scotia Gas Networks, RAS Crockett and NHS Tayside.**

**3 young trainees won national UK Youthbuilding Awards.**

*"We commenced a pilot with Barnardo's Works in Dundee in September 2008 where we offered two trainee placements with our leakage team. I was extremely impressed by the level of support provided by the Barnardo's Works team to myself and my colleagues but more importantly to the trainees themselves. In my view this support and commitment was vital in making the pilot a success and securing employment for the trainees at the end of the six-month pilot."*

**(Paul Campbell, Development Manager, Scottish Water)**

# ***Children have a right to be nurtured***

- **Children and young people have security and stability and are cared for**

## **DUNDEE FAMILY SUPPORT TEAM (DFST)**

### **What we did**

The Family Support Team, which was established in 1985, is a community-based support service for children and young people in the age range 0-19 years who have significant learning disabilities and their families living in the city of Dundee. This long-established partnership with Dundee City Council Social Work Dept aims to:

- Promote the growth, development and wellbeing of each child.
- Build on the existing strengths of families.
- Offer choice to children and their families.
- Respond quickly to changing needs.

During the past 12 months:

- we recruited, supported and deployed a total of 136 volunteers, ranging in ages from 16 to 65 years
- we ran a total of 10 swimming sessions for 5 Project families, with support from Dundee City Council Education Department through the use of the Kingspark swimming pool
- with the support of the Brae Ability Centre we provided a once-weekly horse-riding opportunity, which ran for 11 Saturday mornings, for 5 children/young people
- we provided 2 x 4-day activity-based residential holidays at the Abernethy Trust Nethybridge Centre, attended by 10 young people and 6 Project families
- we supported a total of 6 families through our Sitting Service, which was rated a “good service” by the Care Commission during inspection in most areas and “very good” in respect of user involvement and participation
- we provided a once-weekly group, which ran for 7 weeks, for a total of 12 siblings/young carers in partnership with the Young Carers Project, Dundee

- our 3 family workers, 2 of whom are part-time and one full-time, compiled and reviewed a total of 16 Child and Family Needs Assessments (Section 23, the Children (Scotland) Act 1995), which were presented to the Local Authority Shared Care Group or Family Support Panel respectively
- our Playscheme Programme supported:
  - o 62 children at Easter, through 11 group sessions, over a 9-day period.
  - o 102 children during the 6-week Summer Programme, which ran for 30 days and provided 58 sessions, split between Dudhope Street and Kingspark School. As part of this total 10 young people were supported through our 1:1 Out and About service, through 35 sessions.
  - o 54 children during October school holidays through 6 sessions.
  - o 13 children at Christmas, through 2 sessions.
- we further developed our work on Project Outcomes, which we hope to implement as part of our Summer Playscheme Programme evaluation 2009. We will focus in the main on the benefits to children in taking part in, and the value to families through, short breaks. In addition we hope to measure the impact which supporting disabled children has on volunteers. Do meeting and working with our children lead to increased knowledge around disability and, most importantly, a positive change in attitude towards disabled people and increased confidence to become involved?
- we supported a total of 153 Dundee families
- we ran, during the course of the year: 75 Morning Drop In sessions (Parents' Support Groups) attended by 8 parents per session, as an average
- we provided 4 student placements during this period, which included a 6-month social work placement and 3-month Community Education placement. Our social work student co-ran a weekly Drama Group, which ran for 13 weeks and culminated in a young people's hard-hitting and powerful presentation at the Future Matters information event, which sought to highlight young people's hopes and fears for the future. Our Community Education student carried out some highly important local research, which we hope may underpin a future development in the field of supported employment for young people with learning disabilities. In addition our student who took part in a 3-month work experience placement from Dundee University carried out valuable research by interviewing over 27 Project families, seeking their views and opinions on the Project as a whole and areas for improvement.

## **What difference did we make?**

### **Families feel less isolated:**

*“The Project is a backbone, I wouldn’t have any support without Barnardo’s.”*

*“They listen to you, they are there to help, explain unclear things to you well, are supportive and provide you with information or, if they don’t have the information, they will try and find it out for you.”*

Users’ Survey 2008

*“Watching Stephen joining in the activities, our family canoeing and enjoying the healthy meals, all made for a great weekend.”*

Nethybridge Family Weekend - Oct 2008

### **Parents will benefit from short breaks:**

*“My son always comes home happy and exhausted.”*

*“The Playschemes give mum and dad a day off.”*

Summer Play Schemes

*“The Sitting Service is superb, but took a while to set up.”*

*“The Playschemes give me a break from caring for my daughter, who is a handful.”*

Users Survey 2008

### **Children and Young People will make new friends and increase confidence in taking part:**

*“I liked going on the zip wire.”*

*“I enjoyed the whole weekend.”*

*“Watching all the young people singing and dancing to High School Musical was great and to see them engaging and having fun together made my holiday.” – from a Project Volunteer*

Nethybridge Family Weekend - May 2008

### **From the User Survey 2008:**

*“The Sibs Group is great, the kids love it.”*

*“At the Playschemes my daughter gets out and gets to interact with others; as she doesn’t have any friends the play days are her only opportunity to meet other kids.”*

### **Lastly:**

*“Support is excellent and I know that I can phone up and speak to someone. The staff who have been at the Project a long time really know their stuff; drop in mornings have also been a great support, they feel like a family and no one judges you as everybody is in the same situation.”*

Users’ Survey 2008

# *Influencing*

## **During 2008 SPACE was:**

- selected as a finalist for the **Scottish Social Services Council's Care Accolade Awards** and received a **Special Commendation** for its innovative and successful work.
- invited to showcase its work at a national conference 'All Bar None' and at the 'Scottish Learning Festival', both organised by 'Learning and Teaching Scotland'.

## **During 2008 Rollercoaster:**

- Barnardo's Scotland undertook the Dead Right N.O.W. consultation with young people on trauma, bereavement and loss
- collaborated on this national consultation with local authorities and health boards throughout Scotland in seeking the views of young people. The data and key messages formed a series of local reports, with one national report currently being disseminated widely through the Scottish Youth Parliament. This work has helped a number of local authorities to consider how best to support children and young people by adapting service systems to include trauma and bereavement needs
- contributed to a programme of training events which help to influence practice and culture for those in attendance. On average, participants reported increases in their knowledge, skills and confidence by as much as 80%.

## **During 2008 Barnardo's Works Dundee:**

- young people completed Service User assessment & evaluations – conducted at induction, throughout the programme via 4- to 6-weekly support appraisals and at the end of the programme
- young people have played host to visits from MPs, MSPs, Barnardo's personnel and council members, and potential employers
- young people have been part of recruitment interview panels for Barnardo's Works Dundee staff
- service users have written case studies for Barnardo's and our funding partners and have contributed to magazine and newspaper articles.

## **During 2008 DFST:**

- ran an annual 'Have Your Say Day', this year for children under 8 years, which took the form of a Teddy Bears' Picnic and was attended by 7 children
- also took part in an internal Participation Pilot which will in future ensure that the children and young people who use our services are at the centre of our thinking, and additionally was the subject of an internal 3-day inspection from Barnardo's Central Audit and Inspection Unit, who rated the Project overall as 'good' but were especially impressed by the quality, commitment and care demonstrated by our Project volunteers
- staff team produced some 4 Project newsletters, which we call 'Grapevine', aimed at providing a wide range of up-to-date information to families, and most importantly updated our Project website, which is:

[www.barnardos.org.uk/familysupportdundee](http://www.barnardos.org.uk/familysupportdundee)

## **“.....Overboard at Nethybridge”**

From the Nethybridge Holiday October 2008.



***People – Our Greatest Resource***

**SPACE**

## **Service Staff**

Graham Haddow	-	Children's Services Manager
Anne Taylor	-	Senior Practitioner
Patricia Wilson	-	Children's Services Administrator
Dorothy McCabe	-	Secretarial Assistant
Abbie Byrne	-	Project Worker
Kirsty McNally	-	Project Worker
Jane Sneddon	-	Seconded Teacher
Donna Cuthbert	-	Volunteer Co-ordinator
Caroline McMenamin	-	Social Worker in training (Oct. 08 – April 09)

## **Volunteers**

George Furey	Pamela Hamilton
Helen Webster	Claire Smith
Melanie Galloway	Ashley Goodman
Karyn Tovey	Hannah Young
Victoria Leith	Alexander Leith
Courtney Campbell	Angela Chalmers
Ruth Craig	Vanessa Gray
Heather Donald	Jennifer Gallagher

- Victoria Leith (Volunteer of the Year; Marsh Christian Trust September 2008)
- Karyn Tovey (Dundee Citizen of the Year 2008-2009)

## **Rollercoaster**

Steve Sweeney	-	Children's Services Manager
Daryl Cuthbert	-	Senior Practitioner (to March 2009)
Patricia Wilson	-	Administrator (p/t)
Dorothy McCabe	-	Secretarial Assistant (to April 2009) (p/t)

## **Barnardo's Works**

Ann Manzi	-	Children's Services Manager
Sheelagh Scott	-	Employer Liaison Officer
Yvonne Wood	-	P/T Senior Practitioner

Lesley Bollan	-	P/T Project Worker
Jane McAuley	-	P/T Project Worker
Zara Gall	-	J/S Finance and Admin Officer
Donna Nicholas	-	J/S Finance and Admin Officer

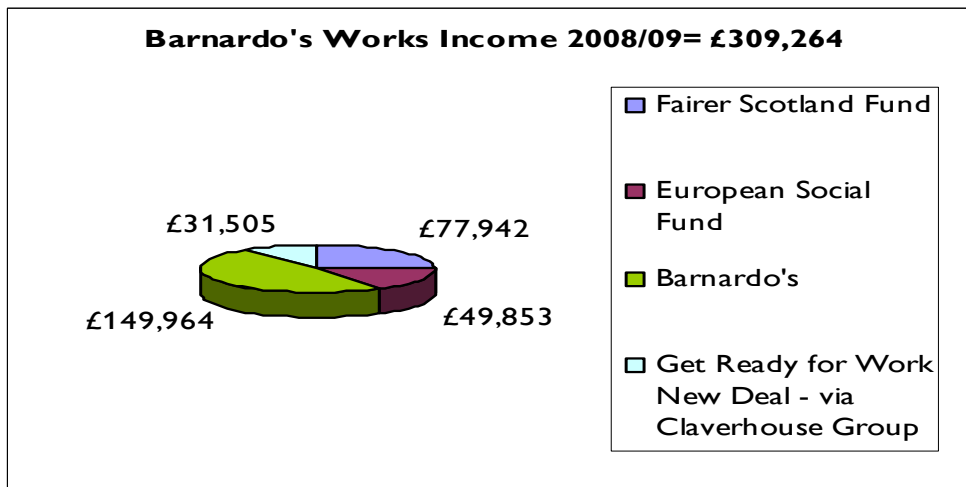
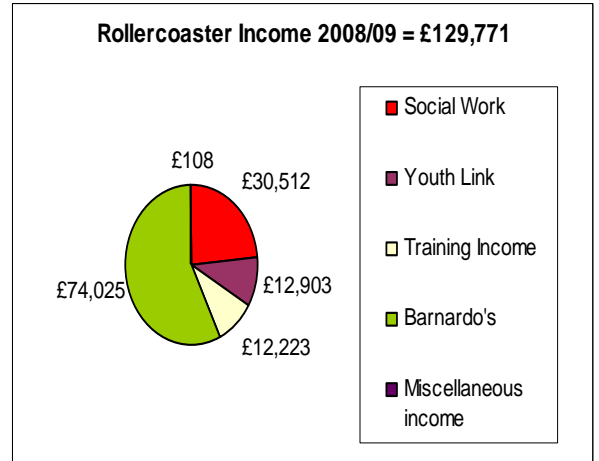
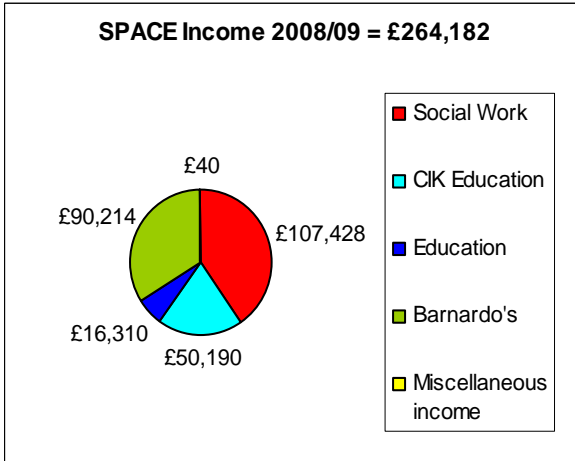
All staff receive regular supervision and annual appraisals, and follow a professional development plan. They have all undertaken a range of training and attend Operational Forums where they can share skills and practice with other professionals.

## DFST

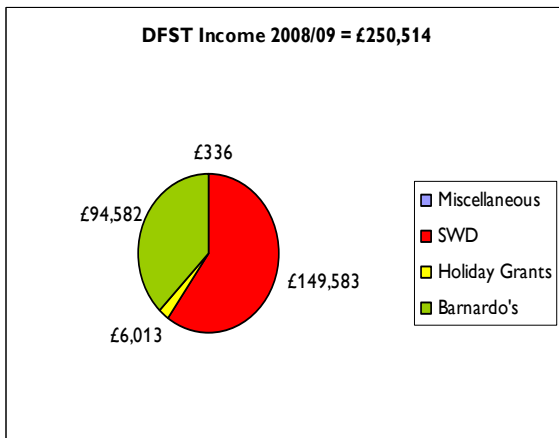
Dave Anderson	-	Children's Services Manager (f/t)
Phyllis Thomson	-	Project Administrator (f/t)
Angela Smith	-	Project Secretary (f/t)
Jody McDonald	-	Project Worker (f/t)
Aileen Gibb	-	Project Worker (p/t)
Marina Sinclair	-	Project Worker (p/t)
Najima Umar	-	Volunteer Co-ordinator (f/t)
Lyn Alexander	-	Playscheme & Activities Co-ordinator (p/t)
Pauline McGillivray	-	Assistant Playscheme & Activities Co-ordinator (p/t)
Elaine Scott	-	Domestic (p/t)
Robert Muirhead	-	Gardener/Handyman (Summer only) (p/t)
Sessional Staff	-	38 registered in 2008/2009
Volunteers	-	136 registered in 2008/2009

# Money

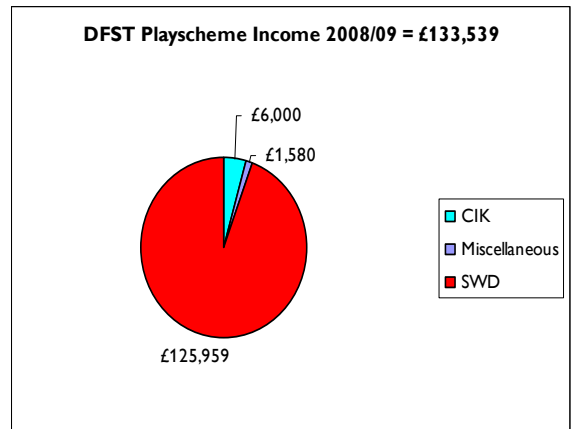
## Where it comes from



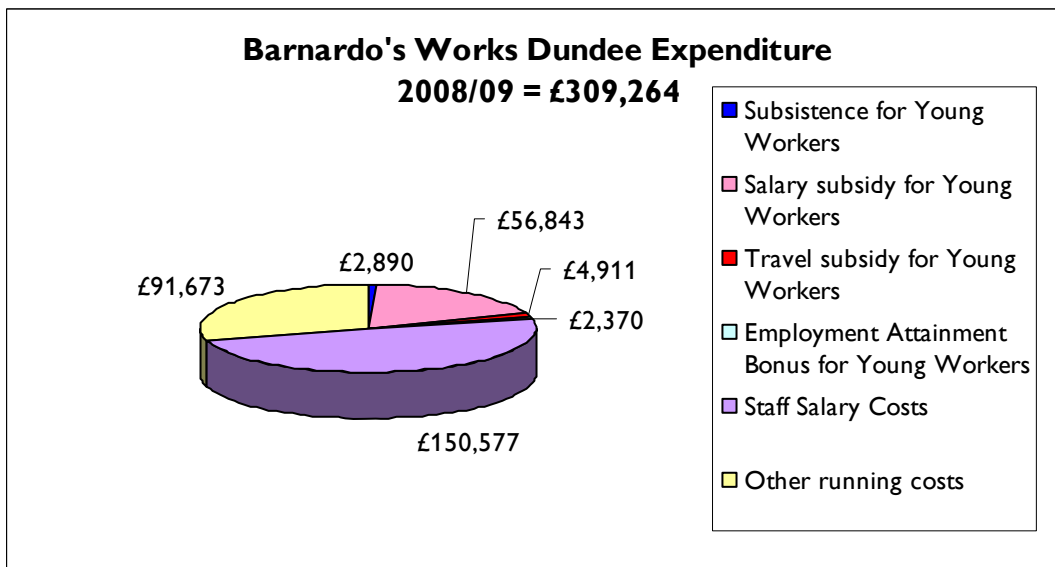
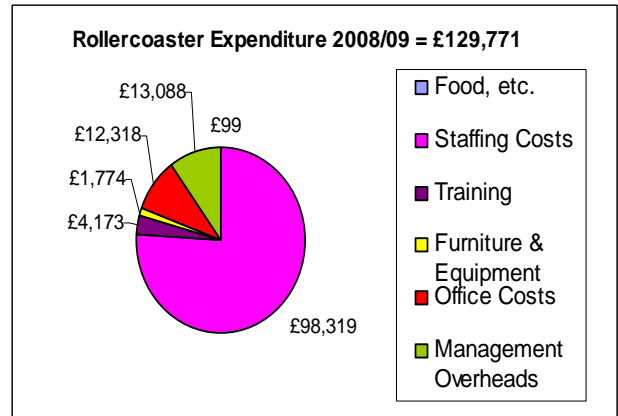
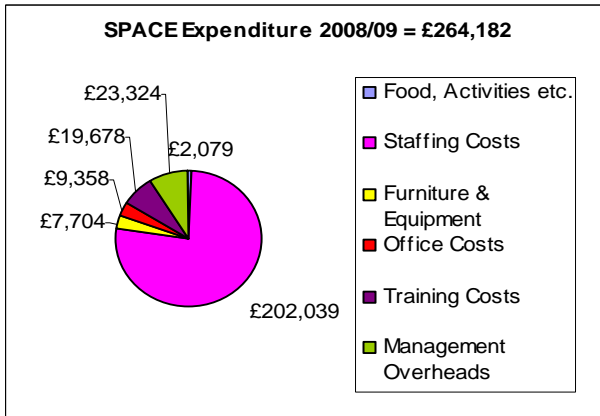
### DFST



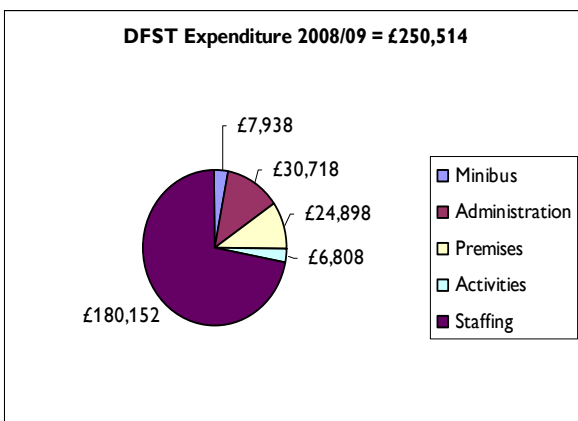
### DFST PLAYSCHEMES



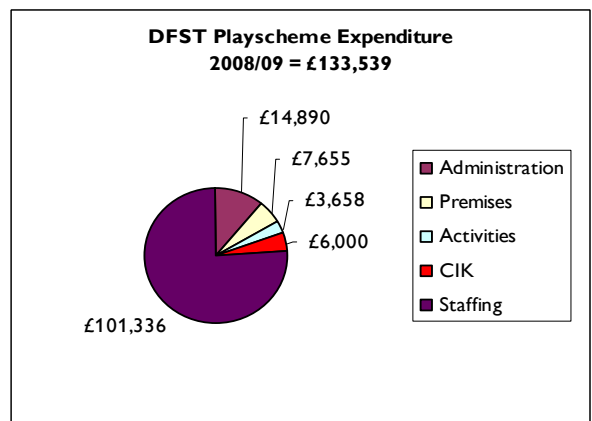
# How was it spent?



## DFST



## DFST PLAYSCHEMES



# ***Summary of Plans for Next Year***

**SPACE** is in a very fortunate position of having a steady flow of people offering to volunteer with the service and to support vulnerable children and their families through volunteer befriending. It is hoped to extend the use of volunteers, certainly into schools and possibly in other creative ways, to make full use of the large number who wish to support the work of Barnardo's.

## **Rollercoaster**

While continuing to provide direct support to C&YP through therapeutic interventions, there will be:

- sustained efforts to promote the needs and rights of children and young people through the Scottish Youth Parliament
- continued working in partnership with other service providers ensuring children and young people receive support within a coordinated framework
- working to develop more participation of children and young people in peer support

Rollercoaster is planning to relocate to the Barnardo's family of services at Polepark later in the year. There are plans to develop a therapeutic and training facility on site, which should benefit not just children and young people but staff who are interested in developing their practice.

## **Barnardo's Works Dundee**

- Provide the best service for our young people and produce the maximum number of positive outcomes for our service users
- Continue to engage more local employers and ensure equality in terms of employment and training opportunities
- Involve service users in future recruitment, development of service leaflets and literature, influencing activities and L&D activities
- Ensure that staff have continuing opportunities for professional development, keep abreast of up-to-date research and methods of work, and are involved in local information exchange and practice-sharing forums
- Contribute to Dundee Partnership Employability Plan by using the Dundee Employability Management Information System (DEMIS), participating in the employability pipeline and attending employability partnership events and forums

## DFST

- to further develop our thinking and practice in respect of measuring outcomes
- to more effectively demonstrate the real difference we make to children, young people and their caring families
- to take forward the work we have started in respect of supported employment opportunities for young people moving on from our service
- to highlight the value of volunteering and the difference it can make, not just to children's lives, but in the confidence and knowledge it can give to our young and not so young volunteers, seeking to clarify if volunteering makes us more understanding of disability.

# Service Contact Details

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