

Vision, Values, Outcomes and Operational Principles

1. *Vision for a Transformed Children's Service*

We have an ambitious vision for children and young people in the Scottish Borders. We will encourage them to be ambitious for themselves. We will keep children and young people at the centre of everything we do and we will develop our services to support and empower them to be

- Confident individuals.
- Effective contributors.
- Successful learners.
- Responsible citizens.

2. *Value Statement*

Our work will be underpinned by the following set of values:

- We will protect the rights and promote the interests of all children, young people and their families while ensuring that their behaviour does not harm themselves or others.
- We will work to establish and maintain the trust and confidence of children, young people and families.
- We will respect and maintain the dignity and privacy of children, young people and their families.
- We will promote empowerment and choice.
- We will build on the strengths, interests and aspirations of children, young people and their families.
- We will promote equal opportunities and respect diversity.
- We will promote ambition and achievement.
- We will promote children's and young people's health and well being.

3. *Outcomes for Children*

The manner in which we provide our services will be focussed around one aim – improving outcomes for all children and young people in the Scottish Borders. The outcomes which we seek for children and young people can be broken down into seven elements.

- In partnership with families, communities and other agencies, we aim to ensure that all children and young people are safe, nurtured, healthy, achieving, active, respected and responsible, and included.

This means that all children and young people

- are protected from abuse, neglect and harm by others at home, at school and in the community.
- live within a supportive family setting, with additional assistance if required, or, where this is not possible, within another caring setting, ensuring a positive and rewarding childhood experience. Transition to adult services will be well-planned and managed for all those who need additional support.
- enjoy the highest attainable standards of physical and mental health, with access to suitable healthcare and support for safe and healthy lifestyle choices.
- have access to positive learning environments and opportunities to develop their skills, confidence and self esteem to the fullest potential.
- are active and have opportunities and encouragement to participate in play and recreation, including sport and in a variety of cultural activities.
- and their families are involved in decisions that affect them, have their voices heard and are encouraged to play an active and responsible role in their communities.
- and their families have access to high quality services, when required, and are assisted to overcome the social, educational, physical, environmental and economic barriers that create inequality.

A set of common quality and performance indicators will be introduced in order that we can measure how effective our services are on an on-going basis – this will be linked to the single outcome agreement (SOA) and development of the Children's Plan.

4. Operational principles

The following principles have been agreed as providing a framework for the proposals which will be put forward for consideration.

User involvement

- a. We will on meaningful issues, consult widely with staff, children, young people and their families and other stakeholders and will adopt and meet the 'National Standards of Engagement'.

Delivery

- b. We will deliver services locally wherever possible. Services will only be delivered centrally or outwith the authority, when local delivery is either not possible, not efficient or not appropriate. The five local areas are Berwickshire, Cheviot, Eildon, Tweeddale and Teviot & Liddesdale.
- c. We will identify and use the best-placed providers for delivery of services – whether Local Authority, private or voluntary.
- d. The multi-agency 5-stage assessment model for support and intervention will provide the basis for structures of services and their delivery. We will seek to support each child, young person and their family at the lowest possible level appropriate to their needs within this model.

- e. We will maximise the capacity of our staff to work directly with children, young people and/or their families by
 - Minimising bureaucracy.
 - Optimising back office functions.
 - Distinguishing between those tasks which have to be undertaken by staff with a specific qualification, such as social workers or teachers, and those that could be done by others, such as administration staff.

Planning and management

- f. We will meet all our statutory requirements and all national and/or local standards and will incorporate local and national policy and all available evidence in our planning and design.
- g. Our managerial structures will be kept to a minimum and will be designed to support service delivery.
- h. We will undertake quality assurance using the most appropriate inspection frameworks.

Working together

- i. We are committed to working with partner agencies to ensure that the needs of all children and young people are met.
- j. We are committed to working in partnership with partners to ensure that every child and young person requiring multi-agency support will be allocated a key worker.
- k. Wherever possible, each child or young person with multi-agency support needs will receive only one assessment. In support of this objective, we are committed to use of the Integrated Assessment Framework.
- l. We will remove all artificial or non-required budgetary barriers.
- m. Opportunities will be maximised to co-locate and base staff from different agencies together.
- n. The number of buildings utilised will be the minimum required for efficient service delivery.