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Issue 5: October 2017  
2017 Learning Session and Quality Improvement Awards Edition

## Quality Improvement throughout a Child's Journey Update from the Scottish Government

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### INTRODUCTION

Welcome to our latest update on quality improvement (QI) activities delivered through the Children and Young People Improvement Collaborative (CYPIC) and the Maternity and Children Quality Improvement Collaborative (MCQIC). In this issue we highlight plans for the national CYPIC Learning Session in November which will include input from John Swinney MSP, Deputy



First Minister and Cabinet Secretary for Education and Skills and his Ministerial colleagues. We also showcase the 2017 QI Awards shortlist and update you on capacity building and evaluation activities. Ministers are looking forward to the Learning Session and QI Awards Ceremony and to hearing more about excellent QI work happening locally.

***“Quality Improvement has a significant role in helping ensure that our health, early years and family support services and schools are well-designed, based on the best possible evidence and responsive to need.”***

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## WORKING TOGETHER AT THE 2017 LEARNING SESSION

Many of you will have received a 'save the date' for this year's CYPIC Learning Session at the Scottish Exhibition Centre, Glasgow on Tuesday 21 and Wednesday 22 November.

Our theme for 2017 is *Working Together to Improve Outcomes*, reflecting our collaborative approach to QI and improving outcomes for children, young people and families. This year's programme includes significant Ministerial input, inspirational speakers from the world of QI and children's services, a selection of informative and challenging break-out sessions and opportunities to connect and share learning with QI colleagues. We will explore Adverse Childhood Experiences and the Growth Mindset and, how we can work together to build children's resilience. There will be a leadership session and breakouts on QI measurement, spread and scale and multi-agency working along with top tips for QI coaching with your colleagues.



Demonstrating their commitment to CYPIC and this year's Working Together theme, we look forward to welcoming (subject to Parliamentary commitments):

- John Swinney MSP, Deputy First Minister and Cabinet Secretary for Education and Skills
- Angela Constance MSP, Cabinet Secretary for Communities, Social Security and Equalities
- Michael Matheson MSP, Cabinet Secretary for Justice
- Shona Robison MSP, Cabinet Secretary for Health and Sport and;
- Mark McDonald MSP, Minister for Childcare and Early Years.

Mr Swinney said:

“Improving the life chances and education of our children and young people is the defining mission of this Government. We want to tackle inequality and close the unacceptable gap in attainment between our least and most disadvantaged children. This work to raise attainment and build opportunity for all starts at the very beginning of children's lives and continues throughout their journey towards adulthood.

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“Quality Improvement has a significant role in helping ensure that our health, early years and family support services and schools are well-designed, based on the best possible evidence and responsive to need. Through the Children and Young People Improvement Collaborative, we are all learning more about those approaches that are proven to make the biggest difference to children’s lives.

“My Ministerial colleagues and I are very much looking forward to being part of the 2017 Learning Session and to hearing from practitioners, teachers and leaders about how you are strengthening schools and services, scaling up improvements and spreading excellent practice. We see this as a major landmark in our mission as a country to close the attainment gap.”

The Learning Session will include opportunities to ask Cabinet Secretaries and the Minister questions about Government priorities. We’ll set up a twitter hashtag for questions nearer the time so make sure you are following [@scotgovCYPIC](https://twitter.com/scotgovCYPIC).

Registration for the Learning Session is being coordinated by the lead contact in your CPP or, for CYPIC National Partners, by our Improvement Advisor, Julie Wild ([Julie.wild@gov.scot](mailto:Julie.wild@gov.scot)).

**If you need accommodation you must register by 19 October 2017. Accommodation requests following this date cannot be guaranteed.** Registration will remain open until the end of October for day places only. If you are unsure how to book your place at the Learning Session, please contact Elise MacDonald ([elise@luxevents.co.uk](mailto:elise@luxevents.co.uk)). For more information and the full programme visit our [Learning Session website](#).

## RECOGNISING EXCELLENCE

A big thank you to everyone who submitted an application to this year’s QI Awards. We have been impressed by the high standard of entries and the range of innovative QI work taking

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place across Scotland. The challenge is that only **30 out of 139** applications could be shortlisted. The shortlist was announced in September and [can be viewed here](#).

It highlights a breadth of QI across Scotland with midwives, medical staff, health visitors, early years workers, teachers and fire-fighters changing the way they work so that services and schools are more responsive to the needs of children, young people and their families.

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Short films are currently being created for each finalist and these will be shown at the QI Awards ceremony where the winners will be announced. This will take place at the Glasgow Science Centre during the evening of Tuesday 21 November 2017.

Last year's QI awards showcased some fantastic work by individual staff, teams, services and schools – all working to get it right for every child and raise attainment.

- Midwifery teams in NHS Ayrshire and Arran used QI to introduce a new regime and guidance for the administration of oxytocin, strengthening procedures and reducing risk for babies and women.
- QI applied in North Lanarkshire Council helped improve how dads in prison build positive family relationships and understand their children's needs.
- Nurseries and schools in different parts of Scotland used QI to test more effective ways to improve children's literacy and numeracy skills.
- A multi-agency initiative in Leith tested and implemented better ways to ensure families on low incomes accessed welfare and benefits advice and Healthy Start, helping to tackle poverty.
- QI significantly reduced drift and delay in permanence for looked after children in Aberdeenshire.
- Allied Health Professionals (AHPs) in NHS Tayside made their services easier for families with children with complex needs to navigate and access, reducing the need for multiple appointments.

Reflecting on the above QI work with AHPs, Christina Kiddie, Child Health Physiotherapy Service Manager, NHS Tayside said: "We knew we weren't getting it right for families and being able to identify what the problems were at the start allowed us to focus on the things we needed to change. Using QI helped us achieve our aim more quickly. It gave us a structure and processes to test out the changes we wanted to make. The support from the Angus CYPIC and the Improvement Academy at NHS Tayside was invaluable.



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“This enabled us to gain knowledge and understanding of QI as part of our daily work. By testing small, within one locality, we were able to ensure that the improvements we made would deliver the best outcomes for families, before we spread and embedded them across Tayside.”

More QI stories and videos from last Year’s QI Awards are [here](#).

## **BUILDING CAPACITY WITH LOCAL TEAMS**

In the last issue, we highlighted how we are supporting 21 multi-agency teams from 15 local partnerships who are taking forward QI projects that have potential for scale up and spread. This first Improvement Science in Action Practicum is now well underway and Mark McDonald MSP, Minister for Childcare and Early Years went along to one of its regional sessions.



The multi-agency teams attending were from Falkirk, Scottish Borders, Stirling and Fife and they are delivering QI work in the following areas:

- Ensuring permanence and care for looked after children to improve life chances and outcomes (Fife)
- Improving attendance in primary school to raise attainment and increase opportunity (Falkirk)
- Increasing uptake of eligible two year old early learning and child care places to give children the best start in life and support families (Scottish Borders)
- Identifying and breaking down any barriers children have to learning to improve confidence and raise attainment (Stirling)
- Building multi-agency working approaches to strengthen the support network for children and families (Fife)

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Mr McDonald said: “Closing the attainment gap is our number one priority. The Practicum session was a great opportunity to hear from teams about how they are listening to children, young people and families, driving improvements and gathering robust evidence about what works for their local situation. By embedding quality improvement, the Children and Young People Improvement Collaborative continues to have a key role in leading change, strengthening our services and schools and improving outcomes and life chances.”

This first Practicum will complete in January 2018 when the QI projects will have gained the skills they need to continue their QI work, share their learning with local colleagues and spread those improvements that have been proven to make a difference to children’s lives.

A second Practicum, which will focus on QI around the delivery of the Universal Health Visiting Pathway will launch in November 2017, helping to ensure that children meet their developmental milestones. More information will be available in our next issue of Highlights.

## CYPIC SURVEY

During the summer, we conducted a survey of CYPIC stakeholders as part of a wider evaluation programme. The survey sought your feedback on a variety of topics, including training provision and management support. It also gathered information on local QI activity.



We received 209 responses and the findings include the following.

- The majority of respondents felt quite or very knowledgeable about Improvement Methodology (IM) (68 per cent) and 58 per cent felt confident in applying it in their work.
- Three quarters of respondents had shared learning about IM after attending training, and 67 per cent had supported others in applying IM.
- Training is applied in practice: seven in ten respondents were involved in at least one practical project applying IM.
- These projects are making an impact: 55 per cent of projects showed improvements and six in ten respondents reported changing practice as a result of learning from QI projects.

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- The survey highlighted the importance of maintaining momentum on building local leadership for applying IM, as well as on sharing learning on successful projects between settings and CPPs.

Thank you to everyone who responded to the CYPIC Survey. A more detailed note of the [survey findings is available here.](#)

## UPDATE FROM MCQIC

MCQIC is hosting three networking events in October to create a forum for sharing and



learning. The neonatal networking event which took place in Glasgow on 4 October focused on deterioration, as will the paediatric networking event in Edinburgh on 25 October. Stillbirth will be the topic of the day for the maternity networking event in Dundee on 10th October. For more information see [www.spsp.scot/events](http://www.spsp.scot/events)

Meanwhile, we continue to work with Scottish Government in determining our role in the implementation of [The Best Start](#), a five-year plan for maternity and neonatal care in Scotland.

## CYPIC TWITTER

We have merged our CYPIC twitter activity into one account [@scotgovCYPIC](https://twitter.com/scotgovCYPIC). The previous [@RAttainment](https://twitter.com/RAttainment) account will close. Please follow [@scotgovCYPIC](https://twitter.com/scotgovCYPIC) for news and updates about QI throughout a child's journey.

## NATIONAL IMPROVEMENT FRAMEWORK - CONSULTATION

Ministers have clearly expressed their commitment to making demonstrable progress in closing the attainment gap during the lifetime of this Parliament, and to substantially eliminate it in the next decade. A consultation on measuring the attainment gap and milestones towards closing it, including measures of health and wellbeing, has now gone live. You can access the consultation and respond online [here](#).

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## OTHER NEWS

### Annual Report – Third Sector Funding

The first annual report of the Children, Young People and Families and Adult Learning and Empowering Communities Fund (£14 million in 2016-17) has been published. It highlights how over 1 million children, young people, families and communities have been supported through the fund.

Minister for Childcare and Early Years, Mark McDonald said: “Tackling inequality and creating opportunities for all are at the heart of this government’s ambition to create a fairer Scotland. The third sector is vital in helping us achieve that ambition. The annual report demonstrates the diverse range of early intervention and prevention activities that are benefiting thousands of Scotland’s most disadvantaged children, young people, families and communities.”

Read the [Annual Report here](#) and [case stories here](#).

### Nursery Milk - survey for childcare providers

The Nursery Milk Scheme entitles children under five, in childcare for more than two hours per day, to receive 189ml (1/3 pint) of milk (infant formula and cow’s milk) free of charge. The scheme reimburses childcare providers for the costs of supplying the milk and is currently delivered by the Department of Health.

Nursery Milk is being devolved to Scotland as part of the devolution of Welfare Foods through provisions in the

Scotland Act 2016. In devolving the scheme to Scotland we have an opportunity to do something different; that contributes to our wider ambitions for improving children’s health and tackling health inequalities. At this stage, we are asking what childcare providers think of the current Nursery Milk Scheme and for any suggestions in relation to how this could work in Scotland.



The [survey is here](#) and will run to 30 October 2017.

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## QUICK LINKS

### **Maternity and Children Improvement Collaborative**

<http://www.scottishpatientsafetyprogramme.scot.nhs.uk/programmes/mcgic>

### **Children and Young People Improvement Collaborative**

<http://www.gov.scot/Topics/People/Young-People/early-years/early-years-collaborative>

### **2017 Learning Session and Quality Improvement Awards**

<http://www.cypic.co.uk/>

### **Getting it right for every child**

<http://www.gov.scot/Topics/People/Young-People/gettingitright>

### **Scottish Attainment Challenge**

<http://www.gov.scot/Topics/Education/Schools/Raisingeducationalattainment>

### **Universal Health Visiting Pathway**

<http://www.gov.scot/Publications/2015/10/9697>

### **Best Start**

<http://www.gov.scot/Publications/2017/01/3303>

### **Children, Young People and Families and Adult Learning and Empowering Communities Fund**

<https://beta.gov.scot/policies/poverty-and-social-justice/funding/>

### **CYPIC Survey:**

<https://beta.gov.scot/publications/cypic-stakeholder-survey-key-findings/>

### **Nursery Milk Survey**

<https://response.questback.com/isa/qbv.dll/ShowQuest?QuestID=5027192&sid=cvEQVgaYt0>

### **Consultation on the National Improvement Framework:**

<http://www.gov.scot/Publications/2017/10/1047>

## FINALLY

We hope you find Highlights useful. If you have any comments, would like to contribute to future issues or would like to be added to/deleted from the email list, please contact [cypic@gov.scot](mailto:cypic@gov.scot).