

FOI reference number: 202300380852

- Minutes of meeting
- Email
- Note of meeting

Document 1

Date and Time	Wednesday 9 June 2021 11:45 - 12:30
Attendees	Fiona Duncan, Chair Promise Scotland [redacted], Head of Oversight - The Promise Scotland Michael Chalmers, Director for Children and Families Scott Bell, DD - Head of Care Review Implementation
Purpose	<ul style="list-style-type: none">• To meet with Fiona Duncan, Chair The Promise Scotland•• Key areas of discussion:•• 1. The Scottish Government response to Plan 21-24•• 2. Strategic relationship between The Scottish Government and The Promise Scotland
Official support	[redacted] Promise implementation Team Mobile: [redacted]
Briefing contents	Annexes: A: Meeting Attendees B. Reason for meeting and key points to cover C: Structure, Reporting and Actions to assure Keeping The Promise D: 100 day commitments relevant to the Promise

ANNEX A

Meeting attendees

The Promise Scotland

Fiona Duncan, Chair of The Promise Scotland and Chair of The Oversight Board

[redacted], Head of Governance and Strategy, The Promise Scotland
(Previously Policy and Framework Lead, Independent Care Review)

Scottish Government

Michael Chalmers, Director for Children and Families

Scott Bell, DD - Head of Care Review Implementation

- **Reason for Meeting**

- Fiona Duncan wrote to DFM on 11 May to request an early meeting post the election period. The letter highlighted that the Scottish Government is foundational to the achievement of much of The Plan 21-24 and that momentum must not be lost and this meeting provides an opportunity to give the reassurance that the government is taking action and leading the way to ensure that the full conclusions of the care review are met.

- **Key areas for discussion**

- Fiona highlighted two key areas for discussion:

1. The Scottish Government response to Plan 21-24

The Promise Scotland published [Plan 21-24](#) on 31 March, the first of three, 3 year plans. Collectively these plans will lay out Scotland's route-map to implement all of the Independent Care Review by 2030, and #KeepThePromise. The Promise Scotland engaged with over 100 key stakeholders in the development of The Plan 21-24. The response for change has been well received and stakeholders are committed to the implementation of The Promise.

Annex C provides an overview of structures, reporting and action to Keep The Promise. Officials are in the process of engaging with policy areas across Directorates to create a full understanding of how the Scottish Government is responding to each of the priorities set out within The Plan. **The DFM will be provided with an update on this work via a first draft Delivery Report ahead of this meeting.** A detailed update will also be provided to The Promise Scotland by 11 June to allow them to use the information to inform the Change Programme which is due to be published at the end of June.

The Promise highlighted various issues that are already being addressed via a number of funding sources, this includes: PEF funding, Scottish Child Payment / Low-Income Families payment and Dental Funding. In addition, Annex D lists related 100 day commitments where we expect a positive impact on people that are care experienced.

A key milestone of The Plan includes operational performance indicators and data. We however must acknowledge that work is required to look at outcomes budgeting and officials will engage in discussions with The Promise Scotland and exchequer colleagues to explore this further. The basis for activity in the short term will remain the Human and Economic Cost Model, outlined in ["Follow The Money"](#). There are requirements within The Plan under the "Planning" priority relating to investment, budgets and HECM. This will form the basis of work that will start as part of the Resource Spending Review.

A key issue we foresee around HECM and outcomes budgeting is that there needs to be some way (and resource) to transition between current state and the new way of doing things. As understanding of this develops we may wish to explore

philanthropic funding, which the Promise are already exploring, as a way to help bridge the gap.

2. Strategic relationship between The Scottish Government and The Promise Scotland

The Promise Scotland, now a non-statutory company, currently owned by Scottish Ministers and funded through a grant from The Scottish Government. This requires a key role for Ministers as the sole member of the company to ensure compliance however, the Scottish Government acknowledges that a collaborative relationship with The Promise Scotland is vital to ensuring the transformational change required to implement the outcome of the Care Review in full.

The Promise Scotland's role is to oversee the change and support it to happen. Working collaboratively is key to transform how Scotland cares and the Scottish Government is committed to working alongside the Promise to realise this change .

Work continues to ensure a collaborative approach across the policy landscape and are discussions continue on how the government needs to transform its approach to developing policy, around people. Keeping The Promise creates a vehicle that can facilitate a more joined up approach to change and transformation. Connections are continuing across a range of change, improvement, user and service design teams where The Promise is being cited as a mechanism to help draw together a more coherent language and method of change for Scottish Government.

Design, Improvement and Change

During 20-21, 50% of the Chief Design Officer's time was seconded to support The Promise while it was incubating inside the SG (paid for by The Promise) and 2 FTE staff from her team were also assigned to support the team (paid for by The Office of the Chief Designer Division, Digital Directorate).

The Chief Design Officer and her team were responsible for:

- inputting to the design of The Promise Partnership funding routes and allied support offers
- designing and delivering a full suite of service design training (adapted from the Scottish approach to Service Design training to fit The Promise landscape) for organisations (the Promise Design School),
- designing and piloting service design training for care experienced people (the Promise People's Design School) to support them to actively participate in co-designing the services they need and use
- a programme of service design project readiness assessments and service proposition workshopping for organisations charged with delivering The Promise Plan 21-24;
- a set of bespoke tools and guidance on service design for The Promise organisations

During the period April – June 2021 this support continues with 0.6 and 0.4 of two Office of the Chief Design staff and ongoing ad hoc input and support from the Chief Design Officer herself (all paid for by the Office of the Chief Designer). This ensures the continued roll out of the various training and support packages for work, preparation for roll out of the People’s Design School, and support and input for the development of the Pinkie Promise Design School for care experienced children and young people, including brokering a relationship with the V&A Museum to act as hosts.

Feedback from The Promise team and Promise organisations has been positive. The Chief Design Officer and the Promise recognise the need to ensure that this work can continue, the Promise have provided a resource request for post June 2021 and the Chief Design Officer will be requesting support from Children and Families to resource.

Allied to this the Chief Design Officer has used pre-existing relationships with the Local Government Digital Office, the Improvement Service, various NHS Boards and Healthcare Improvement Scotland to a) create connections between designers in local government and the NHS and Promise Partnership organisations (where typically service design capacity is less well established, if at all) b) build on work integrating the Scottish Approach to Service Design and Quality Improvement with **[redacted]** (a Promise Oversight Board member) and c) ensure that as Promise organisations undertake service design and improvement it aligns to the shared approach, methods, and tools work HIS and the Office of the Chief Designer are undertaken.

Service design and improvement capability and capacity across the wider public sector is limited, by focussing efforts on The Promise design school, particularly when service design and QI are integrated, we can offer maximum impact.

Similarly, both the Chief Design Officer and the Promise recognise that by investing in supporting and training care experienced people engaged in co-design we hope to be able to build training pathways into these professions to address the skills gap, also offering pathways to sustainable and good quality employment to care experienced people.

Reassurance of funding

The Promise Scotland

Currently funded through a grant from The Scottish Government. Firstly being provided with a **5 year grant offer** which allows them to secure a property lease for when restrictions ease and people return to an office setting.

The Grant has been allocated at £2m per year with £2.39m being provided in 21/22 to ensure accommodation set up costs are in place due to limitations in 2020.

Promise Partnership Fund

The £4m Promise Partnership Fund launched on 1 February 2021. Established to help organisations with early intervention and to deliver changes to better support

children, young people and families in or on the edges of care. **A further £4m is committed for 21/22 and baselined for future investment** which provides assurance of funds until the next spending review period.

The 20/21 Promise Partnership fund was administered by the Corra Foundation on behalf of the Scottish Government. The Promise Scotland helped to shape the process and the Decision Makers Panel were a group with lived experience of Scotland's care system. The future criteria/scope of the fund is being explored to ensure alignment with other family support grants and to ensure the right breadth of knowledge and experience is being used.

Officials are working with Procurement with regards to plans to establish a contract for the future administration of the fund. This has not yet been discussed with The Corra Foundation or The Promise Scotland and will be raised once a clear line of action has been developed, expected in June 2021.

Discussions took place during 20/21 with The Corra Foundation, The Promise Scotland and a group called Curious Collaborative with regards how best potential funding could add value to the work that supports the Promise. Officials are not aware of any funding being committed in 20-21 but plan to continue conversations to understand if there is still consideration in relation to the future of PPF.

Structure, Reporting and Actions to assure Keeping The Promise

Structure

The Public Services Ministerial Working Group, chaired by the Deputy First Minister and Cabinet Secretary for Covid Recovery, will oversee the Scottish Governments commitment to Keep The Promise.

The Senior Responsible Officer for this will be the Director General for Education and Justice.

The Directors Group on Improving Outcomes for Young People (Our Promise Keepers) are the principal resource owners for the policy areas that will be required to Keep The Promise.

The Pan Government Action Group are the respective policy and corporate function leads responsible for actions to Keep The Promise.

The Directorate for Children and Families Strategy and GIRFEC Hub will work across policy teams to ensure policy connections are maintained and visible as work progresses.

Reporting

The Director General for Education and Justice will commission the Pan Government Action Group members to provide monthly updates for the Scottish Government Keeping The Promise Delivery Report.

The Delivery Report will be provided monthly to the Public Services Ministerial Working Group for cross Ministerial considerations.

Prior to submission to the Public Services Ministerial Working Group the report will be circulated to the Directors Group for the review of status and risks.

Supporting Activity

As specific plans progress the collective of design, improvement and change specialists will work with the Pan Government Action Group to identify, and then work to remove barriers to delivering citizen focussed policy and services.

The Directorate for Children and Families Strategy and GIRFEC Hub will produce and maintain evolving policy, funding and legislation maps to facilitate further cross portfolio and cross sector engagement.

Relevant 100 day commitments:

The 2020/21 Programme for Government illustrates the Scottish Government's unwavering commitment to delivering The Promise. The priorities of the Government's first 100 days continues to show this commitment with many priorities being relevant to people with care experience

This includes:

- Remove Dental Charges for care leavers
- Establish Young Patients Family Fund
- Fund colleges to deliver 5,000 short, industry-focused courses for young people.
- Roll-out new school coordinators to support young people access education, work and training
- Pressing on with the implementation of UN Convention on the Rights of the Child (UNCRC) to max extent possible and fight any legal challenge to children's rights
- Roll out £20m Summer Programme of help for pupils
- Introduce free school lunches for Primary 4 children as first step to delivering free breakfasts & lunches
- Increase Best Start Food funding to £4.50 per week, helping families with children under 3 to buy healthy foods
- Increase School Clothing Grant to at least £120 per primary school child and £150 per secondary school child
- Introduce legal changes to extend free bus travel to everyone under 22 years old
- Start to deliver free bikes to children who can't afford them by establishing pilot projects and commit to rolling scheme out fully in 12m
- Pay £100 as part of £520 support to low-income families (equivalent of Scot Child Payment)
- Establish new Summer Student Support Fund of £20m for students unable to find work in months they don't receive student support
- Invest further £5m this year to support frontline orgs which tackle domestic abuse & sexual violence to deal with outstanding demand that has built up
- Begin to develop new Rented Sector Strategy, to be published this year as part of commitment to give greater protection from unreasonable rent increases, affordable choices when renting and increase protections for tenants
- Provide 40,000 digital devices to households who need them most.
- Begin work on a new strategy for the rented sector, as well as a review of student accommodation.

Document 2

Meeting between the Deputy First Minister and Fiona Duncan - 26 October 2021
From: [redacted]@gov.scot on behalf of; Deputy First Minister and Cabinet Secretary for Covid Recovery

To: [redacted]@gov.scot; Henderson G (Gavin) <Gavin.Henderson@gov.scot>; Griffin J (Joe) <Joe.Griffin@gov.scot>

Cc: Deputy First Minister and Cabinet Secretary for Covid Recovery

Colleagues

Please save this as the record of the discussion between the DFM and Fiona Duncan, which took place at 11:45 this morning.

- The DFM and Fiona discussed the future contractual arrangements for leadership of The Promise
- They also discussed the evolution of work to deliver The Promise, including future governance arrangements.

Many thanks

[redacted]

Private Secretary to the Deputy First Minister and Cabinet Secretary for Covid Recovery – John Swinney MSP

The Scottish Government

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T: [redacted] **M:** [redacted] **Email:** DFMCSCR@gov.scot

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Document 3

Please see below a short note of the DFMs meeting with Fiona Duncan which took place on 26 October in St Andrews House.

- The DFM met with Fiona Duncan and **[redacted]** from The Promise Scotland to discuss The Promise Scotland's methodology and response to the National Care Service (NCS) consultation.
- Fiona Duncan set out The Promise Scotland's approach to responding to the NCS consultation by explaining the approach is based on evidence and the guiding principles being 'Will the creation of a NCS with the inclusion of children's services more or less likely Keep The Promise?'
- The Promise Scotland's conclusion was that there is insufficient evidence for the creation of a National Care Service with risks and opportunities for the NCS including or not including children's services.
- The Promise Scotland will commission analysis of all the NCS consultation responses which reference The Promise.
- The DFM noted Fiona Duncan's updated and committed to continuing to engage with The Promise Scotland as decisions are made about the scope of the NCS.
- Since the meeting took place, The Promise Scotland have published their full response to the NCS consultation online. It can be viewed here - [The Promise Scotland response to a National Care Service for Scotland consultation - The Promise](#)

