



IRISS:

activity review 2012–2013

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# Introduction

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The Institute for Research and Innovation in Social Services (IRISS) is a **third sector organisation**, promoting **positive outcomes** for the people who use **Scotland's social services**. We **support** the social care workforce to create **positive change** through the use of **evidence, creativity and innovation**. Much of our core activity is focused on **embedding** these activities across the social services sector. With the focus on **achieving good outcomes** for the individual and the move to **integration**, we increasingly **work in partnership** with those in **health, housing and education**. We currently receive a core grant from the Scottish Government.

## IRISS works through three programmes:

- Innovation and Improvement
- Evidence-informed Practice
- Knowledge Media

*Designs for the Future* is our three-year strategy for 2012-2015; within this we produce each year a Business Plan detailing specific projects and themes additional to our ongoing core activity. For 2012-13 (and continuing into 2013-14) our themes are personalisation, prevention and integration.

Our work embraces all sectors. Much of our work is in partnership with other agencies and with those who access support and often involves developing or testing a new way of working. We work to deliver three key outcomes:

- embed a culture of collaboration, open to new ideas
- ensure everyone has the knowledge, tools and skills to effectively use evidence and to innovate
- place people at the centre of the design of services and support.

# Innovation and Improvement

The Innovation and Improvement programme seeks to:

**Inspire:** sharing possible solutions to issues facing social services by drawing on ideas and knowledge about what works elsewhere and testing ideas ourselves

**Inform:** building evidence to promote innovation processes and creative methods, as well as sharing the learning from others' innovations to improve overall knowledge, skills and confidence

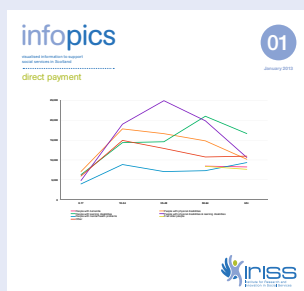
**Connect:** providing creative spaces for people to come together from diverse backgrounds to look differently at challenges facing the sector

**Support:** developing projects to test ideas practically and to contribute to the our understanding about how innovation and improvement can be sustained and scaled

## Inspire

### Visualising data

Data visualisation assists people within the sector to visualise their data so that it is communicated effectively and appropriately. This helps people to think differently about what they do, prompting change and improvement.



## Imagining the Future

This project seeks to anticipate the major changes and challenges in environment within which the workforce will be operating over the next decade, and to explore a range of initiatives and potential developments which may facilitate responses to this future environment. This is being explored through three strands, enabling technology, citizenship, and the workforce, and scoping papers have been prepared for each of these themes. During the first months of 2013-14 a range of resources will be developed in partnership with our creative in residence post to stimulate debate and action over the coming years.

## Inform

### Embedding innovation

This project is exploring the factors that support and hinder new products, processes and ideas to be embedded in practice through the analysis of three projects undertaken by the I and I programme.

## Connect

### IRISS Champions Network

The Champions network consists of over 50 people from across the social services with an interest and commitment in championing innovation, evidence-use and knowledge media within their organisations and networks. The network ensures that we connect in a mutually beneficial way with the workforce to make certain that our work is responsive and relevant. The Champions are critical to the success of IRISS and underpin everything we do across IRISS.

## Innovation and Improvement events

Throughout the year, the team has delivered a range of sessions on topics ranging from co-production, shifting the balance of power, strengths based approaches and partnership working. We have also run sessions for national audiences in partnership with the following organisations: The Alliance, SSSC, Service design community, Joint Improvement Team, Scottish Co-production Network, Glasgow Centre for Population Health and Local Practitioner Forums.

## Support

### Social Assets in Action

This project supported people and practitioners to implement an 'asset' or 'strengths' based approach to mental health service delivery. To enable this wider cultural change we worked together to identify the community and personal assets that support well-being and provided a range of tools and processes to support practitioners to think about and support people differently.

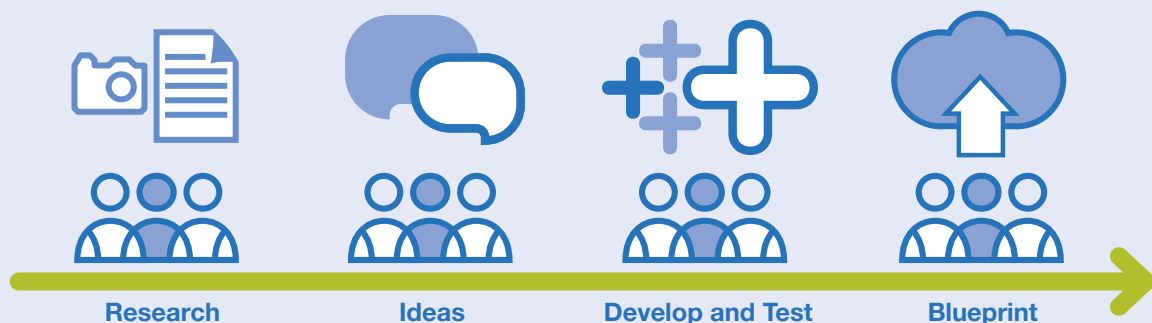
Understanding what is important to people and the importance of human connection and relationships was at the heart of this project.

<http://eastdunassets.iriss.org.uk/>  
<http://www.iriss.org.uk/resources/social-assets-action-evaluation-report>

### Pilotlight

Pilotlight aims to deliver pathways to self-directed support in the form of service blueprints. The collaborative service design approach ensures that people using, delivering and commissioning the service are involved at each stage of the process. Two pathways are currently being developed, in Moray for mental health and in the Scottish Borders for adult support and protection. These pathways will demonstrate how to tailor provision to groups of people who are less engaged with self-directed support, providing more personalised and appropriate services and increasing the range and diversity of support providers.

<http://pilotlight.iriss.org.uk/about>



# Evidence-informed Practice

The Evidence-informed practice programme focuses on improving access to, and awareness of, evidence; skills and confidence to interpret, create and use evidence; evidence use across the social services; and the evidence base - its quality, range and usefulness.

## Improving access to and awareness of evidence

### IRISS Insights

Insights are authoritative and accessible evidence summaries for practitioners. In 2012-13 we published five insights:

- How and why people stop offending
- Strengths based approaches for individuals
- Culture change in the public sector
- Self-directed support: preparing for delivery
- Spirituality and ageing: implications for the care and support of older people

### Evidence events

In 2012-13 we held a number of events for the social services to find out about evidence and explore what this means for practice. These embraced Adult Support and Protection, Leading for outcomes, Recording and measuring outcomes, and Culture change.

### Case studies

IRISS writes and compiles a range of case studies to share knowledge, particularly based on practitioners' experience. This year our case studies included:

- This is where it starts: a collection of seven case studies about work with children and parents in the early years: <http://www.iriss.org.uk/resources/where-it-starts-collection>
- How good is our leadership: <http://www.iriss.org.uk/resources/how-good-our-leadership>

<http://www.iriss.org.uk/category/resource-categories/case-studies>

## Strengthening skills and confidence to interpret, create and use evidence

### Practitioner research: older people (PROP)

The PROP project, a partnership with the University of Edinburgh, brought together health and social care practitioners to conduct small-scale research projects focusing on care and support for older people.

<http://blogs.iriss.org.uk/prop/2012/05/04/welcome-to-props/>

### Evaluation Exchange

Evaluation exchange brought together ten people who wanted to undertake a specific evaluation task in their own organisations. IRISS worked with Evaluation Support Scotland to create and support this group as a peer support network. The aspiration was to improve skills and confidence around evaluation for project participants, and build evaluation capacity for their organisations and the sector overall.

<http://blogs.iriss.org.uk/evalexchange/about/>

## Improving evidence use across the social services

### Commissioning for outcomes

This partnership project with CCPS supported service commissioners in Falkirk Council to work together with providers and carers on the principles and practical application of an outcomes focused approach, and the implications for commissioning practice. It examines the development of a Public Social Partnership approach.

<http://www.iriss.org.uk/resources/commissioning-foster-care-services-falkirk-council-public-social-partnership-approach>

## The road from crime

A film which explores what can be learnt from former prisoners who have successfully 'desisted' from criminal behaviour was produced in partnership with Fergus McNeill (University of Glasgow), Stephen Farrall (University of Sheffield) and Shadd Maruna (Queens University Belfast) <http://www.iriss.org.uk/resources/the-road-from-crime>. The film has been used across a variety of settings to identify what can be done to improve practice.



## Improving evidence in the third sector

This project focused on improving the use of research in the third sector, working with Apex Scotland.

<http://www.iriss.org.uk/project/improving-research-use-third-sector>

## Leading for outcomes: integrated working

The latest guide in our Leading for outcomes series focuses on integrated working and on the particular challenges of achieving a personal outcomes-focused approach across health, housing and social care.

<http://www.iriss.org.uk/resources/leading-outcomes-integrated-working>

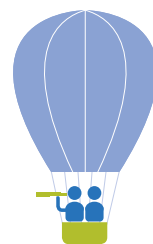
## Understanding and measuring outcomes

This project supported organisations with an interest in improving their understanding and measurement of personal outcomes - East Renfrewshire, Aberdeenshire, Dundee City and North Lanarkshire Councils and VOCAL (Voice of Carers Across Lothian). With support from Emma Miller (University of Glasgow) and CCPS, a guide and an outcomes toolbox was produced.

<http://www.iriss.org.uk/resources/understanding-and-measuring-outcomes>  
<http://lx.iriss.org.uk/outcomestoolbox>

## SDS: Evidence explorers

The Self-directed support: Evidence explorers project was initiated by IRISS and developed in co-production with a range of partners. The project explored evidence on SDS and how gaps might be addressed through co-production.



<http://www.iriss.org.uk/project/self-directed-support-evidence-explorers>

## Strengthening the evidence base

### Review of respite care

A partnership with Shared Care Scotland, this study explored, through a Scotland-wide survey, focus groups and interviews with carers, the benefits of short breaks, good practice in planning and provision, and areas for improvement.

<http://www.iriss.org.uk/resources/rest-assured>

### Significant case reviews

An audit and analysis of the 56 Significant Case Reviews (SCRs) and 43 Initial Case Reviews (ICRs) conducted in Scotland since 2007.

<http://www.iriss.org.uk/resources/audit-and-analysis-significant-case-reviews>

### Exploring knowledge exchange

An exploration of the links between academic institutions and wider society, identifying mechanisms for improving engagement.

[http://www.srhe.ac.uk/downloads/FK\\_CL\\_10%20September2012reportfinal.pdf](http://www.srhe.ac.uk/downloads/FK_CL_10%20September2012reportfinal.pdf)



# Knowledge Media

## IRISS.fm: internet radio for Scotland's social services

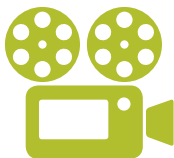
Launched in June 2012 as a medium for disseminating and discussing research and evidence, IRISS.fm is establishing its place in the knowledge landscape. In collaboration with a number of agencies we have covered a range of topics using various formats: lectures, hosted discussions, packages, debates and interviews.



<http://irissfm.iriss.org.uk>

## Mindreel

Mindreel, a collaboration with the Scottish Mental Health Arts and Film Festival (SMAFF) and the University of Strathclyde, is an online collection of over 100 films that are freely available for educational purposes.



<http://www.mindreel.org.uk>

## Driving forward the use of knowledge, innovation and evidence

The effective use of knowledge in all its forms underpins our efforts to achieve better outcomes for the people and communities that rely on Scotland's health and social services. IRISS made a substantial contribution, along with NES, SSSC and ADSW, to the revised strategy which aims to build capacity and capability to find and use knowledge to support the vision of integrated health and social care.

A Strategy and Action Plan for Embedding Knowledge in Practice in Scotland's Social Services: <http://www.scotland.gov.uk/Publications/2012/10/4809>

## Capacity building for mobile learning

Web-based tools (eg social bookmarking, Twitter, newsfeeds, Google search and Facebook) are now widely used for communication, collaboration and learning. In partnership with SSSC we ran a series of workshops offering hands-on experience and encouragement for people involved in designing or delivering learning.

<http://www.iriss.org.uk/resources/capacity-building-mobile-learning>

## Social Media week - who's leading?

Scotland's ambition to become 'digital by default' is hampered by firewall policies which default to 'access blocked'. As part of Social Media Week 2012, IRISS joined forces with the Improvement Service to run a discussion forum on who should be taking the lead in promoting digital inclusion in the workplace.

<http://irissfm.iriss.org.uk/episode/026>

## Video Stories

Telling stories on video can be an effective way of sharing knowledge and raising awareness. We worked with Liam, a young man with autism who was keen to establish a career in theatre or film, to make a video so that potential employers might see beyond his disability. <http://www.guardian.co.uk/social-care-network/2013/feb/28/video-cv-personalisation-social-care>

Creating an engaging story requires planning and preparation, so we documented the process: <http://www.iriss.org.uk/resources/autism-telling-story-through-video>



## Healthier Wealthier Children

This directory helps to identify local advice services for families who have money worries. Glasgow's Advice and Information Network (GAIN) is a network of agencies that give free, confidential and impartial advice to the people of Glasgow. IRISS worked in collaboration with NHS staff at Glasgow's Royal Hospital for Sick Children to produce an interactive website that generates maps from the existing GAIN directory of agency data and allows 'postcode searches' to find agencies close to where families are located.

<http://hwc.iriss.org.uk>

## Glasgow Gritting

In a project funded by NESTA, IRISS worked with Glasgow City Council to turn the live data from the GPS tracking system used by their gritting vehicles into information that could be easily accessed by the general public. All of the information generated is published as open data to allow for potential reuse and analysis by other individuals or organisations.

**Website:** <http://gccgritting.iriss.org.uk>

**Open Data:** <http://gccgritting.iriss.org.uk/about/opendata>

**NESTA Press Release:** [http://www.nesta.org.uk/news\\_and\\_features/assets/features/as\\_cold\\_weather\\_bites\\_scottish\\_councils\\_use\\_technology\\_to\\_keep\\_people\\_moving](http://www.nesta.org.uk/news_and_features/assets/features/as_cold_weather_bites_scottish_councils_use_technology_to_keep_people_moving)

**STV coverage:** <http://local.stv.tv/glasgow/magazine/210755-live-gritting-information-now-available-on-glasgow-city-council-website/>

## International Connections

### PART Ontario (Practice and Research Together)

In April 2012, a four-person team from IRISS took part in an international workshop on evidence-informed practice in County Cavan, Ireland. Following the workshop, one of the team was invited to spend two weeks in Toronto working with PART (Practice and Research Together) to share IRISS's expertise on the role of social media in linking research to practice. Reflections can be heard on IRISS.fm: <http://irissfm.iriss.org.uk/episode/010>

### Without Borders

'Without Borders' was an EU-funded collaboration with Varna Business Agency (<http://www.vba.bg>) to introduce to the Varna region of Bulgaria innovative methods for exchanging knowledge, skills and approaches to social inclusion. A four-strong team from IRISS developed and participated in four days of conference and workshops with some sixty Bulgarian NGOs, service providers, educationalists, IT professionals and social entrepreneurs.

<http://www.iriss.org.uk/without-borders>

<http://www.iriss.org.uk/news/bulgaria-report>

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## Our Stakeholders

