

AGENDA

#	Item	Purpose	Paper	Action
1.	Apologies			
2.	Any Other Business			
3.	Minute of Last Meeting – 04 September 2024	Approval	Attached	
4.	Matters Arising			
5.	Managers Event - Feedback	Update	Verbal	LB
6.	Collaborative projects with CHS a) Chair greeting the child	Update	To follow	LB
7.	Glasgow Hearing Centre Refurbishment	Approval	Attached	RMack
8.	SCRA Board a) September Board – follow up actions b) Board Development Day – agenda planning c) Board Committee structure			
Standing Items				
9.	Finance and Resource a) Budget Monitoring b) 5 year financial strategy	Update	Attached Verbal	RMack
10.	Practice and Policy a) General Update b) Childrens Care and Justice Act c) Childrens Hearings Redesign - consultation	Update Update Update	Verbal	AH
11.	Information Governance a) General Update b) August Breach Report	Update Noting	Verbal Attached	AH AH
12.	Digital Programme a) General Update	Update	Verbal	DC
13.	Keeping the Promise a) Joint Redesign Board b) Hearing System Redesign engagement events	Update Update	Verbal Verbal	NH All
14.	New Risks			
14.	Forward Plan a) Meeting with new SCTS CEO – 10/10 b) Digital CAB – 7/10 c) Childrens Hearings Improvement Partnership – 22/10 d) SCRA Budget discussions – DCAF Director - 22/10 e) NC/PR statutory duties review – 23/10 f) Chairs Visit to Ayrshire Locality – 23/10 g) Hearings Redesign workshop – SCRA Board – 25/10			

	h) National Partnership Forum – 30/10 i) SASO Conference – 31/10 j) Chairs Visit to North Strathclyde Locality – 7/11			
15.	Date of Next Meeting Thursday 07 th November 2024 – TBC			

Present

Neil Hunter (NH)	PR/CE
Douglas Cameron (DC)	Head of Digital
Helen Etchells (HE),	Senior Operational Manager (North & West)
Paul Mulvanny (PM)	Senior Operational Manager (East & Central)
Ross Mackenzie (RMack)	Acting Head of Finance & Resources
Lisa Bennett (LB),	Head of Strategy & OD
Paul Mulvanny (PM),	Senior Operational Manager (East & Central)
Stephen Eodanable (SE)	Information Governance Manager (Item 11)
Pamela Armstrong (PA)	Governance Officer, Minute

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1.	Apologies Alistair Hogg (AH), Head of Practice & Policy, Susan Deery (SD). Head of HR		
2.	AOB None		
3.	Minute of Previous Meeting Approved		
4.	Matters Arising Covered within the agenda.		
5.	SCRA Trauma Training programme – update LB introduced the update on the Trauma Training Programme and the ongoing work to consider the next phase of training. Noted: <ul style="list-style-type: none"> Five members of SCRA staff have attended the NES Train the Trainer course with four of the trainers completing their training by delivering the Transforming Connections training within SCRA. All SCRA Managers and Leaders have been asked to attend the NES Scottish Trauma Informed Leaders Training (STILT) webinar in recognition of their key role in leading trauma informed change. This programme will support 		

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	<p>the development of their knowledge, skills, and confidence to lead trauma-informed change.</p> <ul style="list-style-type: none"> • In early 2025, the intention is to come back together at a manager’s event, to discuss and reflect on the STILT webinars, consider what further supports are required for teams and identify systems, practices and policies which would support trauma informed change in SCRA. • Further consideration is being given to the next stage of the Trauma Training Programme with a particular focus on: <ul style="list-style-type: none"> ○ Trauma Enhance training for Reporter staff. ○ Multi-agency and inter professional models of training that add to and supplement SCRA programmes. ○ Pace of delivery in a collaborative way with partners ○ Leadership in the trauma programme – specific development opportunities aimed at managers and senior managers across the health/social care/justice domains. <p>Issues arising during discussion:</p> <ul style="list-style-type: none"> • Consider further how to build on and mainstream trauma informed practice within the organisation and the work being done on the Target Operating Model (TOM). • Local partners have communicated they will be undertaking trauma training. Several events are planned and are open to SCRA staff to attend. 		
6.	<p>Agile Working Policy – draft report to SCRA Board NH Introduced the report, recommending the EMT note the organisation update on SCRA’s Agile Working Policy which was formally adopted in September 2021.</p> <p>Noted:</p> <ul style="list-style-type: none"> • The policy was developed based on the experiences of staff working from home and from offices during the various stages of the Covid 19 pandemic. SCRA’s 2020 wellbeing survey indicated that most staff wished to continue to have the flexibility to work in a hybrid way, to better afford a good balance between home and work life. • The policy was developed in partnership with UNISON. 		

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	<ul style="list-style-type: none"> • As a result of the feedback from Managers in March 2023, we re-communicated the intentions of the policy to ensure clarity across the organisation, principally reminding staff that SCRA is an office-based service, and that staff can work from home if operations can support that. • Some Localities still face some challenges in ensuring a fair and consistent implementation of the policy, whilst balancing service delivery needs. • Further work may be required to associated policies such as the flexi scheme policy so that both policies align better. This will be progressed by the HR Subgroup over the next 12 months or so. <p>Issues arising during discussion:</p> <ul style="list-style-type: none"> • Achieving equity is difficult between Reporters and Support Staff. • It would be helpful to restate the business hours of SCRA. - update to appendix 1 		SD
7.	<p>Standby Arrangements in SCRA</p> <p>PM introduced the paper providing an update regarding SCRA’s proposed national standby cover for public holidays. The scope of this cover includes all emergency hearings, including custodies from Christmas 2024 onwards.</p> <p>Noted:</p> <ul style="list-style-type: none"> • A national approach to standby cover drastically reduces the number of SCRA staff and CHS Panel Members required to be on standby on public holidays. Through covering a wider geographical area and by using virtual hearings, there does not require to be a high number of “volunteers” on standby. • The feedback from SCRA staff who participated in the national standby pilots was positive. • CHS Resource Allocation Team have welcomed the national approach to standby as it reduces the number of volunteer Panel Members required. • The national standby arrangements model has been successfully incrementally piloted. The next step is full coverage of all emergency 		

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	<p>hearings, including custodies on SCRA's fixed public holidays.</p> <p>Issues arising during discussion:</p> <ul style="list-style-type: none"> • Arrangements with Police Scotland to be included within the paper. <p>Agreed:</p> <ul style="list-style-type: none"> • The agree in principle the National Standby Arrangements Model be extended to full coverage of all emergency hearings, including custodies, on SCRA's fixed public holidays. • Provision of a partner playbook to locality managers which covers the National Standby Arrangements for all emergency hearing situations on public holidays, which they should share with key partners. 		PM/HE
8.	<p>SCRA Board</p> <p>The agenda and draft reports for the September meeting were reviewed by the EMT. Final reports to be issued to PA by the end of the week.</p>		
STANDING ITEMS			
9.	<p>Finance and Resource</p> <p>RMack provided the following updates,</p> <p>a) Budget Monitoring – period 5</p> <ul style="list-style-type: none"> • The report was reviewed ahead of the September board meeting. <p>b) Scottish Government Emergency Budget statement</p> <ul style="list-style-type: none"> • We need to understand the implementation timetable, This will be discussed further with the SG sponsor team. <p>c) Update to Schedule of Delegated Authority</p> <ul style="list-style-type: none"> • Agreed: <ul style="list-style-type: none"> ○ To approve the addition of the Business Development and Improvement Manager and Business Improvement Officer to the Schedule of Delegated Authority. 		
10.	<p>Practice and Policy</p> <p>An update will be provided at the next meeting.</p>		
11.	<p>Information Governance</p>		

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a)	<ul style="list-style-type: none"> Data sharing requires further discussion and input from partners. NH has written to the Joint redesign Board regarding system wide data. The new redaction tool is working well and has received positive feedback. 		
b)	<ul style="list-style-type: none"> The July Breach report was reviewed. 		
c)	<p>SCRA Retention Policy Amendment</p> <p>SE introduced the paper recommending the EMT consider whether the SCRA should extend the retention period (up to age 19) for case information related to a referral, following the implementation of the UNCRC (Incorporation Scotland) Act (2024) on 16 July 2024.</p> <p>Noted:</p> <ul style="list-style-type: none"> Prior to the implementation of the UNCRC, the SCRA normally destroyed all personal information related to a referral when the referred child reached 18 years of age. This included information held digitally within CSAS, which is deleted automatically and paper copies, which are manually destroyed via our confidential waste. If an exception applies, a CSAS record can be retained beyond the referred child's 18th birthday. The retention period was previously set at age 18, as the application of the Children's Hearings (Scotland) Act 2011, extends to children up the age of 18 years. Under the provisions of the UNCRC, a claimant, up to the age of nineteen, has a legal right to bring proceedings against the SCRA for a breach of the Act. The SCRA's holding position since the implementation of the UNCRC, has been to extend the retention period, for case related information (including complaints), to the referred child's 19th birthday. This position has been adopted to protect children and young people's rights. Rights are protected by ensuring that the SCRA does not delete records that may be required in any such proceedings or for any complaint received from an individual, who is between 18 and 19 years of age. <p>Agreed:</p>		

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	<ul style="list-style-type: none"> To extend the retention period for case information related to a referral from age 18 to 19 and (2) complaint related information to age 19. This will ensure that the SCRA is compatible with the UNCRC, the statutory guidance, and UK GDPR. Furthermore, it will allow the SCRA to investigate and respond to any UNCRC related complaints or claims, which are received from individuals between the age of 18 and 19. 		
12.	Digital Programme An update will be provided at the next meeting.		
13.	Keeping the Promise An update will be provided at the next meeting. The joint redesign group has not met again since the last update.		
14.	New Risks No new risks were identified. The recent risk workshop was discussed. The feedback was positive .It was agreed that a number of old risks will be closed off in Decision Time.		
15.	Forward Plan The forward plan was reviewed.		
16.	Date of Next Meeting Wednesday 02 October 2024		