

## AGENDA

#	Item	Purpose	Paper	Action
1.	Apologies			
2.	Any Other Business			
3.	Minute of Last Meeting – 7 August 2024	Approval	Attached	
4.	Matters Arising			
5.	SCRA Trauma Training programme – update	Noting	Attached	LB
6.	Agile Working Policy – draft report to SCRA Board	Approval	Attached	SD
7.	Standby Arrangements in SCRA	Approval	Attached	PM
8.	SCRA Board (a) agenda – 19 September (b) workplan 2024	Review Review	Attached Attached	All
<b>Standing Items</b>				
12.	<b>Finance and Resource</b> a) Budget Monitoring – period 5 b) Scottish Government Emergency Budget statement c) Update to Schedule of Delegated Authority d) Property update	Update	Attached Verbal  Attached Verbal	RMack NH  RMack RMack
13.	<b>Practice and Policy</b> a) General Update	Update	Verbal	AH
14.	<b>Information Governance</b> a) General Update b) Breach Report c) SCRA Retention Policy	Update Noting Approval	Verbal Attached Attached	AH AH SE
15.	<b>Digital Programme</b> a) General Update	Update	Verbal	DC
16.	<b>Keeping the Promise</b> a) Joint Redesign Board b) Hearing System Redesign engagement events	Update Update	Verbal Verbal	NH All
11.	<b>New Risks</b> a) Feedback from Risk workshop 30 August 2024	update	verbal	All
12.	<b>Forward Plan</b>			

13.	<b>Date of Next Meeting</b> Wednesday 02 October 2024 – venue TBC (Grampian/Highland)	Discuss		
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## Present

Neil Hunter ( <b>NH</b> )	PR/CE,
Heleb Etchells ( <b>HE</b> )	Senior Operational Manager (North & West)
Alistair Hogg ( <b>AH</b> )	Head of Practice & Policy, by TEAMS
Douglas Cameron ( <b>DC</b> )	Head of Digital
Paul Mulvanny ( <b>PM</b> )	Senior Operational Manager (East & Central)
Susan Deery ( <b>SD</b> )	Head of HR
Ross Mackenzie (RMack)	Acting Head of Finance & Resources
Pamela Armstrong ( <b>PA</b> )	Governance Officer, Minute

	Item	Timescale	Action
1.	<b>Apologies</b> Lisa Bennett ( <b>LB</b> ), Head of Strategy & OD Paul Mulvanny ( <b>PM</b> ), Senior Operational Manager (East & Central)		
2.	<b>AOB</b> None		
3.	<b>Minute of Previous Meeting</b> Approved		
4.	<b>Matters Arising</b> Covered within the agenda.		
5.	<p><b>Aberdeen Internal Refit</b> RMack introduced the report, outlining the proposed works to the Aberdeen office, to provide a modern working environment in line with recent SCRA office refurbishments.</p> <p><b>Issues arising during discussion:</b></p> <ul style="list-style-type: none"> <li>• Are seat numbers sufficient to accommodate a majority of staff attending the office? RMack to provide an update.</li> <li>• HE will work with the LMT on agile working alongside the office refurbishment.</li> </ul> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>• To approve the procurement and appointment of a building contractor to undertake the works identified and the procurement of furniture.</li> </ul>		<p>RMack</p> <p>HE</p>

	Item	Timescale	Action
6.	<p><b>Defibrillator Provision Across SCRA</b>  NH introduced the report , recommending the EMT consider the implementation of defibrillators in all main SCRA offices.</p> <p><b>Issues arising during discussion:</b></p> <ul style="list-style-type: none"> <li>• Consideration will be given to the provision of Naloxone in offices. This will be discussed at a future meeting of the EMT.</li> </ul> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>• To agree in principle, the implementation of defibrillators in all main SCRA offices. This will be a phased implementation, considering local environments. Any training requirements will be discussed with the H&amp;S Officer.</li> </ul>		
7.	<p><b>UNCRC (Incorporation)(Scotland) Act 2024</b>  NH introduced the following.</p> <ol style="list-style-type: none"> <li>1. Letter from Director General (Education and Justice)</li> <li>2. Internal implementation arrangements</li> <li>3. Article 12 closure report</li> <li>4. Implications for retention policy</li> <li>5. Reporting arrangements</li> </ol> <p><b>Issues arising during discussion:</b></p> <ul style="list-style-type: none"> <li>• There is a focus on reporting duties. Consideration to be given to the creation of a new planning and performance group, addressing the UNCRC implementation and core reporting duties.</li> <li>• SG guidance around internal implementation arrangements provides an example of good practice and a level of assurance in terms of what SCRA have considered in terms of being UNCRC compliant.</li> <li>• SCRA police is currently to auto delete records when a child reaches eighteen. Analysis suggests maintaining the record until the age of nineteen. SCRA are consulting with SG colleagues regarding this and considering thinking from other public bodies. LMT views will be taken through the IG Leads Group.</li> </ul> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>• A further paper to be presented at the next EMT meeting.</li> </ul>		

	Item	Timescale	Action
8.	<p><b>Public Services Reform</b> NH introduced the Ministerial Communication and the Commissioning Framework return data.</p> <p><b>Issues arising during discussion:</b></p> <ul style="list-style-type: none"> <li>• There is a focus on efficiency, cost saving, redesign, etc. SCRA have shared thinking with SG. The Joint Redesign Board is the medium which any future redesign will be discussed and addressed.</li> </ul>		
9.	<p><b>SCRA Annual Report – pre- ARC draft</b> EMT reviewed the draft report ahead of the August Audit and Risk Committee. A final draft will be issued, along with all other papers next week.</p>		
10.	<p><b>Annual Procurement Report</b> RMack introduced the report for the period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.</p> <p><b>Noted:</b></p> <ul style="list-style-type: none"> <li>• Summary of Regulated Procurements Completed</li> <li>• Review of Regulated Procurement Compliance</li> <li>• Community Benefits Summary</li> <li>• Supported Businesses Summary</li> <li>• Future Regulated Procurements</li> <li>• Non-regulated Procurements Completed</li> <li>• Procurement Performance</li> <li>• Other Procurement Activities</li> <li>• Continuous Improvement Activities</li> <li>• Annual Procurement Report Template</li> <li>• Ownership and contact details.</li> </ul> <p><b>Agreed:</b> To approve the Annual Procurement Report. EMT thank the team for the hard work done throughout the year.</p>		
11.	<p><b>EMT combined objectives 2024-27.</b> NH the paper, noting the first draft of EMT combined objectives.</p> <p><b>Issues arising during discussion:</b></p> <ul style="list-style-type: none"> <li>• Objectives to be linked to the Corporate Plan.</li> <li>• Once complete, these objectives will be shared with all SCRA Managers.</li> </ul>		

	Item	Timescale	Action
	<p><b>Agreed:</b> A further draft will be brought to the October EMT meeting.</p>	Oct 24	NH/LB
<b>STANDING ITEMS</b>			
12.	<p><b>Finance and Resource</b> RMack provided a verbal update.</p> <ul style="list-style-type: none"> <li>• Indicative 24/25 forecasts to be returned to SG this week for discussion and challenge.</li> <li>• SG budget expected to be brought forward in line with the UK budget.</li> </ul> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>• RMack to consult with budget leads and identify any areas that can be accelerated.</li> </ul>		
13.	<p><b>Practice and Policy</b> AH provided the following verbal update.</p> <p><b>Childrens (Care and Justice) (Scotland) Bill</b></p> <ul style="list-style-type: none"> <li>• Implementation dates are still unknown however the provided for children to the kept in Young Offenders Institutions will be implemented upon the return of Parliament from recess.</li> <li>• Work on ongoing around victim provisions, suggesting ongoing requirement to provide information in certain circumstances. Consideration will be given to the structure of the internal victim team. Communications with victims will require consideration. Ensure tie in with Digital team.</li> <li>• There has been positive engagement with Victim Support Scotland, providing balance and context.</li> <li>• An SCRA impact assessment of the consultation will be completed, including views of the Board. Engagement sessions to be arranged by SG.</li> </ul> <p><b>UNCRC</b></p> <ul style="list-style-type: none"> <li>• A meeting will be arranged with SG to discuss the positive output of the recent self-assessment exercise. The practice Team is preparing for implementation and being ready for any challenge. This will include a full analysis, prioritising victims. Outlook for implementation is end of 2025. Significant investment is required around support administration and a focus on investment around reporters. Organizational comms to be issued once aware of implementation timetable.</li> </ul>		

	Item	Timescale	Action
	<b>Bairns Hoose</b> <ul style="list-style-type: none"> <li>Pathfinder pilot underway. Extended for 2 years due to feedback on previous shorter time scale causing difficulty in terms of resourcing and collection of data.</li> </ul>		
14.	<b>Information Governance</b> AH provided the following general update. <ul style="list-style-type: none"> <li>Breach reporting form – Amended proposal has been accepted. Pilot underway.</li> <li>The Breach Report was noted. The increase in breaches will be monitored.</li> <li>Data sharing requires further discussion and input from partners. NH has written to the Joint redesign Board regarding system wide data.</li> <li>The new redaction tool is working well and has received positive feedback. Further testing is expected in August.</li> </ul>		
15.	<b>Digital Programme</b> <b>a) General Update</b> DC provided the following update. <ul style="list-style-type: none"> <li>SCRA were unaffected by the recent Microsoft outage.</li> </ul> <b>b) Digital Strategy</b> DC introduced paper as a primer to the Digital Strategy, outlining the following, <ul style="list-style-type: none"> <li>Partner and Sector Digital Context</li> <li>Deriving Our Digital Strategy</li> <li>Digital Service Workplan and Approach</li> </ul> <b>Issues arising during discussion:</b> <ul style="list-style-type: none"> <li>The plan is helpful and provided assurance across the service. A further report will be taken to the December Board.</li> </ul>	Dec 24	DC
16.	<b>Keeping the Promise</b> An update will be provided at the next meeting.		
17.	<b>New Risks</b> No new risks were identified.		
18.	<b>Forward Plan</b> The forward plan was reviewed.		
	<b>Date of Next Meeting</b> 04 <sup>th</sup> September, North Strathclyde, Paisley office		



SCOTTISH  
**CHILDREN'S REPORTER**  
ADMINISTRATION

**Head of Service** Lisa Bennett, Head of Strategy and OD  
Susan Deery, Head of HR

**Date:** 20 August 2024

**Report Author:** Patricia Stevenson, HR Manager  
Eden Denham, Learning Officer

**Recommendation:**

1. To note the update on the Trauma Training Programme and the ongoing work to consider the next phase of training.

**Reason for Report:** *For noting*

**Resource Implications:** *None*

**Strategy/Service Plan Implications** *People Strategy*

**Consultation:** *EMT*

**EHRIA Duties:** *None*

**Document Classification:** *[Not protectively marked]*



## **1. Introduction**

1.1 This paper provides an update on SCRA's Trauma Training Programme.

## **2. Update on Trauma Training Programme**

### **SCRA Trainers**

2.1 5 members of SCRA staff have attended the NES Train the Trainer course with 4 of the trainers completing their training by delivering the Transforming Connections training within SCRA, with the support of NES Trainer, Kim Bradie.

2.2 The Team of Trainers worked with NES to adapt the Transforming Connections training for SCRA and the approach to co-deliver with NES has been welcomed by staff with very positive feedback about the blend of NES input and SCRA with comments such as:

"Kim was very knowledgeable and the combination with 2 SCRA trainers who know our jobs and can feedback from that perspective was really helpful."

"Facilitators were fantastic. They were knowledgeable and brought lived experience to bring it alive. The pace and interaction between them was perfect too. They were excellent."

2.3 Further extracts from the feedback can be seen at appendix 1.

### **Transforming Connections Training**

2.4 Eden Denham, Learning Officer has been working with Localities to roll out the Transforming Connections training for all Locality staff and has agreed a programme of dates between September 2024 and May 2025 for the delivery of Locality based face to face training. Trainers have requested that in order for sessions to be successful and engaging numbers per session are limited to a maximum of 16. In addition, open courses will be offered for all Head Office staff, or they will have the option of attending Locality events where there are available spaces.

### **Manager Training**

2.5 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 the development of their knowledge, skills, and confidence to lead trauma-informed change.

2.6 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.

### **Holding the Reflective Space**

2.7 NES are developing a half-day session for SCRA to look at holding a reflective space for colleagues with a trauma informed lens, to facilitate the discussion, containment and support around trauma responsive practice and consider the impact of working with trauma. The session will include the exploration of reflective models and combining these with knowledge and skills around trauma.

2.8 This session has been offered to Managers and Senior Practitioners who are involved in the ongoing coaching, supervision, and support of staff as part of the

implementation of trauma responsive practice within the organisation. Further consideration will be given to extending this training to other SCRA managers after the events held in September and October.

### **3. Further training**

3.1 Further consideration is being given to the next stage of the Trauma Training Programme with a particular focus on:

- 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

3.2 Patricia Stevenson and Neill Mitchell are liaising with NES and the Trauma Responsive Social Work Services Team to explore the options available for the next phase of the trauma training programme.

### **4. Recommendation**

It is recommended that the Senior Team note the update on the Trauma Training Programme and the ongoing work to consider the next phase of training.

## Qualitative Data

### 1. What trauma informed practice changes do you intend to make following this training?

Interacting with families before and after hearings - ensuring I try to get a much up to date information to support all attending, regularly rechecking this if I have the time.

Spend more time ahead of hearing to consider what I can do for child and family attending the hearing.

I now have more of an understanding about the impact of trauma on individuals and in particular children, I have always shown respect and empathy within my role but it is also good to get a deeper insight into the effect of trauma on individuals and how that trauma can impact others i.e children, families, understanding how trauma can change sometimes, manifest from a life changing event and how levels of trauma can be managed within the work place so that it does not become more traumatic for an individual.

I have only been in my role for 3 weeks but the training has already helped in my communications with service users. Primarily, I have been focusing on creating a safe environment, giving choice and reassurance to service users whenever I am able to.

I think being more patient and understanding why people react the way they do. So being more mindful of peoples' window of tolerance.

### 2. Are there any potential barriers or challenges to implementing these changes?

Time, response from allocated worker.

Being too busy.

Legal protocol - some information that might be trauma triggering but has to be included within a report.

Unsure.

Resources, time.

No

### 3. Overall, what did you find useful about this training?

Very interactive and sharing experiences provides reassurance.

Really good to have some time to reflect on trauma, the impact and my/our practice and how I/we can improve.

It was useful because it showed ways in which trauma can be managed but we are in a society where sometimes people who have experienced complex trauma are judged because of it (ie. domestic violence). I think trauma awareness is vital for people to understand why people with complex trauma behave in certain ways instead of judging their behaviour

All of it!!

Discussing with others how Trauma informed practice relates to our organisation and real life examples brought to the training.

I found everything useful. Really enjoyed all aspects of the course.

### 4. Is there anything that you would change about the training? E.g. more information on a certain part, length of training etc

No, timing and breaks were well coordinated and directed by those attending.
I think the training was really good and wouldn't change anything. I think it would be good to have perhaps a shorter facilitated follow up with our partner agencies looking at how we can together improve our practice to make it more trauma informed.
The training was excellent and clear. I think it should be kept in smaller groups and I also think maybe something along the lines of challenging behaviour could link in - maybe made up examples when complex trauma has led to challenging behaviour from people and how to deal with that (in relation to our organisation or types like us). I liked the panda scenario, it was clear and easy to understand how flight or fight works.
No
No
Thought the course was perfectly timed, delivered well, nothing I would change.

### 5. What would you like to happen next?

I think internally it would be good to have some scheduled time to reflect.
I think as a society we need to explore ways to treat complex trauma and make it a priority within mental health organisations especially for children and teenagers - also to educate everyone about it.
More training.
I would enjoy refresher courses overtime and further training as it was so interesting.

### 6. Do you have any other suggestions or comments? E.g. facilitator's knowledge and skills, overall training experience

The training setting and facilitators were very relaxed, and nothing felt rushed, all attending had opportunities to discuss experiences which i think was extremely valuable.
Kim was very knowledgeable and the combination of 2 SCRA trainers who know our jobs and can feedback from that perspective was really helpful.
All trainers excellent, approachable, clear explanations and also showed great intuitive responses and understanding to individual questions and observations, the training experience overall was excellent. I felt I learned a lot.
The training and pre-training modules were hugely informative and valuable for my understanding of people living with trauma both in and out with work. Kim our trainer was fantastic. She was knowledgeable and delivered everything in a digestible way that allowed for plenty of valuable discussion.
No, facilitators were good, even the recently trained SCRA trainers.
Facilitators were fantastic. They were knowledgeable and brought lived experience to bring it alive. The pace and interaction between them was perfect too. They were excellent.



SCOTTISH  
**CHILDREN'S REPORTER**  
ADMINISTRATION

**UNCRC: SCRA RETENTION POLICY AMENDMENT**

**Accountable Director:** Head of Practice &  
Policy/SIRO

**Date:** 4<sup>th</sup> September 2024

**Report Author:** Information Governance Manager/DPO

**Recommendation:**

1. That EMT approves the recommendation regarding the extension of the retention policy.

## 1. Introduction

- 1.1 This report will 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.
- 1.2 The report will specifically consider the impact on the SCRA, and children and young people should the retention period be extended by 12 months to age 19.

## 2. Background

- 2.1 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.
- 2.2 Please note that if an exception applies, a CSAS record can be retained beyond the referred child's 18<sup>th</sup> birthday. Please see the relevant policy [here](#). Plus, please note that prior to the implementation of the UNCRC, complaint records were retained for the current year plus 5 years and Subject Access Requests were retained for current year plus 3 years. Therefore, in some cases, the SCRA retained information beyond the 18<sup>th</sup> birthday of the referred child.
- 2.3 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.
- 2.4 Under the provisions of the UNCRC, a claimant, up to the age of 19, 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  
2.5 been to extend the retention period, for case related information (including complaints), to the referred child's 19<sup>th</sup> birthday.  
  
The SCRA's holding position has been adopted to protect children and young  
2.6 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.

### **3. Benefits to extending the retention period to 19 years**

- 3.1 The primary benefit for extending the retention period is to provide the SCRA with the ability to fully investigate and respond to complaints and claims from individuals between the age of 18 and 19. This investigative ability would also safeguard against any reputational damage that could arise from SCRA deleting records that were required either by the SCRA or a claimant. Not retaining the records until age 19, could result in criticism against the SCRA's in relation to a lack of transparency.
- 3.2 The UK General Data Protection Regulation (GDPR) integrated accountability as a principle, which requires the SCRA to take responsibility for what we do with personal data and be able to demonstrate the steps taken to protect individual's rights in relation to how long we hold data for. Extension of the retention period to age 19, would allow the SCRA to demonstrate compliance with this principle.
- 3.3 The following additional benefits would also arise from extending the retention period to age 19:
- It would mean that the vast majority of cases, which are interrogated for data quality purposes, would still have a full record on CSAS, which would help improve our published data quality where issues arise.
  - It would provide the Police with more time to root out any offences for children and update Police records including any investigation required on our side.
  - It would provide the Police with more time to update remit disposals for children as these tend to be most common for children who are closer to age 18.

### **4. Disadvantages of extending the retention period to 19 years: Storage and cost**

- 4.1 Extension of the retention period to age 19 would result in around 10,000 additional case files being retained, which could have an impact on the SCRA's physical and cloud storage requirements.
- 4.2 In relation to the additional online cloud storage required, the digital team have confirmed that there may be extra storage costs incurred as a result of this, but it is difficult to quantify at present. The Digital team are currently assessing the SCRA's storage requirements more generally and this additional storage will form part of that assessment.

- 4.3 It is also worth highlighting that there will be no development costs incurred by extending the retention age to 19.
- 4.4 In relation to the additional physical storage space, the Localities were asked at the fortnightly Managers Organisational update meeting, whether they had any concerns about this. No concerns have been raised by the Localities. As time goes on, the Localities will generally require less physical storage for files, as the more recent referrals are stored digitally.

## 5. Impact on Information requests

- 5.1 The IG Team routinely responds to Subject Access Requests from children and young people. Plus, we also routinely provide information to Disclosure Scotland, who request information from the SCRA, when, for example, an individual has applied for a job or volunteer work with a vulnerable group.
- 5.2 Individuals who are over 18 and applying for a job or work experience may be disadvantaged if the information provided by the SCRA prevents them securing employment/work experience. However, this could also be viewed positively for Disclosure Scotland, as it could help them ensure that vulnerable groups are protected.
- 5.3 It is anticipated that the IG Team will respond to very few additional information requests, as a result of the retention period being extended to 19 years. Between 13/08/2023 and 13/08/24, we received one subject access request and two PVG requests from individuals who were between the age of 18 and 19 years. Whilst it is possible that we may receive more subject access requests, as more people become aware of the extended retention period, I suspect any increase would be minimum.

## 6 Consultation with the Scottish Government

- 6.1 Nick Rougvie, Team Leader (Children's Hearings) at the Scottish Government confirmed that extending the retention period to age 19, 'seems logical' and is ultimately a matter for the SCRA to decide on.
- 6.2 The UNCRC (Incorporation) (Scotland) Act 2024 – part 2: [statutory guidance](#) provides the following relevant note:

*'The lack of time-bar for most actions brought during the period whilst a claimant is a child means that proceedings could be brought against public authorities for a relatively considerable period of time after an alleged breach took place. Public authorities need to be aware of this possibility and may wish to consider any implications for their record and information management systems. It would be advisable to maintain a robust audit trail in relation to decision-making and service delivery.'*



6.3 The above extract from the guidance is taken to mean that maintaining a robust audit trail is advisable for the full period (birth to age 19), when proceedings can be brought against an organisation.

## **7. Lawful basis**

7.1 The SCRA can retain case information related to a referral, as long as we can evidence that it has value and when it no longer has value, we are obliged to dispose of the information. The value in holding the information in question for an additional 12 months, is to secure the UNCRC rights of young people (between 18 and 19 years of age) to the fullest extent.

7.2 Furthermore, the SCRA must be able to explain why we no longer hold information. If the SCRA's retention policy was to remain at 18 years of age, and information that we no longer held, was required to investigate, and respond to a relevant complaint or claim made under the provisions of the UNCRC, no plausible explanation is likely to be available to the SCRA.

## **8. Conclusion & Recommendation**

8.1 The writer recommends that the SCRA extends the retention period for (1) 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.

