

## AGENDA

|     |  | Paper  | Action |
|-----|--|--------|--------|
| 1.  | <b>Apologies</b>   |        |        |
| 2.  | <b>AOB</b>   |        |        |
| a)  | EMT Christmas Cover  |        |        |
| 3.  | <b>Minute of Previous Meeting 07 October 2019</b>                        |        |        |
| 4.  | <b>Matters Arising</b>   |        |        |
| a)  | New email domain name  | Verbal | NH     |
| 5.  | <b>Staff Survey – For discussion</b>                                     |        | NH     |
| 6.  | <b>Property Reports</b>  |        |        |
| a)  | Kilmarnock Property Project – to note offline approvals                  |        | EM     |
| b)  | Glasgow Property Project – to note offline approvals                     |        | EM/HE  |
| c)  | Perth 1 <sup>st</sup> Floor Letting – for approval                       |        | EM     |
| 7.  | <b>Film for Young People – being on a CSO – to note offline approval</b> |        | EM     |
| 8.  | <b>Outreach Hearing Centres – Strategy Paper – For discussion</b>        |        | EM     |
| 9.  | <b>Review of Assistant Reporter Role – for approval</b>                  |        | SD     |
| 10. | <b>Equalities – Proposed Name Change – for approval</b>                  |        | SD     |
| 11. | <b>Review of November Audit &amp; Risk Committee Reports</b>             |        |        |

|            | <b>Standing Items</b>  |                  |   |
|------------|--|------------------|---|
| <b>12.</b> | <b>Digital Programme</b><br>a) Organisational Readiness update<br>b) CHS/SCRA Senior Team workshop outputs<br>c) Data Migration programme<br>d) DDOC/DDB<br>e) Capacity planning<br>f) Communication and Operational update  |                  | <b>TP/SD</b><br><b>NH</b><br><b>NH</b><br><b>NH</b><br><b>TP/PM</b> |
| <b>13.</b> | <b>Information Governance</b><br>a) General Update<br>b) ICO decision  | Verbal<br>Verbal | <b>AH</b><br><b>AH</b>  |
| <b>14.</b> | <b>Practice and Policy</b><br>a) General Update  | Verbal           | <b>AH</b>   |
| <b>15.</b> | <b>New Risks</b>   | Discussion       | <b>All</b>  |
| <b>16.</b> | <b>Forward Look</b> <ul style="list-style-type: none"> <li>• CHIP Better Hearings Work stream 11/11</li> <li>• Scottish Leaders Forum 15/11</li> <li>• Audit &amp; Risk Committee 21/11</li> <li>• CELCIS' Strategic Advisory Board Meeting 22/11</li> <li>• Youth Justice - Cross System Planning - Initial meeting 26/11</li> <li>• SG/SCRA accountability 27/11</li> <li>• HECM Steering Group 28/11</li> <li>• CHIP Meeting 02/12</li> </ul> |                  |   |
|            | <b>Date of Next meeting;</b><br>Wednesday 04 December 2019 at Ochil House, Stirling  |                  |   |



**Present:**

Ed Morrison (EM)  
Neil Hunter (NH)  
Alistair Hogg (AH)  
Susan Deery (SD)  
Lisa Bennett (LB)  
Tom Philliben (TP)  
Paul Mulvanny (PM)  
Helen Etchells (HE)  
Donald Lamb (DL) – Items 5 & 6  
Pamela Armstrong (PA) - Minute

|           |   | <b>Timescale</b> | <b>Action</b> |
|-----------|---|------------------|---------------|
| <b>1.</b> | <b>Apologies</b><br>Alistair Hogg   |                  |               |
| <b>2.</b> | <b>AOB</b><br><b>Scottish Government Severance Policy</b><br>SD advised EMT that the SG severance policy has been updated to reflect that there has been a change to the maximum sums and payback period that can be considered. This change only applies to NDPB's and may have repercussions for future VER rounds.<br><br><b>Mind of my own</b><br>LB advised EMT Mind of My Own have approached SCRA to request funding to work on the development of their digital app for young people. LB to respond that SCRA will be happy to assist with the development of the app but we will not be providing funding for development. |                  | <b>LB</b>     |
| <b>3.</b> | <b>MOLM</b><br>Agreed as accurate   |                  |               |
| <b>4.</b> | <b>Matters Arising</b>  |                  |               |
| <b>a)</b> | <b>Staff Pay</b> – UNISON member's ballot concludes 03 October.   |                  |               |
| <b>b)</b> | <b>Equalities Lead job description</b> – The job description has been finalised and will be taken to the next Evaluation Group for independent assessment.  | <b>Nov 19</b>    | <b>SD</b>     |

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| <p>c)</p> <p>d)</p> <p>e)</p> | <p><b>Equalities Network Development Day</b> – The recent development day held in Dundee was a success and received positive feedback from participants.</p> <p><b>Breaches</b> – a further serious breach has been reported to the ICO in recent weeks. In the first instance, the breach appears to be related to human error at an advanced stage in the notification process.</p> <p><b>Ombudsman (SPSO) Feedback</b> – Recent SPSO outcome arising from a complaint raised about a complex case, advised that the complaint will not be considered as the case was dealt with procedurally competently via SCRA’s complaints process.</p>  |                 |            |
| <p>5.</p>                     | <p><b>CSAS Business Rules</b><br/>DL Introduced the paper detailing 15 high level SCRA business rules. Business rules generate data rules required to support the complex data migration process currently being planned and developed,</p> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>• The approach to the business rules were agreed in principle. Further detail will follow.</li> <li>• Any points requiring clarification to be sent to DL by 07 October.</li> </ul>  | <p>07/10/19</p> | <p>All</p> |
| <p>6.</p>                     | <p><b>Data Migration - Reporting Options</b><br/>DL took the group through a presentation explaining;</p> <ul style="list-style-type: none"> <li>• Principles of CSAS reporting</li> <li>• Exclusion of personal information on the statistical database</li> <li>• What happens at 18 (case retention policy)</li> <li>• Data types</li> <li>• Next Steps</li> </ul> <p><b>Issues arising during discussion:</b></p> <ul style="list-style-type: none"> <li>• The current Retention Policy will need to be reviewed if 16 and 17 year olds come into the hearing system at some point in the future</li> <li>• Child level WIP information that is incorrectly coded will be discussed within</li> </ul> |                 |            |

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|    | <p>the Organisational Readiness Team for progress.</p> <ul style="list-style-type: none"> <li>• Any policy decisions will come back to EMT</li> <li>• There are resources available within the current programme to support this work where necessary, whether direct application of cash, resources for backfill or other arrangements</li> </ul>  |   |                                   |
| 7. | <p><b>Case sampling action plan</b><br/>LB Introduced the plan, which was presented to the May Audit and Risk Committee and June Board.</p> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>• The case sampling plan was reviewed and agreed by EMT</li> <li>• Case Sampling and Quality Assurance Reviews will be subject to discussion at the November Board Development Day.</li> <li>• The QA Manager will circulate proposals as developed, for EMT input ahead of the February 2020 Audit &amp; Risk Committee.</li> </ul>   | <p><b>Nov 19</b></p> <p><b>Jan 20</b></p> | <p><b>LB</b></p> <p><b>LB</b></p> |
| 8. | <p><b>Corporate Plan Update</b><br/>LB provided an update advising EMT that the Board participated in a workshop, where members were asked;</p> <ul style="list-style-type: none"> <li>• To consider key themes emerging from staff consultation</li> <li>• To consider and comment on the proposed three outcomes for 2020/23</li> <li>• To consider and comment on the related activity highlighted as 'By 2023 we will be'</li> <li>• To provide any other related thoughts or comments relevant to the development of the plan content</li> </ul> <p>A further session will be held with Scottish Government.</p> |   |                                   |
| 9. | <p><b>Care Review Submission</b><br/>LB introduced the paper. A sub group of the Care and Justice Group was created to consider the Children's Hearings System. The paper provided a summer of discussions on:</p> <ul style="list-style-type: none"> <li>• Scope of the sub-group</li> <li>• Founding principles</li> <li>• Pathways into the system</li> </ul>  |   |                                   |

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|                   | <ul style="list-style-type: none"> <li>• Hearings</li> <li>• Panel Members</li> <li>• Process</li> <li>• Pathways out of the system</li> <li>• Relationships and education</li> </ul> <p>The sub group are only able to make conclusions. They are not remitted to make recommendations.</p> <p>Any questions on the content of the paper to be sent to LB.</p>   |                        |                   |
| <p><b>10.</b></p> | <p><b>Sustainability</b></p> <p>SD introduced the paper asking EMT to</p> <ul style="list-style-type: none"> <li>• Consider and agree the job description of Head of Operations</li> <li>• Consider and agree the job description of Operational Manager</li> <li>• Note the recruitment plan for the above roles</li> <li>• SOMs to conclude the early thinking around equalisation and along with the Head of HR make further proposals to EMT for future planning.</li> <li>• Consider and agree the grading proposals for Grades G1 and F1</li> <li>• Agree to continue further developments to support sustainability for implementation at the end of summer 2020.</li> </ul> <p><b>Issues arising during discussion:</b></p> <ul style="list-style-type: none"> <li>• Additional roles may need to be considered around CSAS implementation.</li> <li>• We need to be prepared to do further equalisations exercises, particularly as a result of CMS Implementation.</li> </ul> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>• EMT are asked to comment on the job descriptions.</li> <li>• EMT agree the grading proposals for Grades G1 and F1</li> <li>• EMT agree to continue further developments to support sustainability for implementation at the end of summer 2020.</li> </ul> | <p><b>16/10/19</b></p> | <p><b>All</b></p> |

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| 11. | <p><b>Budget 2020/21 Guidance and Timetable</b><br/>EM introduced the paper on SCRA Budget Process 2020/21.</p> <p>Agreed in principle. EMT to send any replies to key assumptions by 04 October.</p>   | 04/10/19 | All   |
| 12. | <p><b>Outreach Hearing Centres – Strategy Paper</b><br/>Item will be brought back to the November meeting highlighting alternative strategies.</p>  |          |       |
| 13. | <p><b>Our Hearings, Our Voice, Enterprise House, Stirling</b><br/>EM introduced the report recommending EMT approve OHOV continuing in occupation of Office 36, Enterprise House on either a month to month basis or by way of a new 12 month lease at a combined rent/service charge of £5,817.60, plus utilities and rates of approximately £1,400.</p> <p><b>Agreed:</b></p> <ul style="list-style-type: none"> <li>• To continue occupation for 12 months.</li> <li>• We will need to consider the impact of the Outreach Hearing Centres feasibility study in relation to a perspective from young people, potentially as a formal proposal to OHOV (see above).</li> </ul>  |          |       |
| 14. | <p><b>Glasgow Property Project</b></p> <ul style="list-style-type: none"> <li>• HE Provided a verbal update advising EMT she and EM have attended a further meeting with the Glasgow LRM's.</li> <li>• Plans have been submitted for the first phase that covers the refurbishment of the 2<sup>nd</sup> and 3<sup>rd</sup> floors.</li> <li>• Note that the team currently occupying the 4<sup>th</sup> floor will get no benefits in the first revised phase.</li> <li>• The 2<sup>nd</sup> phase will include consideration of whether the North reporter team on the 4<sup>th</sup> floor can be fully integrated with the South and East teams on the 3<sup>rd</sup> Floor.</li> <li>• Revised business case to be issued for offline approval.</li> </ul> | Oct 19   | HE/EM |

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| 15. | <b>Risk Registers</b> <ul style="list-style-type: none"> <li>• Current risks are to be reviewed and updated as appropriate.</li> <li>• New risks identified are to be assessed. These have been shared between EMT members Feedback to be provided to PA and EM</li> <li>• Strategic and Operational risk registers will be reviewed by the November Audit and Risk Committee.</li> </ul>   | <b>Oct 19</b><br><br><b>Oct 19</b> | <b>All</b><br><br><b>All</b> |
| 16. | <b>Digital Programme</b>  |                                    |                              |
| a)  | <b>CSAS Protective Marking</b><br>NH Introduced the paper recommending the following; <ul style="list-style-type: none"> <li>• Letters out to C&amp;F: no protective marking</li> <li>• Letters out to agencies: OFFICIAL – SENSITIVE protectively marked</li> <li>• Statutory Documents: OFFICIAL – SENSITIVE protectively marked (no marking currently)</li> <li>• Hearing Information Packs: OFFICIAL – SENSITIVE protectively marked only for panel members and professionals. Not to be protectively marked for children and families.</li> <li>• All email: protectively marked, selectable but OFFICIAL – SENSITIVE by default</li> <li>• Aggregated data/reports - OFFICIAL – SENSITIVE protectively marked</li> </ul> <b>Agreed:</b> <ul style="list-style-type: none"> <li>• EMT approved the recommendations.</li> <li>• Recommendations to be forwarded to SIRO for signoff.</li> </ul> |                                    | <b>PA/BK/AH</b>              |
| b)  | <b>New email domain name</b> <ul style="list-style-type: none"> <li>• iTECS have been in contact to advise they are now ready for SCRA to switch over to the new domain – scra.gov.uk.</li> <li>• The change will occur over a weekend (of our choice) so there is as little disruption as possible to business operations. We need to agree a suitable date for all SCRA staff and mailboxes to move over to the new domain.</li> <li>• As most of SCRA’s business is conducted through email exchanges, the impact of this change is significant.</li> </ul>  |                                    |                              |

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|  | <ul style="list-style-type: none"> <li>• Bruce Knight, Digital Governance Lead, has advised the following;</li> </ul> <ol style="list-style-type: none"> <li>1. We will still receive emails sent to our <b>scra.gsi.gov.uk</b> domain as they will be included as a secondary email address on user's accounts, but when replying to these emails we will be sending out from our new <b>scra.gov.uk</b> email address.</li> <li>2. Our public folder mailboxes can also be set up with secondary email addresses so they can receive emails from both the old and new email addresses, any emails sent from the mailboxes will use the new email domain.</li> <li>3. The Egress server will need to be set up by iTECS with the new email addresses so we can receive child concern reports from the police. The police will need to make changes on their side too. This will need to be tested.</li> <li>4. We will continue to use the old email domain for SPR2s to avoid any disruption to this service. Receiving and receipting SPR2s will be incorporated in CSAS so this will be done as part of this work using CSAS email addresses.</li> <li>5. iTECS have assured us that they are able to make a change to MS Exchange to ensure that CJSM emails are routed through the Public Services Network (PSN). This will need to be tested to ensure that this service is not disrupted.</li> <li>6. Almost all LA's have moved to <b>gov.uk</b> email addresses and have applied the secure email blueprint (SEB) and our new email domain will also be using the SEB. So there should be no problems with the change, but some testing is required.</li> <li>7. Courts and NHS are already on the SEB so should be fine but testing will be needed to confirm this.</li> <li>8. We must move off the <b>scra.gsi.gov.uk</b> domain by March 2020, as Vodafone will no longer be providing GSI. This means that we should remove the <b>scra.gsi.gov.uk</b> email addresses from all SCRA accounts and mailboxes before that date.</li> <li>9. It is better for us to move over to the new email domain as soon as we can. By being SEB compliant ensures all emails are encrypted to the appropriate standard and that it will be more difficult for attackers to send fake emails from</li> </ol> |  |  |
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| h)  | <b>Capacity planning</b><br>NH confirmed there is resource available within the digital programme.  |  |    |
| i)  | <b>Communication and Operational update</b> <ul style="list-style-type: none"> <li>• PM advised EMT Digital Delivery Roadshows will be held throughout October and November. The aim of these is to give a show and tell and provide exposure to the new system.</li> <li>• A FAQ sheet will be created.</li> </ul> |  | TP |
| 16. | <b>New Risks</b><br>No new risks were identified.   |  |    |
| 17. | <b>Forward Look</b><br>The forward plan was reviewed.   |  |    |
|     | <b>Date of Next meeting</b><br>06 November 2019 at Ochil House, Stirling  |  |    |

DRAFT



SCOTTISH  
**CHILDREN'S REPORTER**  
ADMINISTRATION

**Accountable  
Director:**

Susan Deery

**Date:28/102019**

**Report Author: Karen Wallace**

**Recommendation:**

1. To approve the change of name from Equalities Ambassadors to Inclusion Ambassadors with immediate effect.

**Reason for Report:**

To seek approval to change the name of Equalities Ambassadors to Inclusion Ambassadors.

**Resource Implications:**

Not applicable

**Strategy:**

Within approved plans

**Consultation:**

- Equalities Network
- Equalities Ambassadors

**Equalities Duties:**

An EHRIA has not yet been completed but should be. A training package has been designed to increase awareness and consideration of protected characteristics and human rights / children's rights across all the work that SCRA is involved in and will be launched with EMT mid November 2019.

**Document Classification:**

Not protectively marked

## **1. Introduction**

- 1.1 Following a call to action on behalf of the Equalities Network in May 2017, forty one colleagues came forward and were trained as Equalities Ambassadors to help embed and mainstream equality, diversity and inclusion within and across the organisation. The Ambassadors are working in six sub groups of the Equalities Network which together cover all of the protected characteristics.
- 1.2 At the Equalities Network Development Day in September, Network members and Ambassadors were asked to consider a change of name from Equalities Ambassadors to Inclusion Ambassadors. When Ambassadors were first recruited, there was a low level of awareness of equality, diversity and inclusion within the organisation and “Equalities Ambassadors” was a term that was most easily understood and recognised.

As we move towards the creation of an inclusive culture, practice and services, it is suggested that we rename the Ambassadors “Inclusion Ambassadors.” This would more accurately reflect the drive to hard wire an inclusive approach to practice and service delivery across the organisation. As we continue to promote the work of Ambassadors, it is suggested that they are known by the protected characteristic they champion ie. Disability Inclusion Ambassador, Gender Inclusion Ambassador and so on.

The Equalities Lead emailed all Ambassadors and sought their views on the proposed change of name using voting buttons. Thirty responses were received with twenty seven agreeing with the proposal and three disagreeing. Eleven colleagues failed to respond.

## **2. Conclusion & Recommendation**

- 6.1 That the change of name from Equalities Ambassadors to Inclusion Ambassadors is approved by EMT.

**Karen Wallace**  
**Equalities Lead**