

AGENDA

#	Item	Purpose	Paper	Action
1.	Apologies			
2.	AOB			
3.	Minute of Previous Meeting – 06 th June 2023	Approval	Attached	
4.	Matters Arising			
5.	Internal Audit - Draft Plan	Review	Attached	EM/CM
6.	Budget Reallocations	Approval	Attached	EM
7.	EMT Learning Plan	Noting	Attached	SD
8.	Trauma Training Update	Noting	Attached	SD
Standing Items				
9.	Practice and Policy a) General Update	Update	Verbal	AH
10.	Information Governance a) General Update b) March Breach Report	Update Noting	Verbal Attached	AH AH
11.	Digital Programme a) General Update b) Cyber Security	Update Info	Verbal To follow	DC DC/BK
12.	Keeping the Promise a) Hearing System Group (HSWG) b) Keeping The Promise Programme Board	Update Update	Verbal Verbal	AH LB
13.	New Risks			
14.	Forward Plan a) CHS/SCRA Business Meeting – 20/07 b) SCRA Accountability Meeting – 31/07 c)			
	Date of Next meeting; Wednesday 02 August 2023, at Ochil House			

Present

Neil Hunter (NH)	PR/CE, Chair
Alistair Hogg (AH)	Head of Practice & Policy
Ed Morrison (EM)	Head of Finance & Resources
Lisa Bennett (LB)	Head of Strategy and OD
Susan Deery (SD)	Head of Human Resources
Douglas Cameron (DC)	Interim Head of IT
Paul Mulvanny (PM)	Senior Operational Manager (East & Central)
Helen Etchells (HE)	Senior Operational Manager (North & West)
Ian Allen (IA)	Head of Property Items 5-8
Marny Jackson (MJ)	Property Development Manager Items 5-8
Pamela Armstrong (PA)	Governance Officer – Minute

	Item	Timescale	Action
1.	Apologies None		
2.	AOB The use of TEAMS v Email was discussed. It was agreed email is the preferred option for formal communications and TEAMS can be used for more informal and round robin style communications. The aim is to use email less, in favour of TEAMS.		
3.	Minute of Previous Meeting – 05 April 2023 Minute Approved		
4.	Matters Arising Funding for fixed term contracts to be discussed at a future meeting.		SD
5.	Dumfries Hearing Room Extension MJ spoke to the paper. Noted: <ul style="list-style-type: none"> Following the global pandemic, the management team in Dumfries highlighted that their hearing room is particularly small and that, with the introduction of IT kit in hearings since the 		

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	<p>pandemic, it is now very difficult to accommodate the required number of attendees at hearings.</p> <ul style="list-style-type: none"> As part of the Building Surveying Services contract awarded in 2022/23, we asked surveyors to look at options for reconfiguring the rooms in the Dumfries hearing suite. <p>Agreed:</p> <ul style="list-style-type: none"> To approve the proposal to undertake works to reconfigure the hearing suite in Dumfries to create a larger hearing room. To approve the additional works to remove the bulk filing system and create two virtual hearing / quiet booths within the admin. area of the building. 		
6.	<p>Edinburgh Smart Working Project</p> <p>IA introduced the paper outlining the background, current position, and proposed actions of the Edinburgh Smart Working Project.</p> <p>Noted:</p> <ul style="list-style-type: none"> Following on from the successful smart working projects in Kilmarnock, Stirling and Hamilton, our Edinburgh office was identified as the next location for improvement works. The Edinburgh office was previously reconfigured to provide open plan workspace, following major works in 2010, and more recently the third hearing room was enlarged to provide hearing and training space. Initial design work formed part of the property programme during 2022/23 and a procurement exercise was undertaken to secure a suitable architectural and interior design practice to deliver this work. Several workshops were held with locality staff to develop the scope and potential options available to arrive at a more detailed project brief. After the design phase commenced, it became known that additional funding was being provided to SCRA for property capital projects to prepare for, and support, changes that would arise following enactment of the Children (Care and Justice) Bill (CCJB). This additional funding opened potential options for improving elements of the ground floor hearing suite. The initial design work for Edinburgh was undertaken during 2022/23 and it is now 		

	Item	Timescale	Action
	<p>proposed to progress towards physical works being undertaken, as originally planned, in 2023/24.</p> <p>Issues arising during discussion:</p> <ul style="list-style-type: none"> • There is an expectation of wider engagement with children and families from the HSWG report. This will need to factor in the use of SCRA buildings. <p>Agreed:</p> <ul style="list-style-type: none"> • To approve the terms of this report and the estimated budget costs for the Edinburgh project, following inclusion of proposals to revise the project scope. • To confirm, subject to Board approval, that the additional funding provided for CCJB property works can be partially allocated to the Edinburgh project for the revised scope of works. • further reports will be brought back to EMT if the original or revised budgets require to be reviewed further. 		
7.	<p>Minor Works EM introduced the paper recommending EMT approve the programme of works.</p> <p>Noted:</p> <ul style="list-style-type: none"> • secure access systems, external repairs, and wilful damage. • The minor works programme/ budget needs to have some flexibility to respond to emerging pressures over the course of the financial year. Where possible, an unallocated sum is included to cover the cost of emerging minor works. • It is expected that the 2023/24 Minor Works budget will be fully spent across the programme of work prepared. • At this stage it is expected that all works identified can be met from the allocated budget and the 22/23 carry forward. • If the full carry forward is not available, a prioritisation exercise will be undertaken to focus on the highest priority items. <p>Agreed:</p> <ul style="list-style-type: none"> • To approve the programme of works outlined in the report. 		

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7.	<p>Hearing Room Improvements Review</p> <p>MJ introduced the paper, looking at what the organisation has achieved to date, the final 3 rooms to be upgraded this year and where we might take the next phase of the programme.</p> <p>Noted:</p> <ul style="list-style-type: none"> • To date we have upgraded 42 hearing rooms, removing large tables, and introducing soft furnishings and decoration in a variety of design themes. • In Kilmarnock, Dumfries and Glenrothes local teams highlighted the need for hearing rooms to be increased in size. • Initially, it is felt that a review of the hearing room designs, our reception areas and waiting rooms should be carried out. We should engage with a wide range of children and young people to inform this review and include a view on the inclusion of a sensory space, ensuring that we take a broad view of accessibility issues. It would also be useful to have a steer on the likely impact of the CCJB in bringing more 16- & 17-year-olds into our centres. It is hoped that the research will help to inform the brief for designers as we move into the next phase of the programme. • As part of the design consultant's commission, we propose that they undertake a comprehensive appraisal of the options for reconfiguring space in the Glasgow hearing centre. <p>Issues arising during discussion:</p> <ul style="list-style-type: none"> • We need to align functionality with feasibility and consider the use of property with the use of technology. <p>Agreed:</p> <ul style="list-style-type: none"> • To approve the 2023/24 programme to upgrade the following hearing rooms: Dumfries, Kilmarnock and Glenrothes. • To approve the proposal to procure a design consultant to develop a set of design options specifically for reception areas and waiting rooms. • To approve the proposal that the procurement exercise above includes for a comprehensive appraisal of the options for reconfiguring the layout of Glasgow's hearing centre. 		

	Item	Timescale	Action
8.	<p>Inclusive Standards and Behaviours Framework SD introduced the business case to engage with an external consultant who will support EMT to implement the framework.</p> <p>Noted:</p> <ul style="list-style-type: none"> • At a time of significant change for SCRA, the Inclusive Standards & Behaviours Framework demonstrates the significance of SCRA's core values and behaviours and promotes kindness, empathy, respect and autonomy, all values and behaviours which are of particular importance during this period of change and in delivering our service to children & families. • An external consultant will bring expertise in rolling out cultural change and be able to support SCRA Managers to embed the Framework in our culture. In addition, this additional capacity to support SCRA managers to implement the framework is imperative to ensure this work receives the due attention and resource such an important change requires. <p>Issues arising during discussion:</p> <ul style="list-style-type: none"> • This work ties in with existing work such as the HSWG report and the recent internal investigation. • The engagement of a consultant will be discussed with the Procurement team. <p>Agreed:</p> <ul style="list-style-type: none"> • To approve the engagement of an external consultant to facilitate the implementation of the Inclusive Behaviours Framework. • EMT to lead this piece of work. 		
9.	<p>Board Reports Draft Board reports were reviewed ahead of the June Board Meeting. Final versions to be sent to PA no later than Friday.</p>		
STANDING ITEMS			
7.	<p>Practice and Policy General Update AH Provided the following verbal update:</p> <ul style="list-style-type: none"> • Nicola Glass has joined the team in the role of Practice Reporter. 		

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	<ul style="list-style-type: none"> Bairns Hoose – The standards have now been published and the website is live. The site was created by the SCRA communications team and has received positive feedback. There will be a judicial review around UNCRC. 		
8.	<p>Information Governance AH provided the following verbal update:</p> <ul style="list-style-type: none"> Recruitment is underway for the of Deputy Data Protection Officer. It has been advertised both internally and externally. <p>April Breach Report</p> <ul style="list-style-type: none"> The report was noted. 		
9.	<p>Digital Programme DC provided a verbal update.</p> <ul style="list-style-type: none"> A new Accreditor has been appointed and engagement has commenced. We are currently in the process od renewal for the CSAS service and maintenance contract. Work package 2 has been deployed. There were a small number is issues however good progress is being made with the final item. <p>AI Project Coordinator</p> <ul style="list-style-type: none"> EMT approved the recruitment request in principle. AH will discuss further the opportunity to provide a secure and stable research team. 		
10.	<p>Keeping the Promise</p> <ul style="list-style-type: none"> The governance structure of The Promise Programme Board will be reviewed. 		
11.	<p>New Risks None identified.</p>		
12.	<p>Forward Plan The forward plan was reviewed.</p>		
	<p>Date of Next Meeting Wednesday 07 June, at Ochil House, Stirling</p>		



SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

Head of Service Susan Deery, Head of Human Resources

Date: 27 June 2023

Report Author: Patricia Stevenson, HR Manager

Recommendation:

1. To note the Learning Plan for 2023 - 2025 and provide feedback to the HR Manager

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 Learning Plan for 2023 - 2025 with the intention of consulting with the Senior Team ahead of consultation with Locality and Head Office Teams.

2. Learning Plan

- 2.1 SCRA's Learning Plan reflects the learning needs and plans identified within the Learning Network and aligned with SCRA's Business and Corporate Plans. The Plan also reflects the feedback from the Staff Survey published in 2023.
- 2.2 The Plan reflects learning and development associated with The Promise, Inclusion and Diversity, the roll out of the Inclusive Standard & Behaviours Framework, the introduction of the new Development and Supervision Framework, Inclusion and Diversity, Health & Wellbeing, Practice Training, Trauma Training and Digital Skills.
- 2.3 A programme of events will be planned across 2023 - 2025 to deliver the learning needs and plans. This learning events will be publicised through the Learning Hub on Connect with bookings made through Employee Self Service to support the collection of Evaluation and Learning data.

3 Learning Plan Consultation and Implementation

- 3.1 The HR Manager (Learning & Development) proposes to consult with Locality and Head Office Management Teams on the Learning Plan by attending a series of Management Team meeting to hear Managers' feedback on the proposed areas of Learning and to identify any Locality and Head Office Teams Based Learning plans and needs which would supplement the plan.
- 3.2 This consultation will take place during July & August with the aim of publishing the Plan in September 2023.
- 3.3 In addition the HR Manager will seek feedback from SCRA staff on the plan to identify any additional areas for the Plan or SCRA Programme of Events.

4. Ongoing Review


- 4.1 The Learning Plan is intended to be a dynamic document so this will be reviewed by Learning Network members at the Network meetings to ensure it remains current and the plan will be updated to reflect changes to Corporate, Business and Locality Plans.
- 4.2 Any updates to the plan will be communicated on the Connect Learning Hub.

5. Recommendation

It is recommended that the Senior Team note the update on the SCRA Learning Plan and provide any feedback to the HR Manager.

SCRA Annual Learning and Development Plan 2023/25

Date created or last reviewed:	June 2023	Person(s) responsible for monitoring progress:		Head of Human Resources	
Learning and Development required:	Brief description of Learning and Development aims / objectives	Priority	How will it be achieved	Date (2023/25)	Progress
The Promise - As part of the Keeping the Promise Route Map increase awareness of inclusion, rights and corporate parenting and SCRA's responsibilities in delivering our commitments					
for all SCRA staff	Increase awareness of the impact of trauma and secondary trauma in the workplace, and in service delivery, as well as provide a focus on the support available for staff affected by trauma in the workplace.	High	Each Locality will hold a Team development session with the Support of HR Manager/BP	July 23 - Dec 23	
for all SCRA staff	Help attendees to translate understanding and knowledge from the following areas into practice: <ul style="list-style-type: none"> • Ways that trauma can affect people, • What trauma skilled practice looks like • hear and talk about trauma • develop relationships that support recovery following traumatic events • importance of caring for wellbeing. 	High	All staff will attend the training either face to face or online provided by NES and SCRA trainers	July 23 – Mar 24	
for identified trainers	Support trainers to learn how to effectively deliver the Trauma Skilled Training Day package developed by the National Trauma Training Programme (NTTP), part of NHS Education for Scotland (NES).	High	Train the Trainer course will be provided by NES	Aug to Dec 23	
For identified coaches	Trauma-focused peer support system designed to help people who have experienced a traumatic, or potentially traumatic, events	Medium	Trim Practitioner course or equivalent trauma coach course	Sep to Mar 24	

For all SCRA Staff	To ensure that as we progress through our work on Keeping the Promise in SCRA that we support and train our staff to adapt to the changes and deliver the best service to children and families.	High/Medium	Training plan for topics and calendar of events can be seen in the document below  KTP LD Plan 2023-24 (2).docx	Apr to Mar	
Equalities					
For all staff	Provide BSL awareness raising sessions to support staff to develop their skills and knowledge in this area	Medium	6 week BSL taster programme which provides places for 12 people	Apr to Mar	
For all staff	Raise awareness of neurodiversity enabling staff to recognise and use key terminology and apply approaches to promote neuroinclusive practice in the workplace	Medium	Trained Neurodiversity champions will provide training to all Localities and Head Office teams	June to Mar 24	
SCRA Managers	Deliver a masterclass to managers on supporting employees with cancer in the workplace through an appropriate provider.	Medium	Training will be provided by McMillan		
Information Governance					
For all staff (mandatory training)	Annual data protection refresher training. Requirement of ICO that all SCRA staff receive data protection training annually so that they are aware of their responsibilities to protect the privacy rights and safety of children, families, victims, and other members of staff.	High	By MS teams. Delivered by Personal Information Officer	Apr to Mar	

For all new starts and staff returning from long term absence (mandatory training)	Data protection training	High	By MS teams. Delivered by Personal Information Officer	Apr to Mar	
Operational Development					
for all Locality based staff & appropriate Head Office staff	Support the development of the Standard Operating Model in Localities which will underpin the aims to optimise how we adapt our office based systems CSAS and the 'standardisation' of key processes across SCRA nationally.	High	with a series of Locality Training and Workshops Refresher sessions Online Workshops	Apr to Mar	
Practice					
to maintain and develop knowledge and understanding of high-quality casework practice for new and existing Reporters, Assistant Reporters, Senior Practitioner & practice related staff.	Maintain & deliver the highest priority Core and Additional Practice Training Modules to ensure that new Reporter staff have the knowledge and skills to perform their role and to provide existing staff with the opportunity to reflect on and refresh their practice.	High/Medium	The modules, will be provided as courses by the Practice Team supported by Senior Practitioners where appropriate. Details of the content of each module is available within the Practice Training calendar on Connect.	Jan to Dec – Dates of published through News items on the Practice page on Connect.	
Digital Skills Training					
All Staff	Support staff with digital skills and capacity in support of our enabling technology programme and virtual hearing developments.	High	Digital skills training will be informed by the Digital Skills survey undertaken in 2022.	April 23 - March 24	

Management Development					
to build future management capacity	As part of SCRA's succession plan the aim is to develop management capacity in recognition of the age profile of SCRA current managers by providing access to management development training	Medium	Professional Manager Award	Apr to March	
to develop our managers to meet SCRA Management Standards	Continue to develop manager's skills with an initial focus on Resilience, Hearings System Working Group, Change Management,	Medium	Bi-annual Management Development Sessions and LRM/LSM Network meetings	Apr to Mar	
For all managers to build our managers performance management skills	To support the roll out of the Development and Supervision Framework develop managers performance management skills in the areas of supervision, performance review and development.	High	e-learning and Management workshops	Sep 23 to Mar 24	
For all managers to build our managers inclusive management skills	To develop our managers skills and knowledge to support the implementation of our Inclusive Standards & Behaviours Framework across SCRA	High	Management workshops	Sep 23 to Mar 24	
to support the development of SCRA Mentors	Support the implementation of SCRA's Shadowing and Mentoring Scheme by provide learning and development for Mentors to enable them to provide learning opportunities for SCRA Mentees as part of SCRA Succession Planning and individual employee's development	Medium	An e-learning module will be developed and delivered via Learning Nexus Online guides and a Mentor's Network will also be available	Apr to Mar	
Health & Wellbeing					
to support SCRA's Mindfulness Champions	Provide SCRA Mindfulness Champions to with refresher training and practice support	Medium	2 x support sessions provided by Mindfulness supervisor	Oct 23 and Mar 24	

to support Health & Wellbeing in the workplace	Support staff to develop their knowledge and awareness of Health and Wellbeing within the workplace and receive support through a series of topic based events, training, information sessions and support	High	Programme of events including menopause, stress awareness, Big Team Challenge, time to talk, resilience	Apr to Mar 24	
to increase the number of Mental Health First Aiders	Develop Mental Health First Aiders to increase the provision across SCRA in support of staff health and wellbeing	Medium	2 day training course provided by and external Mental Health First Aid trainer	Oct 23 to Mar 24 22	
New Staff					
to provide SCRA induction training for all new employees	Welcome new employees to SCRA, help them settle in and ensure they have the knowledge and support they need to perform their role	Medium	SCRA e-learning induction course supplemented by a Locality/Head Office Team led Induction Programme and CSAS training for Locality based staff	Apr to Mar	
General					
For all SCRA staff	To support the roll out of the Development and Supervision Framework develop staff skills and knowledge of the new Development and Supervision Framework	High	e-learning and Webinars	Sep 23 to Mar 24	
For all SCRA staff	To develop our staffs and knowledge to support the implementation of our Inclusive Standards & Behaviours Framework across SCRA	High	Locality workshops and e-learning	Sep 23 to Mar 24	
to provide on-going learning & development opportunities	Support staff's personal development plans through the provision of a range of skills based learning.	Low	<ul style="list-style-type: none"> • On-line skills based training • Further Education opportunities • External courses as identified • Shadowing & mentoring opportunities • Women into Leadership • SG – online training/access to courses 	Apr to Mar	

for all SCRA Staff	Support the introduction of SCRA Inclusive Behaviours Framework	High	Series of workshops with <ul style="list-style-type: none"> • Senior Management • Locality Managers/LMT • All Locality staff • HR Team 	Aug 23 to Dec 23	
for all Locality based staff involved in supporting hearing activity	We will provide Violence in the Workplace courses to be completed by staff involved in supporting hearing activity to equip them with the knowledge and skills to	High	We will also provide an e-learning module and a number of in-house training sessions at locations across Scotland for staff on this topic	In house training Sept to March 24	
For trainers – Practice and Senior Practitioners	Skills based training to provide staff involved in providing training as part of their role, support to develop their training skills and knowledge	Medium	Online or face to face training programme	Sept to Dec 23	
For staff involved in coaching others as part of their role including Senior practitioners	Skills based training to provide staff involved in coaching others as part of their role with support to develop their coaching skills and knowledge to support their practice. The learning is also aimed at supporting the career development of those wishing to progress to Senior practitioner roles.		Online or face to face training programme	Dec to Mar 24	



SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

Head of Service **Lisa Bennett, Head of Strategy and OD**

Date: 23 June 2024

Report Author: Patricia Stevenson, HR Manager

Recommendation:

1. To note the update on the Trauma Training Programme.

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. Trauma Training Programme

2.1 The Trauma Training Programme currently has 4 elements:

- Locality and Head Office based Secondary Trauma Sessions
- Trauma informed e-learning modules – NES
- Trauma skilled training course - NES
- Train the Trainer Programme - NES

2.2 The overall approach to the delivery of trauma training has been to initially focus on our staff through secondary trauma input ahead of the trauma informed and trauma skilled elements of the programme.

2.3 **Secondary Trauma Sessions** – Sessions have been delivered in most Localities with sessions planned for Lanarkshire, Dumfries and Galloway and South East. Head Office sessions will be delivered in Q3 2023/24. Resources are being developed for New-starts to SCRA to enable an awareness of Secondary Trauma and SCRA supports during the Induction Process.

2.4 **Trauma informed e-learning** – the NES e-learning modules are available on the e-learning platform. The e-modules are a prerequisite for the Trauma Skilled Practice Training so all staff will be asked to complete this mandatory training in advance.

2.5 **NES Train the Trainer session** – SCRA have been liaising with NES to secure Train the Trainer places to support a sustainable approach to delivering our Trauma Training Programme. The next course is scheduled for August 2023 and we are supporting staff members to apply for the course.

2.6 **NES Trauma Skilled Training** – 40 staff have attended the NES Trauma Skilled training and a further session for staff is planned for September 2023. NES have committed to providing us with focussed support to help deliver this course and once we have inhouse trainers we will publish a calendar of events for the remainder of the year.

3. Trauma Coaching Training

3.1 During the Secondary Trauma sessions, staff talked about the need for wrap round trauma support when undertaking aspects of their role such as viewing traumatic video evidence, presenting traumatic evidence at court etc.

3.2 We have access to Vicarious Trauma counselling and continue to recommend this to staff. In addition a coaching session is offered as part of the Trauma Skilled training and the inhouse trainers will be able to provide that session to staff as part of this training. However, we are exploring options to develop a network of trauma coaches within SCRA and provide training for both Managers and identified coaches to enable support to be available to staff on an ongoing basis.

3.3 It is intended to develop a proposed training solution by end of August 2023.

4. Recommendation

It is recommended that the Senior Team note the update on the Trauma Training Programme.