



Present:

Neil Hunter **(NH)** – Principal Reporter/ Chief Executive
 Monica Sweeny **(MS)** - Branch Secretary
 Paul Mulvanny **(PM)** – Senior Operational Manager
 Helen Etchells **(HE)** – Senior Operational Manager
 Ross MacKenzie **(RMack)** – Finance Manager (item 13)
 Susan Derry **(SD)** - Head of Human Recourses
 Adele McCormick **(AMcC)** – Reporter
 Diane Harvey **(DH)** – Assistant Reporter
 Pamela Armstrong **(PA)** – Governance Officer – Minute

		Timescale	Action
1.	Apologies Lynne Hobbs (LH) – UNISON Steward/ Locality Reporter Manager		
2.	AOB None		
3.	Note of Previous Meeting – 18 February 2019 Agreed as an accurate record.		
4.	Matters Arising Sustainability Programme <ul style="list-style-type: none"> Equalisation work can progress and the hope is to continue with the appointment of permanent and temporary Assistant Reporters. Senior Team structure will be reviewed end of September. VER <ul style="list-style-type: none"> The process has concluded. 2.8 fte leaving spread out over the year. 		
5.	COVID 19 Pandemic NH Provided the following verbal update. <ul style="list-style-type: none"> SG guidance will be published Thursday. SCRA are currently working on a recovery plan and will cross referenced in terms of staff health and wellbeing, with the SG recovery plan. Issues arising during discussion: <ul style="list-style-type: none"> Reflections on the first phase of lockdown <ul style="list-style-type: none"> We have had open, honest and helpful communication At the start staff were thrown by the speed of change and number of changes, sometimes more 		

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	<p>than once a day. We are getting to stability, especially with participative hearings, which seem to be ok, however there are a few issues with IT, broadband etc. In the main the hearings are going well.</p> <ul style="list-style-type: none"> ○ The setting up of hearings is taking an inordinate amount of time. ○ Localities have worked well under a unique set of circumstances which have been well handled and well responded to. ○ Managers have had to implement changes rapidly. ○ Pressure is building around home working, in terms of use of available technology and work life balance. ○ While it has been stressful, staff have adapted and coped. ○ Recognition Vscene can only cope with a limited number of hearings. ○ Mounting concern about the number of hearings staff will be facing end Aug - Sep and what is the organisation doing about increasing capacity. How will we deal with the back log? ○ NH advised new hardware is being deployed to reporters. <ul style="list-style-type: none"> ● Current Situation <ul style="list-style-type: none"> ○ Unison starting locality meetings over next week or so - will get feedback from staff as to concerns and priorities. ○ Positive feedback from staff and Panel members on the use of objective connect. V ○ The virtual hearings team will be coming together in a more robust way to support during the next 6-9 months. ● Recovery plan <ul style="list-style-type: none"> ○ Plan for when restrictions allow us to think about opening offices with focus of health, safety and wellbeing ○ Return to physical hearings - would hybrid model help? ○ The recovery plan is a live document relying on SG guidance and feedback from staff and is high level and prescriptive. ○ We need to be open and transparent about what we are doing and how and when. It is important staff have the detail. 		

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6.	<p>Digital Update NH introduced the CSAS roll out update.</p> <p>Noted:</p> <ul style="list-style-type: none"> • After 8 years of service our current Case management system is coming to the end of its lifecycle and requires to be decommissioned in the course of 2020. Its lack of flexibility and accessibility has been amply demonstrated in the current exceptional business continuity arrangements we are all living through. • The replacement CSAS case management system is coming to the completion of its development and will be ready for service in late spring/early summer 2020. Significant improvements to the quality of the system have been driven through in recent months by the extended testing arrangements put in place by SCRA. Confidence in the design and functional aspects of CSAS to more adequately support our work in SCRA is growing. As such, the increased flexibility of CSAS, its utilisation of cloud based technologies and reputable Microsoft software solutions and the early user led approach to design give us the basis of a potential significant contribution to the recovery planning that SCRA faces towards the end of 2020 and into 2021. • CSAS offers a range of potential immediate benefits to SCRA <ul style="list-style-type: none"> ○ Higher level of automation than our current systems ○ Improved functionality in generation of digital panel papers (to replace panel pocket) via the Hearing Information Pack and subsequent reductions in need to generate manual panel papers ○ Increase capacity to work remotely and securely from a range of devices ○ Improved navigability and visibility of key case information • Clearly there will be a significant challenge to introduce the system to a staff group, a significant minority of whom will likely remain in lockdown throughout 2020. SCRA has therefore embarked upon a programme of development of our transition programme which has the following elements <ul style="list-style-type: none"> ○ A revised learning and familiarisation package that can be used either within group learning office environments or at home ○ Access to remote assistance learning for individual staff members who remain at home, floor walking support to those who are in office bases ○ A transition to live programme that focusses on a period of dual running of CSAS alongside CMS and staged 'onboarding' to CSAS from the individual 		

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	<p>case level as opposed to previous team and locality level transition. In effect a transition that allows practitioners to gradually shift their casework from CMS to CSAS over time (although within parameters), supported by case data synchronisation that will run in the background</p> <ul style="list-style-type: none"> ○ This approach will be particularly important for staff members who have particular support needs or who need extra help to transition from CMS to CSAS. ○ A spearhead/vanguard approach to transitioning – 3 localities forming an advanced vanguard to transition to the new system over a 20 day period, demonstrate its capability and stability and promote and share learning to the ‘2nd wave’ of remaining Localities who would then transit over a further 40 day period. <ul style="list-style-type: none"> ● We clearly understand the competing pressures on the SCRA workforce and the extraordinary circumstances we are all living with. There are many challenges in this approach – but also opportunities to bring our new technology platform into service as part of and to aid with our recovery plan. Staff wellbeing is central to the successful delivery of the transition and will be designed into our programme in the following way <ul style="list-style-type: none"> ○ Group, remote and one to one learning and support during the learning and transition phases ○ A staged, well managed process focusing on transition at the individual casework level (and therefore practitioner level) rather than organisational or structural level ○ Bespoke support for individuals who have particular training or support needs ○ Making best use of the capacity available to us when hearings activity is at its lowest ● The precise timeline for proposed transition is currently being finalised but is likely to be mid to late summer 2020. We are fully committed to working openly and transparently with UNISON in our existing partnership arrangements and be proactive and responsive to members concerns, issues and ideas we enter this next period for SCRA. <p>Issues arising during discussion:</p> <ul style="list-style-type: none"> ● There is a level of anxiety around roll out. Important to convey a flexible approach and level of support. ● It is important people have choice and options around learning. E.g. Group, one to one, individual, remote learning. The first module has been shared and has received positive feedback. 		

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	<ul style="list-style-type: none"> CSAS is a key element to our recovery. It provided the mechanism we will need to process cases securely and safely. <p>Agreed:</p> <ul style="list-style-type: none"> All staff communications will be sent to MS for review and comment prior to being issued. 		
7.	<p>Health, Wellbeing & Staff Survey Group Update</p> <ul style="list-style-type: none"> The group are not due to meet until later in the month. An update will be provided at the next meeting. NH congratulated the Group on achieving substantial assurance during the recent Wellbeing Audit. The audit report will be presented to the May Audit and Risk Committee. 		
8.	<p>Equalities Network Update NH provided a verbal update.</p> <ul style="list-style-type: none"> Karen Wallace, SCRA Equalities Lead, has moved to a new position out with the organisation. NH & SD will continue the equalities and inclusion agenda however the current cove crisis and resulting workload is the main focus and concern for all at this time. The Equalities Annual Report will be presented to the Board at its June meeting. 		
9.	<p>HR Sub Group Update SD provided a verbal update.</p> <ul style="list-style-type: none"> The Recruitment and Selection Policy review has concluded. The new policy will be launched at the right time for the organisation as there is some learning required. The learning and Development policy review has concluded. The draft learning plan for 20/21 will be reviewed as a result of Covid. CSAS Security Policy has been signed off. The Organisational Change Police is under review and is currently in draft. 	Jun 20	SD
10.	<p>Financial Update RMack provided the following update.</p> <ul style="list-style-type: none"> SCRA had an underspend in 2019/20 partly because of a halt on many lines of spending in March due to coronavirus. Some of this resource will be returned to SG but EMT are working to ensure this will have minimum impact on 2020/21 plans. (NH confirmed that discussed hand-back was 80k, around 0.3% of our annual budget.) 		

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	<ul style="list-style-type: none"> • Budget holders are tracking the spend caused by coronavirus, Business Continuity, the accelerated push into virtual hearings so we can account for the impact to SG later in the year, ready for when discussions resume around 2021/22 funding. • There is some pre-agreed budgetary provision to support equalisation so there is scope to delay posts being removed without delaying the extra resource some areas require. 		
11.	<p>New Risks</p> <ul style="list-style-type: none"> • While no new risks were identified, it was discussed that CSAS is an ongoing risk that is captured within the digital risk register. • 		
	<p>Date of Next Meeting: Tuesday 24 August 2020</p>		