

**SMT – 3 April 2018**

## **Key discussions and decisions**

### **Attendance**

Boyd McAdam (BMcA), NC/ CEO  
Lynne Harrison, (LH) Business Manager  
Franck David (note taker)

Elliot Jackson (EJ), DCE  
Ed Morrison (EM), SCRA, Head of Finance

### **1. Welcome & apologies**

- Apologies: Susan Deery (SD), SCRA, Head of HR, Christine Mullen, (CM) Operational Manager and Lawrie McDonald (LMcD), Joint Head of IT.

### **2. Review of key points of the last meeting (06.03.2018)**

**SMT approved the key points of its March meeting and agreed to publish them on the CHS website subject to identification of relevant exemptions under the Freedom of Information Act.**

### **3.1 Finance update**

- The closing bank balance is over £800k at the end of the financial year with significant accruals expected for digital, panel/AST expenses and training.
- There is a forecast underspend of £52k.
- The work on the 2017/18 accounts is now underway.
- The underspend on AST Devolved Funding is being addressed by the Operations Manager in particular with those areas that, historically, tend not to claim expenses.

#### **Decision—**

**SMT agreed to note the report.**

### **3.2 Updated GPC policy**

- The procedures in the policy have been written in accordance with CHS' Procurement Policy and Financial Regulations. The policy reiterates the principle that GPC holders should always consider value for money when ordering goods and that only purchases up to £5,000k incl. VAT can be made using GPC payment.
- Although the GPC can be used to pay for staff travel and subsistence, SG encourages public bodies to use a relevant supplier on the Scottish Procurement Framework.
- As part of his role and functions the NC/ CEO has regular formal and informal meetings with stakeholders throughout Scotland. The NC/ CEO may offer to pay for meals and refreshments and it was suggested that he would benefit from having a GPC card to use for that purpose. This will also simplify the process for claiming expenses in that, currently, such expenses have to be claimed back by the NC/ CEO whereas with a GPC card a monthly statement will be issued to Finance which will also provide an audit trail record. NC/CEO will reflect a true picture of his expenses.

#### **Decisions—**

#### **SMT agreed—**

- 1. that the NC/ CEO will be provided with a GPC card for the purpose discussed above**
- 2. to approve the policy.**

### **3.3 CHS' Corporate Plan and Business and Corporate Parenting Plan**

- The Board of CHS approved the content of the Business and Corporate Plans at its meeting on 20 March. Both documents are currently with the graphic designer and will be submitted to Scottish Ministers for approval (Corporate Plan) and noting (Business Plan) in April.
- SMT agreed to refine some of the KPIs for the Business and Corporate Parenting Plan.

#### **Decisions—**

#### **SMT agreed—**

- 1. to consider the graphic design of both plans w/c 2 April**
- 2. to sign off the Business and Corporate Parenting Plan subject to refinements of some KPIs**
- 3. to submit both plans to Scottish Ministers as highlighted in the discussion.**

### 3.4 CHS Property

- Following a short procurement exercise in March 2018 SMT asked a firm of Design Consultants (Form) to carry out a space planning and workspace analysis for CHS and the Mental Welfare Commission for Scotland (MWC) at Thistle House, Edinburgh.
- CHS are currently based at Ladywell House which is leased from the National Records for Scotland. CHS' lease is due to expire in March 2019 and CHS has been considering options re. its future location.
- CHS' aspiration is to be in a location that would allow for in-house panel members training, accessible access, collaborative and shared space, reception and the possibility to access the building 7/7. Such requirement would require a space of around 405m<sup>2</sup>.
- Form submitted two options that SMT considered and which take into account meeting/ collaborative space and other requirements. The analysis did not identify the amount of space required to be available and other options will be discussed.
- Both CHS and MWC would adopt smarter workspace concept with collaborative space being a key element.
- EJ and LH are expecting to receive a new plan from Form on 4 April.

#### **Decision—**

- 1. SMT agreed that EJ and LH will update SMT colleagues once they have had the opportunity to consider the new plan from Form.**

### 3.5 Training contract

- The tender for the training contract is expected to be published on the Public Contract Scotland website on 16 April.
- Due to its high level of technicalities, the contract has a three months' delay which is impacting on the mobilisation period. The latter will now be between 1<sup>st</sup> October and 31<sup>st</sup> December 2018 with the contract likely to be awarded in August/ September and starting on 1 January 2019. Following legal advice, CHS will award a Non-Competitive Action (NCA) to the current supplier to cover the mobilisation period and ensure that training continues to be delivered.
- Two bidders' day may be planned depending on the interest expressed, details of which will be advised by SG Procurement.

#### **Decision—**

- 1. SMT agreed to note the update.**

### **3.6 2018 Recruitment timetable**

- Planning for the recruitment campaign for Children's Panel members in 2018 is underway.
- New creatives for the 2018 recruitment campaign have been determined and are currently being developed.
- Similar timelines as for 2017 are established for the 2018 campaign. The soft launch would be on 1 August with the official start of the campaign starting on 17 August to finish on 21 September.

#### **Decision—**

- 1. SMT agreed to approve the timelines for the 2018 recruitment campaign.**

### **3.7. Corporate Parenting return**

- CHS received a request for update from the Scottish Government on the progress made as a corporate parent between April 2015 and March 2018 and on the priorities over the next three years. The information has now been submitted to the Minister who will provide a response in due course.

#### **Decision—**

- 1. SMT agreed to note the update.**

### **3.8. GDPR update – progress report**

- Good progress has been made in relation to reviewing the Information Governance (IG) policies and procedures to be aligned with GDPR requirements. Further policies will shortly be circulated to the SIRO for sign off.
- A number of internal activities have taken place to ensure GDPR compliance e.g. Data Protection Impact Assessment (DPIA) and GDPR workshops for staff.
- The data processing contracts have now been decoupled from the Partnership Agreements with local authorities. The newly appointed Information Governance Assistant is working on the data processing template and good progress is being made in this area too.
- Overall, CHS is on track for the implementation date of 25 May 2018.
- The management's response for the Internal Audit on GDPR is still being discussed with the auditors.

**Decisions—**

**SMT agreed to—**

- 1. provide an update on GDPR at the May Board strategy session**
- 2. note the update and the progress made.**

### **3.9. Digital impact**

- The Digital Delivery Leadership Team identified five digital strands as part of the work on the digital programme:
  - Programme management
  - Business readiness
  - Workforce planning
  - Technical
  - Product delivery
- The Joint Digital Delivery Board (senior officials from CHS and SCRA) met in late March and discussed risk management and in particular the benefits of a review of previous assessments re. delivery of the programme. The Board looked at scenario planning e.g. impact of delayed projects as well as governance to ensure that all relevant individuals are sighted on key pieces of work.
- A number of infomercials have now been made with the involvement of AST members and will be hosted on the Moodle platform.
- Discussions are required explore if/ how the production and submission of Board papers could be integrated to the digital programme.
- The soft launch of the support contract with Leidos is expected in May and will include self-help tools for the panel community. The new system will provide robust information about the various aspects of a call from its duration to the length of time it takes to satisfactorily resolve it. Weekly meetings with Leidos are taking place meanwhile to resolve any outstanding problems e.g. clarifying what constitutes an IT ticket.

**Decisions—**

**SMT agreed to—**

- 1. explore options re. the integration of producing Board papers as part of the digital programme.**
- 2. note the update.**

### **3.10 Identification of business owners**

- CHS requires to identify Business Owners for each functional area proposed for the Core Systems. The role of the business owner will be to identify what, and if, policy changes are required and to become the central point of contact for their respective area.
- The following roles have been assigned to the functional areas:
  - Complaints and Concerns: Information Governance Lead
  - Recruitment: Recruitment & Retention Lead
  - Volunteer Management (/Reappointment): in the absence of the Community Support lead(s) the Recruitment & Retention Lead will carry out that role
  - Observations: Community Project Lead
  - Collaboration: Communications & Engagement Lead
  - Training and Events: National Training Lead
  - Expenses: Accountant (shared services with SCRA)
  - Rota Management: Database administrator
  - Output Management/Hearing Information Packs: EJ to develop thinking
  - Reporting/Business Information: Quality and Performance Lead
  - User Management: Digital Support Lead
  - Personal Details: in the absence of the Community Support lead(s) the Database Administrator will carry out that role
  - Information Governance: Information Governance Lead

#### **Decision—**

- 1. SMT agreed that the roles identified during the discussion would best suit the functional areas and to inform individuals accordingly.**

### **3.11. CHS Total Reward Statement**

- The CHS 2017/18 Workforce plan committed to provide employees with a Total Reward Statement to help them to understand the full benefits of CHS remuneration and reward package. The draft document is based on the SCRA statement and covers the full range of benefits available to CHS employees, including salary and pension.
- Once the pay award is settled the Statement is likely to be updated to 1 April.

#### **Decisions—**

#### **SMT agreed—**

- 1. that EM will check when SCRA issued their TRS in 2017/18**
- 2. that LH will check the benefits attached to maternity/ paternity leave**
- 3. to issue the Total Reward Statement based as 31 March 2018 and, once the outcome of the pay award is announced, reissue the various elements making up the benefits package.**

### **3.12. Pay award**

- SD had submitted the pay remit to the Scottish Government Pay Policy Unit.

### **3.13. PVG policies approval and roll out plan**

- The CHS Board approved the removal of the requirement to conduct scheme record updates for both AST and Panel Member re-appointment and ongoing checks for current CHS staff. This requirement was mentioned in several policies and toolkits which have now been amended to reflect the change.
- As part of transition arrangements, CHS will check re-appointments against the list of individuals who have a PVG to ensure they are registered within the system. Clerks will be asked to confirm they have checked any re-appointments against their PVG record list and that a current PVG is in place. Should no PVG be in place, clerks will be asked to process membership immediately.
- The toolkit for the reappointment of panel and AST members needs some refinements before it can be circulated to ACs and clerks together with the PVG policy.
- A review of disclosure is forthcoming which is likely to impact the current forms. A guidance on PVG may be required following the review.

#### **Decisions—**

#### **SMT agreed—**

- 1. that CM will review the toolkits for accuracy**
- 2. to email Area Conveners (ACs) and clerks to inform them of the policy change**

### **3.14 Expenses policy approval and roll out plan**

- The panel member and area support team member expenses policy was reviewed and approved by the Board at its March 2018 meeting. Amendments cover expense rates re. loss of earnings (rate is now aligned with the Real Scottish Living Wage) and subsistence. The new rates have been approved by Scottish Ministers and have been effective since 1 April 2018.

**Decision—**

**SMT agreed—**

- 1. that LH will communicate changes to the ACs and Clerks w/c 2 April, first via e mail, embargoed from wider distribution for 1 week to enable the Clerks to engage with the CHS Business Manager with any questions/concerns.**
- 2. to encourage ACs to share the policy changes within their AST in conjunction with a policy announcement and update on CHIRP.**

### **3.15 Parliamentary reception plans**

- The purpose of the event is to launch Volunteer Week at the Scottish Parliament on Wednesday 30 May with the support of the Minister for Childcare and Early Years. Although the Minister has confirmed her availability that day, no venue, within or at proximity of the Parliament, is available which impacts on the scope and objectives of the event.
- The event now needs to be reframed whilst retaining the spirit of celebrating volunteers i.e. use of the seven videos made by care experienced young people, participation of panel members, launch of social media campaign, celebrating CHS' 5<sup>th</sup> birthday.

**Decisions—**

**SMT agreed—**

- 1. that EJ, LH and the Communications & Engagement Lead will continue to consider solutions and concepts for the event on 30 May**
- 2. to identify and book a venue for volunteer week in 2019**

### **3.16. Social Impact Pledge**

- CHS received a communication from the Scottish Government in October 2017 asking public bodies to identify three commitments that would improve their current operations or policies to deliver benefits to the communities. At the time, SMT had agreed that the areas of Our Hearings Our Voice (OHOV), providing opportunities for volunteering and engaging with children and young people for corporate parenting would contribute positively to the pledge. SMT further recognised the value and benefits of signing up the Social Impact Pledge and had agreed that the Quality and Performance Lead would take this forward.



**Decision—**

- 1. SMT agreed that FD would follow up on this and would update SMT.**

### **3.19 OHOV**

- A Development Assistant post has been advertised with the interview coming shortly.

### **3.20 Supported Business Return**

- SG Procurement Services have asked CHS to do a return on whether the organisation uses Supported Businesses.

**Decision**

- 1. CHS does not use Supported Businesses and SMT confirmed CHS will send a nil return for 2017/18.**

### **3.21 Honours System**

- SMT discussed that a process needs to be put in place to ensure that Area Conveners (ACS) can identify at an early stage individuals within their area to enable the Honours Secretariat and others to process nominations on time for the Queen's Birthday list and New Year's list.
- There is an opportunity for the CHS Community Support Leads to take this forward.

**Decisions**

**SMT agreed—**

- 1. to remind ACs once a year at the Area Conveners Liaison Group meeting to identify and nominate individuals in their area for the Honours**
- 2. to have a SMT agenda item in January and June to consider nominating ACs**
- 3. to re-issue the Honours Guidance to ACs**
- 4. that FD will circulate the Honours Guidance to LH**

#### **4. Board and committees**

4.1 Business cases - SMT had previously committed to consider in mid-year business cases to pursue with the Scottish Government. These high level business cases will help shape strategic thinking on topics such as sustainable volunteering and chairing of hearings.

4.2 Ministerial meeting in May - at its May strategy meeting the Board will meet with the Minister for Childcare and Early Years for the first time. Topics for the day will be refined in the forthcoming weeks.

##### **Decision**

**SMT agreed that EJ and LH will further develop thinking re. focus of the meeting with the minister.**

#### **5. Accountability & partnerships**

- A mandate for drawdown of grant-in-aid has now been signed and issued.
- Partnership Agreements – further internal discussions to be held w/c 2 April to make progress.

**6. Next meeting:** Tuesday 1 May 2018.