

Minutes of the Board meeting of 16 June 2014

The meeting opened at 14.27.

Present:

Garry Coutts, Chair	John Anderson, Board member
Brian Baverstock, Board member	Alastair Hamilton, Board member
Marian Martin, Board member	

Also present:

Boyd McAdam, Interim Chief Executive, CHS
 Joe Campbell, Interim Director of Finance and Corporate Services, CHS
 Alison Gough, Director of Panel and Area Support, CHS
 Franck David, Interim Executive Assistant (minute taker), CHS

The Chair welcomed everyone to the meeting. Apologies were received from the following Board members: Andrew Thin and Linda Watt.

Items	Actions / owner	Time-scales
1 Who Cares? Scotland		
<p>The Board congratulated Who Cares? Scotland for their excellent presentation. Children’s Hearings Scotland signed the Pledge2Listen.</p> <p>The Chair put on record his appreciation for the work carried out by John Anderson in his former capacity of Interim Chair of CHS.</p> <p>The Chair informed the Board that Ian Hart had been awarded an MBE for services to the Children's Hearing System in Scotland. Andrew Thin had been awarded an OBE for his services to the environment and rural affairs in his former capacity of Scottish Natural Heritage chairman. The Chair offered his congratulations to both.</p>	N/A	N/A
2 Declaration of interests		
<p>Item 11c – Marian Martin</p> <p>Item 18 – Marian Martin would abstain from a vote should there be any.</p>	N/A	N/A

3	Minutes of previous meeting		
1) Decision— The Board agreed to approve the minutes of the closed meeting on 25 March 2014.	N/A	N/A	
4	Minutes of previous meeting		
1) Decision— The Board agreed to approve the minutes of the public meeting on 25 March 2014.	N/A	N/A	
5	Matters arising		
None discussed.			
6	Action log		
1) Summary of discussion and/or issues raised— <ul style="list-style-type: none"> SMT to allocate dates in place of “tbc”. Actions and timeframe are required against item 54 – Building employer support for the Children’s panel. To be discussed at the next Board meeting on 26 August. Item 62 – Feedback Loop. The Interim Chief Executive (ICEO) is taking this project forward. Item 63 – Complaints policy. A flowchart had been produced. That action was now complete and could be remove from the log. Item 67 – CHS financial position is a standing item. 2) Decision— The Board agreed to note the action log.	SMT Board ICEO IDoFCS	By next meeting 26.08.14 Ongoing Ongoing	
7	Chair update		
1) Summary of discussion and/or issues raised— <ul style="list-style-type: none"> The first two months had consisted of an induction process, discussions with Board members, Senior Management Team (SMT), SCRA, observation of Hearings and training to panel members across Scotland, meetings with the Scotland's Commissioner for Children and Young 			

	<p>People, cl@n Childlaw, Sheriff T. Welsh. Other meetings were being scheduled across the country with partners/stakeholders.</p> <ul style="list-style-type: none"> • Board meetings are about making decisions re. the strategic direction of the organisation. Each Board member will have a programme of work and engagement with children and young people and the panel community. <p>2) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The Board agreed to note the update. 		
8	Interim Chief Executive update		
	<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • Since taking up his post on 7th April, the ICEO had overseen: <ul style="list-style-type: none"> ○ the response to the survey undertaken to address issues raised by some members of the CHS community ○ putting a system in place to manage backlog and current correspondence ○ fortnightly update on CHIRP ○ decisions on consolidating some positions within CHS ○ the process to appoint new members of staff and extending temporary staff's contracts ○ the publication of the Business Plan 2014/15. • Processes for the recruitment of panel members in August were close to be finalised and that four experienced members of staff at West Lothian College had been appointed as Depute Manager. • Attendance to the Kilbrandon event on 13 June where children and young people from Who Cares? Scotland had sent powerful messages about their hearings experiences. <p>2) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The Board agreed to note the update. 		
9	CHS final outturn position at 31.03.14		
	<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The audit by PwC was now complete and the unsigned Annual Report and Accounts for 2013/14 would be presented to the Audit and Risk Management committee at its meeting on 30 June. • The 2013/14 reporting period only consisted of nine months. CHS grant in 		

	<p>aide allocation for 2013/14 was agreed at £3,300,000 and had been used in full.</p> <ul style="list-style-type: none"> • As at 31st March 2014 there was a general fund surplus of £277,000. The closing bank balance at 31st March 2014 was £801,613. • Panel members' expense accrual of £123,700 had been agreed with PwC and would be carried forward to 2014/15. • The overspend of £96k under Corporate Costs was mainly due to the costs associated with the organisational survey and a research study. These expenses will not recur in the 2014/15 budget. The approved 2014/15 budget of £103k was deemed sufficient to cover corporate costs. • It was confirmed that the budget for panel and AST training was sufficient and that a general reserve did exist. • The Chair commented that PwC had been complimentary about the audit work presented to them. <p>2) Decisions</p> <p>The Board agreed—</p> <ul style="list-style-type: none"> • to note CHS final outturn position at 31.03.14 • to receive an update on the accrual and the general reserve at the August Board meeting • to congratulate the IDoFCS for ensuring the acceleration of the submission of panel members' expenses and reaching an agreement with the auditors on the level of accrual. 	IDoFCS	19/08/14
10	Finance report – period 2		
	<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The actual spend for the two months to 31st May 2014 is £346,000 which is £103,000 less than budget • It was confirmed that the budget had no flexibility for development type activities unless using contingency provisions. • A budget reforecast exercise will be undertaken at September 2014 (Period 06) and will be reported to the October Board meeting. • Advice to Hearings is integrated in the Support for Hearings budget line. The Practice and Policy Officer had been able to provide advice and support which explained that no expenses had been made so far. <p>2) Decision</p> <p>The Board agreed to note the finance report – period 2.</p>	IDoFCS	October 2014

11a	Tripartite progress – CHS performance report Q4		
<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The report is a subset of the performance report for Q3 and Q4 presented to the Board at the March meeting. • Highlights included: <ul style="list-style-type: none"> ○ a positive first full meeting of the national Training Reference Group ○ the completion of the qualitative evaluation of local experience of the 2013 panel member recruitment campaign ○ stronger interface established between practice and policy/advice to hearings arrangements and the review and development of pre-service and in-service training programmes ○ the successful delivery of two modules of panel practice advisor training to 50 panel practice advisors ○ significant activity in relation to progressing the CHIRP project – and increased rates of registration for CHIRP by panel members and Are Support Team Members ○ CHS contribution to the rejuvenation of the Scottish Government Children’s Hearings Improvement Partnership (CHIP) including allocation of lead responsibility to CHS for two of the three work streams. • Although the data presented is logical, there is an opportunity to review them and assess what is really needed • The Board was content to move towards exception reports. <p>2) Decision—</p> <p>The Board agreed to note the CHS performance report Q4.</p>			
11b	Tripartite progress – National and ASTs KPIs Q4		
<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • There were 9,103 Children’s Hearings held in Scotland in Q4. This is 200 less than were held in the previous quarter. • Of these 1,618 were deferred hearings, a decrease of over 130 when compared to Q3. • There were 1,462 pre-hearing panels, indicating little change from the previous quarter. • The Board expressed some concerns about the quality of how decisions are made at hearings in light of appeals being upheld on the basis that the written reasons for the decisions made by the hearing had been inadequate or failed to state clear reasons for each measure. 			

	<ul style="list-style-type: none"> Panel member resignation rates show little change from Q3. 71 panel members resigned in Q4 (3.2%) against 80 (3.3%) in Q3. Given the significance of the data in the report the Board queried what capacity existed in-house to analyse and make the best use of them. It was acknowledged that that resources were a challenge, particularly in the absence of a cover for the Performance and Research Officer. Although two series of interviews had taken place, the temporary post was still vacant. Further discussions would be held with partners to find a temporary replacement. All the data in the report were shared with ASTs to assist them taking appropriate measures. It was reported that around 200 panel members are off rota at any given time. There was a clear need to gather intelligence about the underlying reasons and to be seen in the wider context of panel members training and retention. <p>2) Decision—</p> <p>The Board agreed to note the report.</p>	<p>SMT</p> <p>SMT</p>	<p>June</p>
<p>11c</p>	<p>Tripartite progress – Feedback Loop update</p>		
	<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> The National Convener launched a 12 week consultation in September 2013 on a proposed set of 16 indicators aimed at providing a picture of the implementation of CSOs by local authorities. 19 responses were received including from 9 local authorities. The 16 indicators were subsequently refined to 9 to reach agreement with local authorities. Less progress has been made than anticipated and there is an awareness that work on the Feedback Loop will need to fit around local authorities' other priorities. However, it is important to demonstrate that CHS is taking appropriate measures to accelerate progress, and the report to the minister should highlight those. The ICEO will discuss with Government's officials what advice has been given to NHS Boards on how they will be asked to report on data. <p>2) Decisions—</p> <p>The Board agreed—</p> <ul style="list-style-type: none"> that an appropriate route to progress the Feedback Loop is to engage the minister, SOLACE, SCRA and council leaders in discussions to note the report. 	<p>ICEO</p>	

12	Update on OR Survey Findings Action Plan		
<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • Since he took up his new post, and in light of the Action Plan, the Interim Chief Executive had introduced consistent processes for the quality assurance of customers’ correspondence. This was to be understood in the wider sense of panel members, ASTs, clerks, partners and members of the public. • Decision— <p>The Board agreed to note the report.</p>			
13	Qualitative Research Report – “Views and Experiences of the Children’s Hearings System; Research with Children, Young People and Adults”		
<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The report highlighted key points for instance, that knowledge of rights and requests that can be made to a hearing amongst adults, young people and children was extremely patchy. Where individuals were aware of their rights, this information had usually been obtained via their experience of the system and attending hearings over time and not through printed materials or websites. • The Board made observations about the relative size of the sample used for the research. It was said that the sample needed for this study was not an easy one to recruit and presented challenges when conducting in depth interviews. Despite these challenges, the size and range of the achieved sample in this study was consistent with those used in other qualitative studies undertaken to explore the experiences of children and young people in the Children’s Hearings System. <p>2) Decision—</p> <p>The Board agreed to publish and note the Report.</p>			
14	Progress report on training		
<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • As of 1 June 2014, 349 trainee panel members had completed Unit 1 and 2 of the PDA. • 17 PDAs were overdue. 			

	<ul style="list-style-type: none"> • 114 trainees had still to complete the course. • 3 trainees did not achieve the PDA. • The feedback from trainees across all four units who had attended pre-service days one to six was very good. However, as each of the four units had been using their own evaluation method process, the scores were not a true comparison between units. Work was progressing toward standardising such process. • It was said that the pre-service course would go from six to seven days. • At least three opportunities would be given to serving panel members to attend the compulsory courses on Permanence and Contact. • The next meeting of the Training Reference group will take place on 18 June and will focus on the strategy to involve children and young people in the development and delivery of the training. <p>2) Decision—</p> <p>The Board agreed to note the report.</p>		
15	CHIRP project review		
	<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The Board reiterated that CHIRP was one of the strategic priorities for CHS. The module for recruitment of panel members requires to be rebuilt to fully support the 2014 recruitment campaign and beyond. The reconfiguration of the module comes at a cost of £40k which also includes hiring venues to train clerks and the training itself. The work would span over three months and has no additional cost implication as can be accommodated within the existing overall IT budget. • The PanelPal contract ends in June 2015 and a decision about a long term solution needs to be made before that. In that context, the feasibility of whether PanelPal can be integrated to CHIRP, e.g. rota management, should be considered, together with potential cost savings that could be generated from such integration. It was further reported that approximately only half of the ASTs use PanelPal in some sort of capacity and that the system had led to some dissatisfaction e.g. easier to run the rota management manually in the small local areas, slow system. Any work should focus on “fixes” rather than development. <p>2) Decisions—</p> <p>The Board agreed—</p> <ul style="list-style-type: none"> • to approve the cost of reconfiguring the recruitment module • to receive a high level project plan featuring options of where PanelPal fits in it. 		

16	Progress report on National Recruitment		
<p>1) Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • More male panel members are needed to ensure that hearings are gender balanced. Specific placements for adverts will be part of the recruitment strategy to address this. • ASTs had been asked to provide figures and explanatory notes by 16 June in relation to their projected recruitment requirements. In light of the figures, CHS will assess the number of panel members to be required in order to avoid under/over recruitment. • There was a discussion about moving from an annual campaign to a rolling recruitment programme, which was the delivery model that the West Lothian College had been asked to tender for. Feedback from the ASTs however, indicated that the management of a rolling programme and the processes associated with it were unrealistic. <p>2) Decision—</p> <p>The Board agreed—</p> <ul style="list-style-type: none"> • that a recruitment and retention strategy was required and would be discussed at a Board strategy day. • to note the report. 			
17 Revision of the Terms of Reference of the Remuneration and Appointments committee			
<p>1) Decision—</p> <p>The Board agreed to approve a change to paragraph 2.1 of the committee’s Terms of Reference on committee membership.</p>			
18 Review of the membership of the Remuneration and Appointments committee			
<p>1) Decision—</p> <p>The Board agreed to approve the appointments of Marian Martin and John Anderson as new members of the Remuneration and Appointments committee.</p>			
<p>The Chair thanked everyone for their contribution.</p> <p>The next Board meeting will be a joint meeting with SCRA on 6 June 2014 (venue tbc).</p> <p>The meeting closed at 16.35.</p>			

