

Hearing System Working Group Meeting THREE – 29TH November 2021 (10:00am-12:30pm)

MINUTE

Attendees:

David Mackie	HSWG Chair
Alistair Hogg	Head of Practice and Policy, Scottish Children's Reporter Administration
Beth-Ann Logan	Board Member, Children's Hearings Scotland
Carol Wassell	Head of Area Support and Community Improvement, Children's Hearings Scotland
Kirsty Sinclair	Lead Service Designer, Office of the Chief Designer
Rachel Dowle	Head of Content Design & Strategy, Office of the Chief Designer
Suzie Vestri	Board Member, Scottish Children's Reporter Administration
Tom McNamara	Scottish Government Youth Justice & Children's Hearings Unit

Secretariat:

Christina Spicer	Senior Legislative Manager, The Promise Scotland
Fionnuala Contier-Lawrie	Governance Projects Officer, The Promise Scotland

Apologies:

Fi McFarlane	Head of Oversight, The Promise Scotland
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Minute of Meeting:	
Item ONE	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> • Group introduced themselves to guest speakers and new member The Promise Scotland.
Item TWO	<p>Issues List</p> <ul style="list-style-type: none"> • There was a consensus that all the elements which need to be addressed are currently captured in the attached version of the list. However, the issues list was not approved as it was agreed that small amendments are required. • The items to be addressed before approval: <ul style="list-style-type: none"> ○ Reframing of the questions; challenge to expand the structure of the questions beyond the current structure of the system. ○ Concern that the categories currently cover a variety of issue types including values, principles, operational needs, policy/practice, and governance. A reorganization of the questions is needed to indicate these differences. ○ More emphasis on children’s rights and needs; suggestion to draft a preamble to the table referencing the Scottish Government guidance on UNCRC. This will contextualize the list within the articles of UNCRC. ○ A few of the questions have been identified as requiring simplifying/tightening.
Item THREE	<p>Service Design Approach</p> <ul style="list-style-type: none"> • Overview of the Scottish Approach to Service Design; described as a collaborative approach which removes the complexity and becomes more holistic. • Group discussed the current framework, its complexities and how it could be done differently. • Other points discussed included: <ul style="list-style-type: none"> ○ A framework is needed to identify when the questions on the issues list have been answered. ○ Teaching the design process to all stakeholders in order for them to pass on the information to others, thus making the process more collaborative. ○ How to use the design process to prioritise certain areas and how to work towards them. ○ The importance of mental health services being readily available for those involved in the hearing system.

<p>Item FOUR</p>	<p>Communications & Engagement</p> <ul style="list-style-type: none"> • The Promise Scotland is currently undergoing a website redesign, due to be released March 2022. Meanwhile, it has been agreed that the HSWG will have a temporary page created on the current website. • The HSWG webpage, including a summary of the purpose of the working group and its members, will be live by early 2022. • The working group members have been asked to approve the following items for publication on the webpage: <ul style="list-style-type: none"> ○ Terms of reference ○ #KeepThePromise - paper for CHS and SCRA Joint Board meeting (14 June 2021) ○ Meeting minutes ○ Issues list • Other upcoming communications for early 2022 currently being discussed by the working group include: <ul style="list-style-type: none"> ○ A statement to be shared widely across CHS and SCRA. ○ A tweet line following each working group meeting to be shared on social media. ○ Once the issues have been established, an engagement plan, alongside the project plan, will be developed; discussion around the potential for workshops to be held in spring 2022.
<p>Item FIVE</p>	<p>Next Steps - Project Planning</p> <ul style="list-style-type: none"> • Once the issues list is finalized, the next phase of work is to project plan how the working group is going to approach the issues identified. • The members agreed to begin adding comments into the table starting with sequencing, priority, required stakeholders, commissioning, budgeting, etc – outlined in the first four columns of the table. • A summary of improvement activity has been provided by CHS and SCRA and will be used to complete column six and seven of the table. • Support from Scottish Government has been requested to complete the final two columns.
<p>Action Items</p>	<p><i>Item 2 - Issues List:</i></p> <ul style="list-style-type: none"> • The amendments outlined above will be completed by group members on Teams; no further meeting on the issues list is required. • The due date to have edits completed is Friday 17 December. • The due date to have the final version of the issues list signed off by the HSWG Chair and members is Wednesday 22 December. <p><i>Item 5 - Project Planning:</i></p>



	<ul style="list-style-type: none">• The due date for first iteration has yet to be established but it was agreed that there is a sense of urgency for this task, therefore, it is expected it will be set for early 2022.• Date will be confirmed once the issues list edits are completed and approved.
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Next Meeting: TBD.