Notice of Meeting and Agenda
Renfrewshire Area Support Team

Date	Time	Venue
Tuesday, 03 December 2019	14:00	Corporate Meeting Room 3, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Membership

Eileen Anderson; Derek Bramma; Craig Campbell; Annemarie Currie; Brent Dorey; Edi Hanley; Jennifer Hay; John Leckie; Alex MacDonald; Ewan McNaught; Jim Melrose; Amanda Morrison; Marion Robinson; Angela Stevenson; Alison Thompson; Allan Thompson.

Representing Renfrewshire Council: Councillor John Shaw.

Chair

D Bramma, Area Convener.

Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx
For further information, please either email
democratic-services@renfrewshire.gov.uk or telephone 0141 618 7112.

Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.

Additional Item

I refer to the agenda for the meeting of the Renfrewshire Area Support Team to be held on 3 December 2019 and enclose the undernoted additional report which was not included in the notice calling the meeting and which the Convener has agreed to be considered as an urgent item of business: -

Digital Go Live Plans - Renfrewshire.

Items of business

Apologies

Apologies from members.

Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

8a   **Digital Go Live Plans - Renfrewshire**   **1 - 4**

Report by Area Convener.

Generic Digital Go Live Information

Background

The new joint CHS & SCRA digital platform (commonly known as CSAS) has been in development for a number of years and will launch on a phased basis from January 2020. The main objective of the new system from a CHS perspective is to improve the volunteer experience. The system will be secure enough to hold children's data and meets all digital data requirements.

CHS will launch first with a soft launch to two areas in January and phased throughout all other areas from February to April. If the initial roll out is successful those ASTs in the April tranche may be moved forward to March. SCRA implementation will then follow, again on a phased basis, so there will be a time when only CHS are live on the new system before their SCRA colleagues.

One of key advantages to the new digital platform are the linked areas of functionality between CHS & SCRA, Including:
- Hearing Scheduling (SCRA)/Hearing Population (CHS Rota)
- Input of Reasons & Decision into the Record of Proceedings (ROP)
- Provision of electronic papers (Hearing Information Pack (HIP)) *This will not be available immediately and will not be mandatory for Panel Members*

There will also be a number of benefits for panel members:
- New easy to use expenses claim system
- New training / event booking system
- Access to area specific collaboration space (TEAMS) making communication easier and quicker
- All personal information held in one secure place, including training and observation records, will make re-appointment process much easier

Community Hub

The CHS system as a whole will be referred to as the **Community Hub**, this will replace CHIRP and PanelPal. Therefore we will all receive new email addresses to use which will end with chscotland.scot.org (ending TBC). Emails sent to old address will be forwarded to the new address for a time, therefore we all need to ensure we get messages out with our new email address, once confirmed.

Access will be though a single log in which will take you to the CHS Community Hub landing page from which you will be able to access a number of services:
- Expenses
- Rota Availability
- Observations
- Concerns
- Collaboration – local and national TEAMS pages.
- Practice and Procedure Manual
- Email
- Any much more.

Each service has been developed in conjunction with the CHS business lead for that service and also with CHS volunteers who frequently use that service. The process of agile project methodology has been used and that means the service has initially been developed based on requirements. This has then been released into testing and a number of volunteers have tested the service and suggested improvements to aid their experience. The service has been changed based on this feedback and this

process continues until users sign it off. This has resulted in the development of a system that meets the needs of those actually using it.

Rota

Once both SCRA and CHS systems are live SCRA will create the rota hearing sessions on their system and this will be published onto the relevant area CHS community hub. The CHS rota manager will then create the rota for that period using the availability provided by panel members previously. The algorithms calculating the rota are the same as those used within panel pal but as an AST we can change the parameters so they are relevant for our area. By altering the parameters we will be able to create a rota with less violations and less need for manual intervention.

It will be possible to have a number of different hearing centres within the one area rota and panel members will be able to confirm which hearing centre they can attend as part of their preferences.

Where more than three Panel Members are allocated to a hearing due to for example a conflict of interest or travel issues meaning a Panel Member can not make a particular time then SCRA will have to create two hearings on the rota for that day as the maximum number of Panel Members at any hearing is three.

Emergency Hearings will still occur and will be created by SCRA and published to the community hub. The rota manager can then identify panel members to attend and the new TEAMS communication function should make that easier to do as it will be clear from the notification that it is an urgent request for an emergency hearing.

The integration of the rota between SCRA and CHS is a central theme of the new digital system and the success of the digital platform will rely on both CHS and SCRA managing effectively, especially within the interim period where both are not live at the same time.

Training

In order to facilitate a seamless and effective delivery into each of the ASTs a comprehensive training and support structure has been devised:

- A full complement of Digital champions have been identified across all the ASTs and they have taken part in a full day training session to equip them with all the necessary skills to provide support and guidance to anyone who requires it before, during and after go live. They will be given access to all the user guides and supporting documents as well as the online training modules (when these become available). It is expected that these digital champions will be the first port of call for panel members locally.
- There will be a suite of 8 comprehensive online training modules available through the Learning Academy, the first two should be completed by all panel members and the remaining six are role specific modules:
  - Overall Digital Programme: covers all the basic activities for a panel member.
  - Digital Collaboration
  - Rota for Rota Managers
  - Observations & Quality Assurance
  - Digital for Volunteer Managers
  - Digital handling of Complaints and Concerns
  - Digital Training and Events for Events Managers
  - Managing the digital Recruitment process
- User guides and supporting documents will be available for all the services to supplement the online training.

The online training modules will be available for panel members to completed 6/7 weeks before their areas launch and can be completed as many times as required. We know that one third of the panel community have not accessed the Learning Academy online and therefore the is a need to establish who within the ASTs have not accessed the Learning Academy and ensure they can access before their area goes live.

The Learning Academy will also be offering 10 days of regional training, details have still to be finalised.

Migration of existing data

Details have still to be finalised but it is expected that:
- Emails from closed email address will be migrated following information governance timing requirements for the storing of emails
- Training records held on Panelpal will be migrated
- Previous rota schedules on Panelpal will be migrated, date range TBC, need to consider transfer date and publication of current rota
- Observations will not be transferred over
- Personal details will be migrated over.

Access to CHS Digital System

Panel members will be able to access the new digital system on all types of devices including android and apple phones, desktop applications and via a browser / website. Full guides will be provided on how to access from all devices.

Role of Digital Champions

Digital champions have been identified for all ASTs and should have attended training, they will receive access to user guides, online training and log on details for test system to allow them to familiarise themselves with the new system. Digital champions will:
- Help promoted the CHS digital project locally
- Assist Panel Members and AST with any digital problems
- Inform & support the CHS digital strategy
- Act as the local "GO TO" point of contact during roll out
- Feedback questions raised to help populate the overall FAQ
- Test the new TEAMS tool before it goes live
- Maintain dialogue with AST and ASIP to ensure successful launch
- AST planning.

AST Requirements
As an AST we should:
- Define how we would like to roll this out to our panel members
- Identify what support we require from CHS for this roll out
- Identify who should take the each of the AST roles within the new digital system
- Ensure rota will be available on the new system from launch and work with SCRA to manage interim rota process until they go live

Renfrewshire Digital Go Live Plan

Renfrewshire will be in the second tranche of ASTs to go live in March. The Digital Champions are Jacqueline Doherty and Angela Stevenson, Angela attended the digital training in late November and has access to the test systems. Marion Robinson also attended the digital rota training session in mid-November.

Training Plan

Panel members will have access to the digital training modules from mid-January 2019. They will be encouraged to undertake the training in their own time and on their own devices. AST will communicate with panel members to ensure they have completed the training prior to launch and if any Panel Members have individual issues the digital champ will provide them with the personal support they need to complete the training and download the applications.

A meeting of a small working group will be set up to design the training plan, suggested date is Friday 6th December.

Rota

The rota for January to March 2020 will be created as per current process and uploaded to Panelpal. As part of the migration this rota will move onto the new digital system. Panel Members should be encouraged to complete their availability for April to June on the new system just after launch, this will aid with their ability navigate and learn the new system. SCRA will publish the rota manually onto the new system (they will not yet have access to the new SCRA digital system) and Panelpal can be used to create and publish the new rota onto the digital system.

We will need to monitor the implementation date for SCRA in our area to determine if they will be publishing the rota on the new system in time to create the July – Sept rota fully digitally. Panel Members can still input their availability on the new digital system for this rota.

Communication

AST will use communication material provided by CHS to keep Panel Members up to date with the digital implementation. Will be undertaken by email on a regular basis. Jacqueline / Angela will work with CHS to identify any panel members who have not completed the online modules and encourage them to do so.

AST Digital Roles

There are a number of different roles within the digital system, each role will have access to specific areas of the digital system. Confirmation of who should carry out these roles must be provided by 13th December. We will discuss and agree who will take these roles at AST on 3rd December.

AST roles within
CSAS Renfrewshire.xls