



Renfrewshire  
Area Support Team

**Practice & Recruitment  
Group Meeting  
Wed 20 November 2019**

**AGENDA**

1. Minutes of 2 October 2019 –attached below
2. Recruitment update
3. PPA Forum
4. Complaints/Concerns
5. PPA Rota
6. PM Observations (Review + Forthcoming)
7. Online access to PPA observation forms - progress
8. Complaints / concern protocol – paper attached below
9. AOB
10. Date of next meeting

## **Meeting dates 2019 – 2020**

- Wed 15 Jan 2020
- Wed 26 Feb 2020
- Wed 22 Apr 2020
- Wed 3 Jun 2020



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Area Support Team

## **Practice & Recruitment Group Meeting 20 November 2019**

### **Minutes**

**Present:** J Melrose (JRM) (Chair), Anne Marie Currie (AMC), Eileen Anderson (EA), Brent Dorey (BD), Mandi Morrison (MM), Allan Thomson (AJT), Alison Thomson (AT), Jennifer Hay (JH).

**Apologies :** Craig Campbell (CC), Angela Cramb (AC) (ASIP).

**1 Minutes of 14 August 2019**

Item 5i) completed

Item 5ii) still outstanding

Item 5 resolved at AST

**Action JRM**

**2 Recruitment update**

16 (12 female, 4 male) recommended for appointment as panel members.

1 female has now dropped out. Continue with 15.

**3 PPA Forum and RRG**

**AMC also attended the PPA forum**

Items discussed at the forum included leadership in the hearing room, digital strategy.

It was pointed out that verbal feedback after an observation was not mandatory.

It was agreed PPAs in Renfrew would continue to give verbal feedback to PMs. With the electronic observation system it might be possible for the PM to read the electronic report on the screen. They would get a copy later once it is filed with the clerk.

The use of machines in the hearing room was discussed.

Possible to have machines located in Glen Lane for PPA use (at least 2).

Preferred solution would be to have each PPA issued with a dedicated machine.

Digital strategy discussed.

JH agreed to join local short life working group to plan digital implementation.

#### **Action AC**

AMC also reported on her attendance at the RRG.

Items discussed at the RRG included effective practice, recruitment process, campaign strategy effectiveness, National Pastoral support, employer letter.

Refresher training for interviewing is also available.

***AMC has agreed to attend the RRG as a matter of course.***

***AMC will continue to attend the PPA forum in the meantime.***

#### **4 Complaints/Concerns**

i) Complaint raised by young person re secure recommendation at a hearing. This may not be a complaint for Childrens Hearing system.

ii) Concern raised by PM regarding Area Convener re handling of action against solicitor.

This has been concluded by meeting with PM and AC and PPA (CC) and DAC.

From this meeting DAC has outlined a protocol that should be observed when handling concerns raised by a PM that comes to the AST.

This is outlined at end of minutes.

The protocol mirrors the system that will be in place when complaints are managed by the digital system next year and so has a limited lifetime.

#### **5 PPA Rota**

PPA December rota issued. Amendments made at the meeting

MM will do PPA training in January 2020.

MM will continue to observe PM observations- Tues 24<sup>th</sup> Dec with BD.

6 PM Observations (Review + Forthcoming)

All observations are green.

The Observation records for August to November 2019 was issued.

7 Online access to observation reports. This is working satisfactorily.

8 Complaints / concerns protocol

See item 4ii)

9 AOB

i) JRM suggested that PPAs could be involved in the support of new PMs approaching chair training. When we know the date of email from Learning Academy , observations could be arranged prior to that. Providing that PM has completed 12 sessions the PPA observing could discuss with the PM their readiness to take the chair training course. PPAs were in agreement with this.

ii) JRM indicated that from January 2020, chairing of hearings would be allocated in a different manner with potentially a number of chairs at each session.

Question raised by PPA – how are chairs identified on the rota?

**Action ROTA**

10. Date of next meeting : Wed 15 Jan 2020

25.11.19

JRM

Draft protocol for dealing with PM concerns.

## **Protocol**

PM raises an issue with a member of the AST – PPA/ DAC, AC

The issue is logged by email with the PM and an outline of how it will be dealt with is indicated – who, when, ...

The PM is informed that they should consult with another member of the community as appropriate who will be able to offer advice and support.

Two members of the AST should manage the issue to ensure that it is progressing appropriately.

At a reasonably early stage a meeting should be arranged with the PM to investigate issue and ideally resolve the issue.

At the conclusion the PM should have a written report to complete the issue resolution.

Issues are usually managed by DAC.