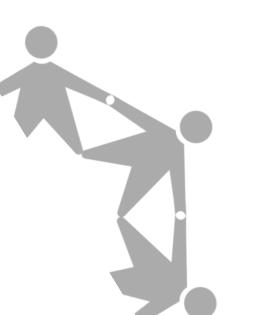
Tribunal Support Model Shaping The Future

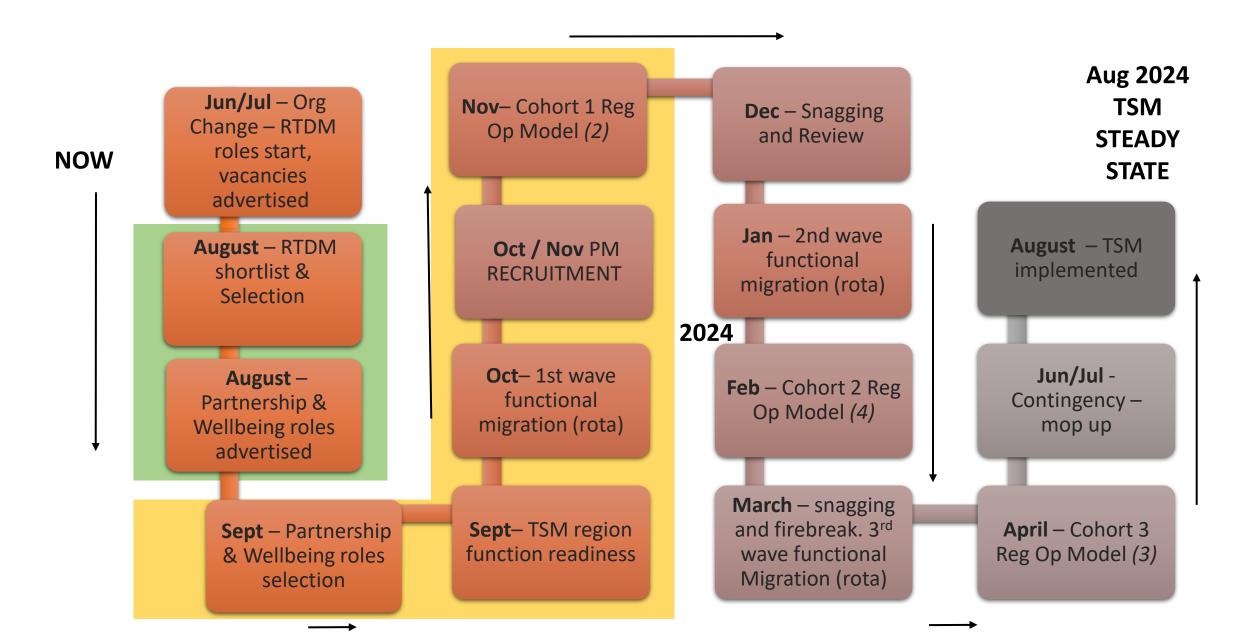
AST Update

9.08.23





Sequencing of TSM Implementation



How we've got here and what next?

A) Initial Development

(Nov 21-Mar 22)

- With ACLG
- Purpose / Principles
- First draft

B) Specialist Design Phase

(Aug 22-Nov 22)

- Analysis & evidence
- Refine model
- In principle approval

C) Phase 1a "Flesh out & Fix"

(Dec 22 – Mar 23)

- Finance
- Critical enablers
- Stakeholders
- CHS capability

D) HR & OD enabling

(Apr/May 23)

- SLT
- Org-Wide Resource reallocation
- Recruitment ext.

E) Delivery Part 1: Central

(May –Sep)

- Refine
- delivery milestones
- Staff accountabilities
- Implement

F) Delivery Part 2: regional

(Oct – Aug 24)

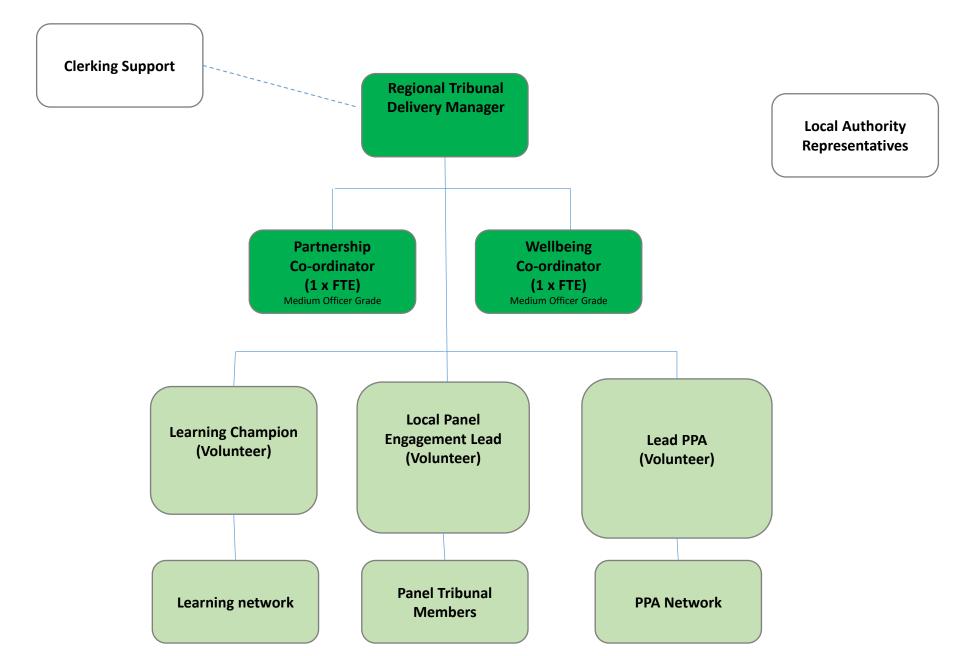
- Refine
- Stage/Gate approach
- Risk mitigation
- Implement

REVIEW Jul 24

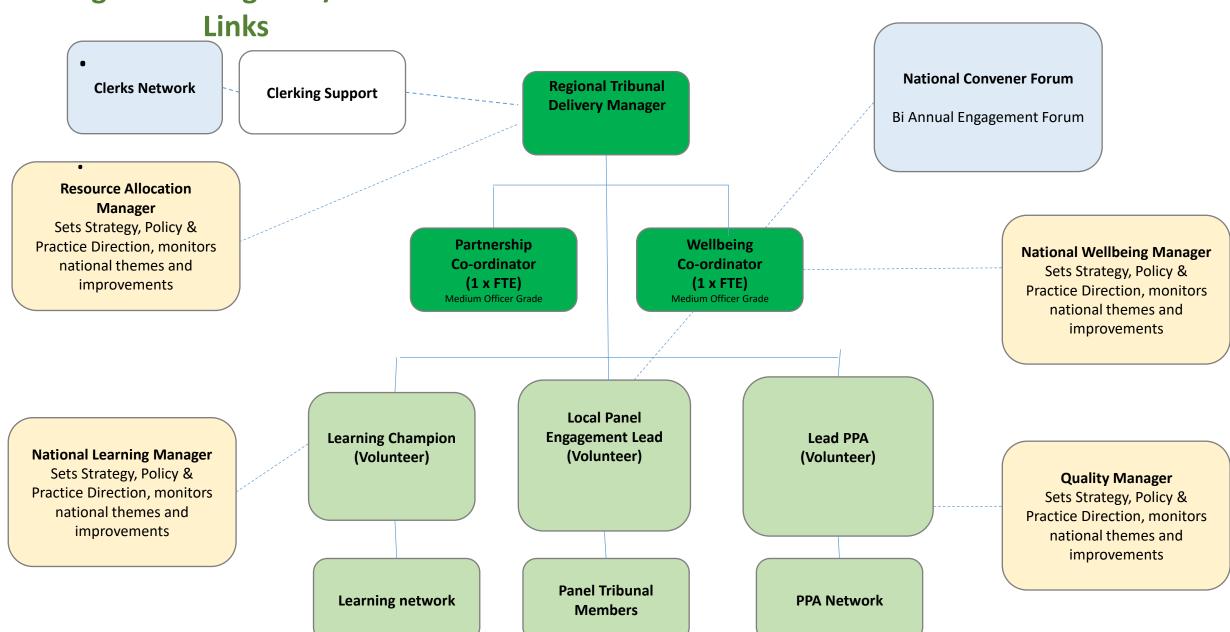
APPROVALS

Mar 23

Region x 9



Strengthened Regional/National



Meeting/Governance Cycles

Weekly

Regional Manager Exec Team Stand Ups Regional Managers (x 9) Stand Ups Check Ins – Hot topics/issues

Monthly

Regional Manager – Panel Engagement Leads
Regional Manager – Exec Team(Partnership/Wellbeing)
Regional Managers Collective

Operational check ins Comms briefings

Quarterly

AST Meetings – nationally consistent Agenda's, Minute format and reporting requirements

Governance

Bi Annual

National Convener Forum: Chaired by NC; Attendance Regional Managers - <u>Regional Representatives:</u> Panel Engagement Leads; PPA Leads; Learning Champions (50 – 60 volunteers total)

Vision/direction setting
Feedback and engagement

Local Panel Engagement Lead (Volunteer)

(Approx. 1 per 20 Panel Tribunal Members)

- A key link between Panel Members and the Regional Tribunal Delivery Manager
- Act as first point of contact for Panel Members, make them feel connected and part of the CHS local and national community.
- Provide friendly and experienced advice and assistance, consistent with National policy
 & practice, to support them to deliver their Panel tribunal Member role.

Communications:

Support delivery of national/Regional communications – ability to carry the message Capture 'voice' from Panel Tribunal Members to feedback to Regional Team:

Operational hearings issues – escalate to Partnership Co-Ordinator **Wellbeing Issues** – escalate to Wellbeing Co-ordinator

National Convener — escalate to Regional Tribunal Delivery Manager

Rota Issues – escalate to Resource Allocation Team

Induction Support:

Assigning 'buddies' within cohort to new trainees
Ensuring Buddies are aware of role and expectations
Capturing issues raised by Buddies and escalating appropriately

Learning Champion (Volunteer)

A key link to the National Learning Team (national) and the Regional Tribunal Delivery Manager (regional)

A volunteer role in each local area responsible for promoting and encouraging mandatory learning and CPD from content derived and delivered by CHSLA

This could include:

<u>Learning 'spotlights'</u> - promoting a nationally pre-agreed learning theme pointing to content available through CHSLA online through an agreed comms plan.

<u>Mandatory Learning</u>: Promoting and engaging with Panel Members to complete Mandatory learning

<u>CPD:</u> Promoting and fostering a local learning culture through the above activities.

Responding: When thematic learning is identified as a need for a local area or region, acting as they key link between the area and CHS Learning Team to arrange and enable learning activity to take place.

Lead PPA (Volunteer)

A key link to the CHS Quality Manager (National) and Regional Tribunal Delivery Manager (Regional)

Act as first point of contact for Panel Practice Advisers, make them feel connected and part of the CHS local and national community.

Provide friendly and experienced advice and assistance, consistent with National policy & practice, to support them to deliver their Panel Practice role.

Provide insight and guidance to the CHS Quality Manager to inform strategy, policy and guidance.

Opportunities to find out more details about the volunteer regional roles are on their way:

The Learning Champion role at and LDC Forum in September - dates incoming

PPA Lead role at the PPA Forum in September

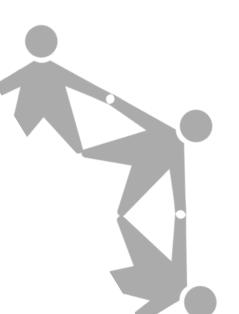
Panel Engagement Lead – LPRs & PRs will be invited to an online session to explore the opportunities of the new Panel Engagement Lead role in August/September

We hope that current AST role holders will wish to continue to support your local teams and transition to these new roles. More details will be provided at the above.



Phase	Region	ASTs		RDTM
01/11/23 (complete handover 1/12/23)	Ayrshire	Ayrshire	Erica Edwards	Michael Stewart
	Central	Central & West Lothian	Sarah	Hazel Oliver
		2		
01/02/24 (complete handover 01/03/24)	Glasgow	Glasgow	Sharon Angell	Jeanne Martin/Tracey Sharp (short term to support return from maternity leave)
	Highlands & Eilean Siar	Highland & Moray Eilean Sar	George Hogg Andrew Sim	Vicky Strange
	Tayside & Fife	Tayside Fife	Phil Lewis/Anne Gibb Gavin Simpson	Vacant
	Lanarkshire/Dumfries & Galloway	North Lanarkshire South Lanarkshire D&G	Edward McDowell Penny Simpson Richard Oxley	lain Macdonald
		8		
01/04/24 (complete handover 01/05/24)	North Strathclyde	East Dun/shire West Dun/shire East Renfrewshire Renfrewshire Inverclyde Argyll & Bute	lan Hart Judy Wilson/Kathy Derek Bramma Derek Bramma Mo Quinn Russell Humphreys	Vacant
	South East	Edinburgh South East	Pat Hastings Ian Belshaw	Tracey Sharp/Vacant
	Grampian & Northern Isles	Aberdeenshire Aberdeen City Shetland Orkney	Tracey Smith Laura Mearns George Martin lan Blair	Vacant
		12		

We are shaping the transition programme for each cohort as we go live, an example of what this might look like:





> 4 weeks out

4 weeks prior

Go Live Date i.e 1/11/23

4 weeks after

Prep & Planning

AC and AST Lead & Manage AST

Shadowing and
Relationship building
Recruitment into
Volunteer roles (start
date – Go Live)
Transition planning
specifics

RTDMs Wellbeing Partnership Roles:

Developing processes Linking to national
policy and guidance
Shaping
Implementation plans
Supporting BAU

Formal Transition beginnings

Formal Transition to new model begins

AC & AST Lead & Manage AST

RTDM & Team more visibly in partnership

Week 1: Stakeholder engagement – journey to go live – what will happen next

Week 2: Forward planning

Week 3: Briefings with RTDM/Team &

New volunteer roles

Week 4: Communications – Go Live

Formal Transition endings

AC/DAC Handover to RTDM & Team

New Volunteer Roles Live

Week 1: All stakeholders aware of change

and new contact details

Week 2: Handover meetings take place

Cohort 1 - PM interviews

complete

Week 3: AST members thanked and

celebrated and transition into new

roles (if applicable)

Week 4: Full handover to RTDM

Cohort 1 - AC rec's to NC

(recruitment)