



Notice of Meeting and Agenda Renfrewshire Area Support Team

Date	Time	Venue
Tuesday, 29 October 2019	14:00	Corporate Meeting Room 2, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM
Head of Corporate Governance

Membership

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

Representing Renfrewshire Council: Councillor John Shaw.

Chair

D Brama, Area Convener.

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.

- | | | |
|----------|---|----------------|
| 1 | Minute of Previous Meeting | 1 - 4 |
| | Minute of meeting held on 20 August 2019. | |
| 2 | Matters Arising | |
| 3 | Hearings Management Sub-group | 5 - 8 |
| | Minute of meeting held on 15 October 2019. | |
| 4 | Locality Reporter Manager - Update | |
| | Verbal report by the Locality Reporter Manager. | |
| 5 | Panel Member Recruitment - Update | |
| | Verbal Report by the Area Convener. | |
| 6 | Panel Member Profiles - Update | |
| | Verbal report by the Clerk. | |
| 7 | Research Recruitment Form | 9 - 14 |
| | Paper from Children's Hearings Scotland. | |
| 8 | CHS Community Survey 2019 - Renfrewshire | 15 - 24 |
| | Report from Children's Hearings Scotland. | |
| 9 | Date of Next Meeting | |
| | Members are asked to note that the next meeting of the Area Support Team is scheduled for Tuesday 3 December 2019 at 2.00 pm. | |



Minute of Meeting Renfrewshire Area Support Team

Date	Time	Venue
Tuesday, 20 August 2019	14:00	Corporate Meeting Room 3, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

Present

Eileen Anderson; Brent Dorey; Edi Hanley; Alex MacDonald; Jim Melrose and Marion Robinson.

Chair

J Melrose, Depute Area Convener, presided.

Also Present

L King, Locality Reporter Manager; and A Cramb, Area Support and Improvement Partner (Children's Hearings Scotland).

In Attendance

J Trainer, Head of Child Care and Criminal Justice (Children's Services); P Shiach, Committee Services Officer and N O'Brien, Assistant Committee Services Officer both (Finance & Resources).

Apologies

Councillor J Shaw, D Bamma, C Campbell, A Currie, A Stevenson, and Allan Thompson.

Declarations of Interest

There were no declarations of interest intimated by members prior to the meeting.

1 Minute of Previous Meeting

There was submitted the Minute of the previous meeting of Renfrewshire Area Support Team (AST) held on 18 June 2019.

DECIDED: That the Minute be approved.

2 Matters Arising

(a) The Locality Reporter Manager referred to Item 8 of the previous Minute in relation to her report, and in particular to concerns which had been raised in terms of data breaches. She indicated that she had not been contacted by the Area Convener in this regard following his correspondence with Panel Members reminding them to report any security breaches immediately.

DECIDED: That L King will liaise with D Bramma regarding the protocol to be used by Panel Members in reporting data breaches.

3 Hearings Management Sub-group

There was submitted the Minute of the meeting of the Hearings Management Sub-group held on 6 August 2019.

The Minute provided an update on sabbaticals; resignations; hearing statistics including deferred cases, cancelled cases/sessions, secure hearings, extra cases/hearings sessions, swaps and continuity; pastoral care; panel member strength; PanelPal; better hearings; and rota management.

M Robinson advised that more Panel Members were uploading their availability on PanelPal, and work was continuing towards the “go live” date of January 2020.

DECIDED: That the Minute otherwise be approved.

4 Practice and Recruitment Sub-group

There was submitted the Minute of the meeting of the Learning and Development Sub-group held on 14 August 2019.

Discussion took place on regarding the protocol following the cancellation of Hearings.

It was agreed that L King would arrange, as soon as possible following the cancellation of a hearing or hearing session for the relevant parties involved (Panel Members, PPA, Social workers, Area Convener etc.) to be contacted via phone and email. An email would also be sent to M Robinson to record on the Panel Member and PPA rotas.

J Melrose referred to Panel Members arriving later than 15 minutes prior to Hearings and suggested that PPA's noted this while observing Panel Members. He further suggested that a reminder of the importance of arriving at the Hearing in time for pre-Hearing discussions be highlighted in the next issue of the Panel newsletter. This was agreed unanimously.

Discussion took place with regard to the issue of information missing from Social Work reports. J Trainer undertook to provide an update to the next meeting of the AST on an agreed process to deal with this issue.

DECIDED:

- (a) That it be agreed that L King would liaise ensure panel members, D Bamma, PPAs and M Robinson were contacted as soon as practicable, following to the cancellation of a hearing or hearing session;
- (b) That PPA's note any late arrivals while observing Panel Members;
- (c) That a reminder of the importance of arriving at the Hearing in time for pre-Hearing discussions be highlighted in the next issue of the Panel newsletter;
- (d) That J Trainer provide an update to the next meeting of the AST on a process for dealing with information missing from social work reports; and
- (e) That the minute be otherwise approved.

5 Locality Reporter Manager - Update

The Locality Manager provided a verbal update in relation to staffing changes and hearings statistics.

She indicated that a temporary Reporter had been appointed until March 2020. L Smart would return from maternity leave at the end of September.

In terms of appeals feedback one appeal against the decision of PHP appeal was upheld. Information had been passed onto D Bamma. A further appeal had been withdrawn.

An update was given in relation to rota changes from 2020 as a result of court sessions on Thursdays being extended.

DECIDED: That the report be noted.

6 Recruitment Arrangements

The Depute Area Convener advised the recruitment campaign launched on 21 August with adverts going in local and national press. The campaign would close on 17 September and the AST was seeking to appoint 20 new panel members.

DECIDED: That the information be noted.

7 Panel Member Profiles Toolkit 2019

There was submitted a guidance document from Children's Hearings Scotland relative to Panel Member Profiles.

The document provided guidance on the background and pilot studies undertaken; the national roll-out of Panel Member Profiles; and resource materials.

Discussion took place regarding the introduction of bitmojis for panel members. These bitmojis would be displayed on a board in the Reporter's Office.

The Depute Area Convener suggested that a group consisting of D Bamma, J Melrose, E Hanley, A MacDonald, Alison Thompson, J Trainer, A Cramb and P Shiach would meet to discuss how this could be implemented and the relevant timescales for implementation.

DECIDED:

- (a) That the guidance on Panel Member Profiles be noted; and
- (b) That it be agreed that a group consisting of D Bamma, J Melrose, E Hanley, A MacDonald, Alison Thompson, J Trainer, A Cramb and P Shiach meet to discuss implementation of panel members profiles and feedback to the next meeting.

8 Date of Next Meeting

Members are asked to note that the next meeting of the Area Support Team is scheduled for Tuesday 29 October at 2.00pm.

**HEARINGS MANAGMENT SUB-GROUP
RENFREWSHIRE AREA SUPPORT TEAM**

DATE: 15TH OCTOBER 2019

TIME: 14:00

VENUE: SCRA GLEN LANE

MEMBERSHIP: EDI HANLEY (CHAIR); EILEEN ANDERSON (ROTA MANAGER); MARION ROBINSON (ROTA MANAGER); ANGELA STEVENSON (PANEL REP); JIM MELROSE (DEPUTE AREA CONVENER); ANGELA MITCHELL (SCRA) LESLEY KING/NICOLA HARKNESS (SCRA)

AGENDA

APOLOGIES

JIM MELROSE; ANGELA MITCHELL; LESLIE KING

PRESENT

Edi Hanley; Eileen Anderson; Angela Stevenson; Marion Robinson

RESIGNATIONS

ANDREW CUNNINGHAM

DENISE GRAHAM

LAURA BONE

SABBATICAL

Jacqueline Robinson

Claire Guy

Wayne Mills

Anne McIvor

HEARING STATS - 7th August - 15th October

Deferred Cases

18 Total – 9 - Relevant Persons not in attendance; 3 -No Child Planning Framework received SW; 1- insufficient information within SW report to make decision; 2 - Safeguards Report not available, although 1 of these was due to timescales being too tight between appointment & hearing; 1 – SCRA Admin error; 1 – PM arrived 20 min late for hearing; 1 - RP forgot to notify legal rep of hearing

Cancelled Cases/Sessions

14 Total – 3 - Staff Shortages; 4 - Reporters on leave; 3 - Reporter Unwell; 3 - No Reporters Available; 1 - No cases scheduled

SECURE HEARINGS

10 Panel Members supplied in total; Good Shepherd for East Lothian - 2 PM's; Kibble for Edinburgh - 2PM's; Good Shepherd for Highland - 2 PM's; Kibble for Highlands - 2 PM's; Good Shepherd for Orkney - 2 PM's

EXTRA CASES/HEARING SESSIONS

4 Additional Sessions/Cases in total; 1 case at Dumbarton; 1 case at Glen Lane; 1 CPO & Emergency Transfer added to afternoon session giving panel 5 cases total.

SWAPS

36 Swaps carried out over period

CONTINUITY

1 PM agreed for continuity

PASTORAL CARE

1 PM sent Flowers

1 PM sent Card

PANEL MEMBER STRENGTH

PM strength is currently 84 members, with 58 Females and 26 Males.

AOCB

BETTER HEARINGS

Better Hearings Event has now been arranged for Monday 4th November in Johnstone Town Hall to which all Panel Members have been invited.

MANAGEMENT OF HEARINGS TRAINING

There remain some ongoing concerns from new panel members around readiness for chair training, for example during session 2017/2018 Renfrewshire appointed 17 new panel members, (13 female & 4 male) of this intake 4 females & 3 males resigned leaving 10 panel members due to attend MOH training of which only 7 took up the opportunity with 3 choosing to defer to this year. We are aware of the need to look at alternative ways to support panel members to feel confident in attending training and putting this into practice. It has been proposed that as the majority of hearing sessions will have at least 2 chair trained members on each session, that chairing is no longer the sole responsibility of one person and that appropriately trained Pm's will alternate chairing within sessions. Further discussion is required to obtain feedback from panel membership and practicalities of implementation.

SECURE HEARINGS & USE OF LAPTOPS

Several panel members, who attend hearings at secure facilities for other local authorities, have noted that the provision of decisions and reasons are able to be completed on laptops used by the reporter with access to printing facilities made available by secure units. Currently any hearings held for Renfrewshire appear to still having to be hand written and there is a request for when laptop use will be made available for Renfrewshire hearings in such facilities?

DIGITAL CHAMPION TRAINING

CHS Edinburgh are running two workshops for Digital Champion Training as they move forward with the implementation of PanelPal and other digital strategies. Every area in Scotland has been asked to nominate members to attend and Renfrewshire have nominated Jacqueline Doherty and Angela Stevenson, who are happy to take up the role. Training date is scheduled for 22nd November and will include training on Expenses, PPA Observations, Complaints, Training and Events and other areas. Jacqueline and Angela will provide further information on the role of Digital Champions and other items on the agenda, following the meeting in November.

DATE OF NEXT MEETING

Tuesday 19th November 2pm at Glen Lane

Children's Hearings Scotland Research Recruitment Form

This form is to be used by all researchers wishing to involve members of the Children's Hearings Scotland (CHS) volunteer community (Panel Members and AST Members) in research.

Once this form is completed and returned along with evidence of ethical approval, the research opportunity will be advertised within the volunteer community and those interested in participating will contact the researcher or access the project directly.

Section 1: Researcher Information

Please list here the contact information you wish to make available to the CHS volunteer Community

Name	
Institution	
Email	
Phone	

Section 2: Research Project

Project Title	
Plain English Summary of Project	
Qualification Level (if applicable)	<i>If this project is part of a degree course or qualification, please specify. e.g. BSc; PhD</i>
Method of Participant Involvement	<i>e.g. online survey; face-to-face interview; telephone interview etc.</i>
Location of Research (if face-to-face)	
Link to Survey (if online)	
	<i>Who are you looking to recruit? (e.g. Panel Members; staff? Any particular locations?</i>

Recruitment Criteria	
Recruitment Target	<i>How many participants are you looking to recruit?</i>
Recruitment Dates	<i>Start date and end date (if applicable)</i>

Section 3: Permissions

Please sign below to confirm the following:

- (1) I have read and understood the CHS Research Recruitment Guidance.
- (2) I consent to my contact and project details being passed to the Scottish Children's Reporter Administration (SCRA) for their information.

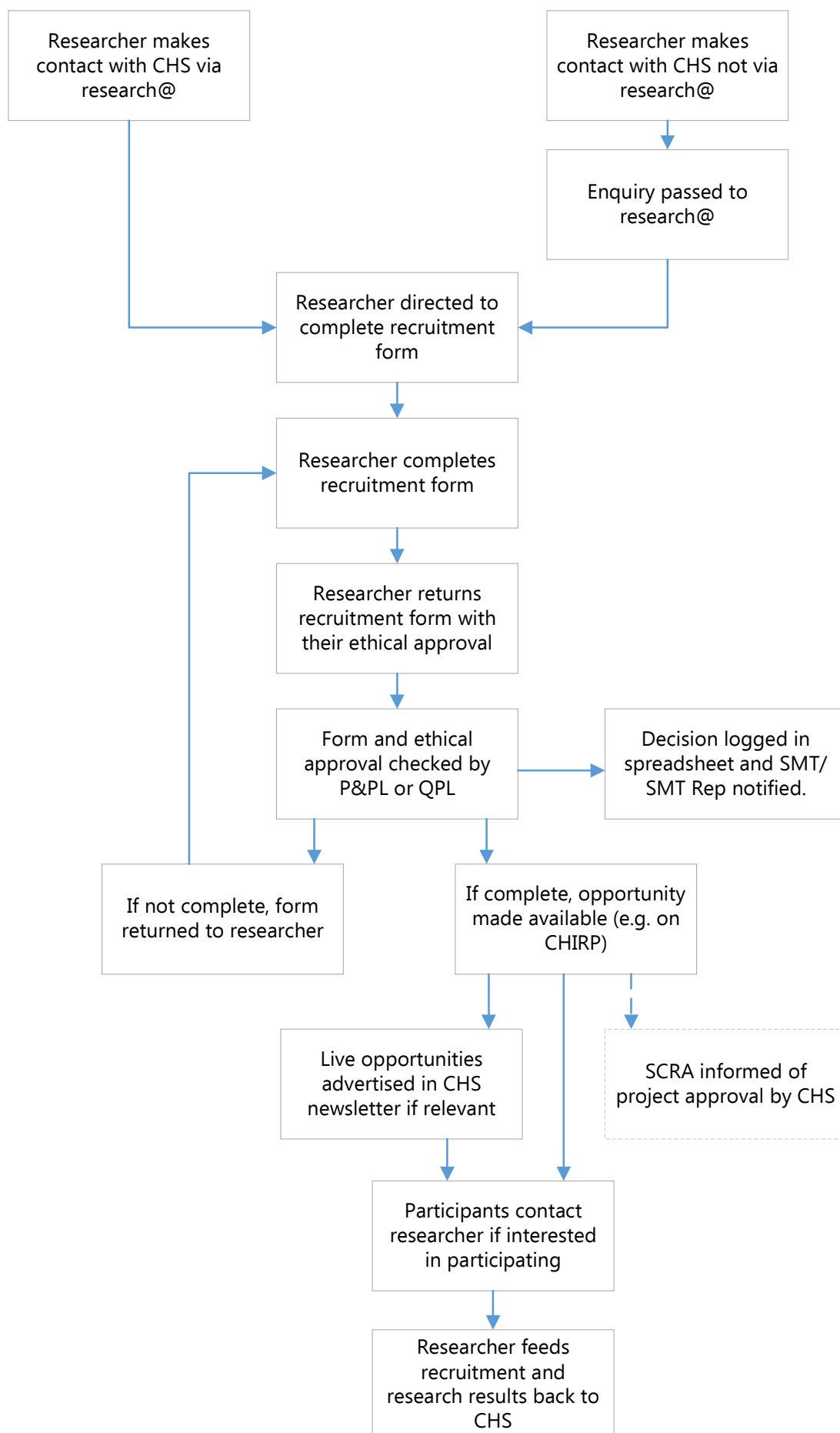
Signature:

Date:

Please return this form and evidence of ethical approval to research@chs.gsi.gov.uk

By helping to recruit participants for your study, Children's Hearings Scotland (CHS) takes no responsibility for the research itself and is therefore not liable for any claims (e.g. negligence, harm etc.) that may arise relating to the research.

CHS Process for External Researchers Recruiting Volunteers /
Board Members / Staff



Children's Hearings Scotland Research Recruitment Guidance

1. Purpose and Introduction

Children's Hearings Scotland (CHS) is committed to working to improve the Children's Hearings system in Scotland. We recognise that research that helps us understand the system better is a vital part of that improvement process.

The purpose of this document is to set out how CHS can support researchers to recruit members of the CHS volunteer community, Board members, or CHS staff as participants in research projects about the Children's Hearings system and what our expectations and requirements of those projects are.

2. The CHS Community

CHS can only assist researchers to recruit CHS volunteers, Board members or staff to participate in research projects. CHS volunteers are:

- (1) Children's Hearings Panel Members
- (2) Volunteer Area Support Team Members

For more details on the volunteer roles within our community see here:

<http://www.chscotland.gov.uk/the-childrens-hearings-system/>

Research that requires involvement from elements of the Children's Hearings system other than volunteers (e.g. observing hearings; accessing records etc.) should be directed to the Scottish Children's Reporter Administration (SCRA), who have their own process.

3. Process for Research Recruitment

The following is an overview of the process CHS will use to advertise your research project:

- (1) Researchers submit CHS Research Recruitment Form to CHS, along with evidence that their project has received ethical approval.
- (2) If the form and ethical approval are complete and compliant with this guidance, the project will be advertised within CHS.
- (3) Anyone interested in participating will contact the researcher, or access the project, directly.

CHS reserves the right to refuse to advertise any project.

Giving CHS as much notice as possible about your need to recruit research participants is appreciated.

4. Ethical Approval

CHS will only advertise projects that have received ethical approval from a recognised research institute, organisation or body (e.g. universities).

Evidence of this approval must be received by CHS before the project can be shared.

5. Advertising Your Project

CHS will share your project within CHS. This may include the following methods: making opportunity available on CHS' intranet system; including the project in CHS internal newsletters; retweeting tweets about your project; direct contact with individual volunteers or specific groups of volunteers.

The methods used to share your project will be dependent on the timing and scope of your recruitment and will be at the discretion of CHS staff.

CHS sharing an opportunity within the volunteer community is not a guarantee that the research study will recruit participants. Involvement in research is at the absolute discretion of individual Panel and AST Members.

6. Requirements for Volunteer Participation

Any expenses incurred by participants as a result of taking part in the research project should be reimbursed by the research project.

Members of the CHS volunteer community, Board or staff, should not be identified in any research outputs (reports, posters etc.) unless they have given their explicit consent.

Any research outputs should include appropriate acknowledgement of volunteer involvement.

7. Feedback to CHS

Once your research is complete, we require you to supply CHS with:

- (1) The total number of CHS volunteer community members who participated in your research.
- (2) Any relevant outputs from the research.

CHS must be notified prior to any publication or dissemination of the research. CHS may request to see materials prior to publication or dissemination so that any errors or misrepresentations can be corrected.

8. Disclaimer

By helping to recruit participants for your study, Children's Hearings Scotland (CHS) takes no responsibility for the research itself and is therefore not liable for any claims (e.g. negligence, harm etc.) that may arise relating to the research.

9. Your Information

CHS will retain your completed Research Recruitment Form and evidence of ethical approval until the requirements of '7. Feedback to CHS', above, have been met.



Community survey results

2019

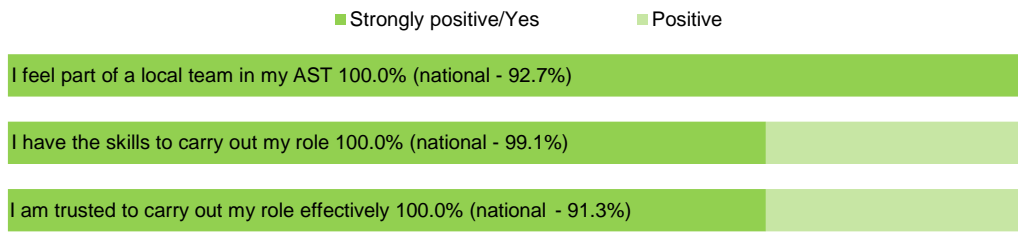
Renfrewshire

The survey below contains the current score, the change from the previous year expressed in percentage points (pp) in brackets and the national figure from the current year. It also contains the response rate for each question for the current and previous year.

Summary

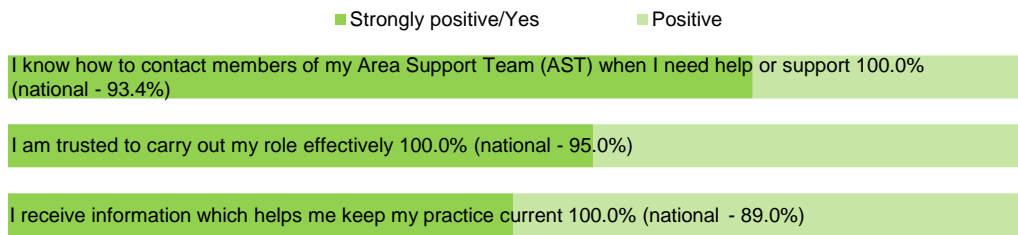
Responses to AST member splits

Most positive responses



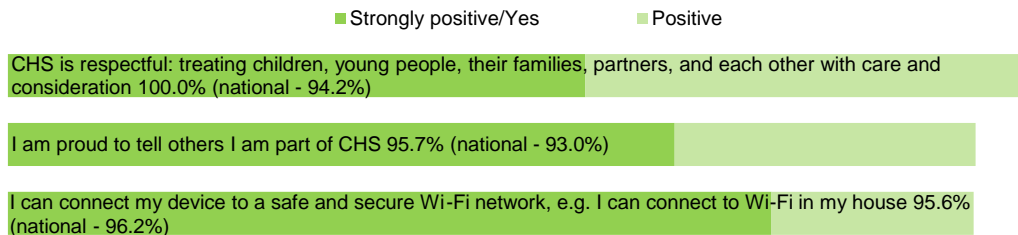
Responses to Panel member splits

Most positive responses

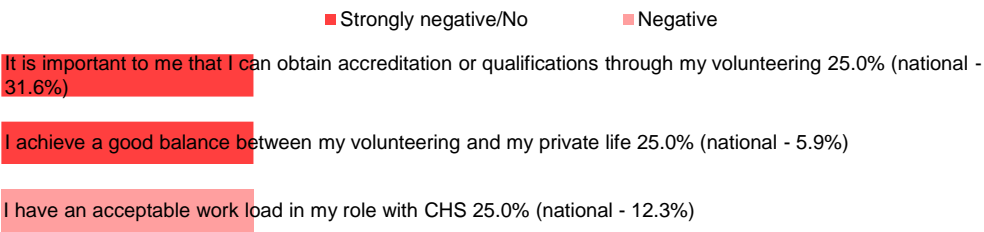


Responses to all volunteer splits

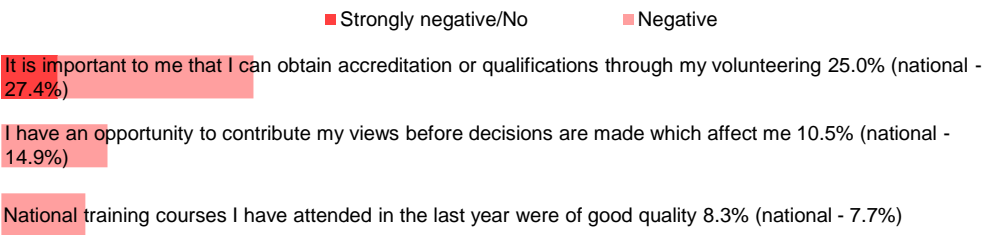
Most positive responses



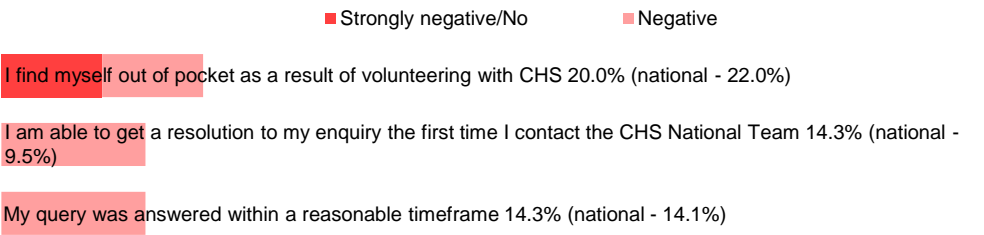
Most negative responses



Most negative responses



Most negative responses



Question

Support - Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I have a clear understanding of my role and what is expected of me	82% (up 47pp) national 72%	16% (down 49pp) national 28%	3% (up 3pp) national 0%	0% (No ch) national 0%	0% (No ch) national 0%	38 (23)
I feel the contribution I make to CHS is valued	47% (up 30pp) national 41%	39% (down 17pp) national 44%	13% (down 9pp) national 11%	0% (down 4pp) national 3%	0% (No ch) national 1%	38 (23)
I feel my skills are well utilised	42% (up 15pp) national 41%	55% (down 17pp) national 50%	0% (No ch) national 7%	3% (up 3pp) national 2%	0% (No ch) national 0%	38 (22)
I receive information which helps me keep my practice current	50% (up 28pp) national 36%	50% (down 2pp) national 53%	0% (down 26pp) national 8%	0% (No ch) national 2%	0% (No ch) national 0%	38 (23)
Support - AST members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I have a clear understanding of my role and what is expected of me	50% (down 17pp) national 49%	50% (up 17pp) national 45%	0% (No ch) national 3%	0% (No ch) national 2%	0% (No ch) national 0%	4 (9)
I feel the contribution I make to CHS is valued	25% (up 3pp) national 26%	75% (up 8pp) national 55%	0% (No ch) national 11%	0% (down 11pp) national 5%	0% (No ch) national 2%	4 (9)
I get the information I need to carry out my role well	25% (down 8pp) national 21%	75% (up 19pp) national 54%	0% (down 11pp) national 18%	0% (No ch) national 5%	0% (No ch) national 1%	4 (9)
I have the tools and materials I need to carry out my role effectively	25% (up 3pp) national 18%	50% (down 17pp) national 56%	25% (up 14pp) national 17%	0% (No ch) national 7%	0% (No ch) national 1%	4 (9)
I have an acceptable work load in my role with CHS	25% (down 19pp) national 22%	50% (up 6pp) national 56%	0% (No ch) national 10%	25% (up 25pp) national 10%	0% (down 11pp) national 2%	4 (9)
I achieve a good balance between my volunteering and my private life	25% (down 19pp) national 26%	50% (up 6pp) national 55%	0% (No ch) national 13%	0% (down 11pp) national 4%	25% (up 25pp) national 2%	4 (9)
Local support - Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I have a fair allocation of hearings each month	58% (up 32pp) national 40%	37% (down 37pp) national 48%	0% (No ch) national 8%	5% (up 5pp) national 4%	0% (No ch) national 0%	38 (23)
I feel safe when attending hearings centres	53% (up 18pp) national 45%	39% (down 17pp) national 44%	8% (down 1pp) national 8%	0% (No ch) national 3%	0% (No ch) national 0%	38 (23)
I know how to contact members of my Area Support Team (AST) when I need help or support	74% (up 35pp) national 47%	26% (down 30pp) national 46%	0% (No ch) national 4%	0% (down 4pp) national 2%	0% (No ch) national 0%	38 (23)
My AST supports me to carry out my role	47% (up 13pp) national 35%	50% (up 24pp) national 42%	3% (down 28pp) national 19%	0% (down 9pp) national 4%	0% (No ch) national 1%	38 (23)
My AST keeps me up-to-date with local information	61% (up 26pp) national 36%	37% (up 6pp) national 49%	0% (down 26pp) national 12%	3% (down 2pp) national 3%	0% (down 4pp) national 1%	38 (23)
I feel part of a local team	47% (up 17pp) national 29%	34% (up 4pp) national 42%	16% (down 15pp) national 20%	3% (down 6pp) national 7%	0% (No ch) national 2%	38 (23)

National support - AST members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I know how to contact the CHS National Team when I need help or support	50% (up 17pp) national 30%	25% (up 3pp) national 49%	25% (down 8pp) national 15%	0% (down 11pp) national 5%	0% (No ch) national 1%	4 (9)
The CHS National Team supports me to carry out my role	25% (up 14pp) national 10%	50% (up 28pp) national 45%	25% (down 31pp) national 31%	0% (down 11pp) national 12%	0% (No ch) national 2%	4 (9)
The CHS National Team keeps me up-to-date with information which affects my role	0% (down 11pp) national 11%	100% (up 56pp) national 56%	0% (down 33pp) national 25%	0% (down 11pp) national 7%	0% (No ch) national 1%	4 (9)
I feel part of a national team of AST members	25% (up 3pp) national 10%	50% (up 6pp) national 34%	25% (up 25pp) national 31%	0% (down 33pp) national 21%	0% (No ch) national 5%	4 (9)
My local team supports me to carry out my role	75% (up 8pp) national 52%	25% (down 8pp) national 42%	0% (No ch) national 3%	0% (No ch) national 3%	0% (No ch) national 0%	4 (9)
I feel part of a local team in my AST	100% (up 22pp) national 58%	0% (down 11pp) national 34%	0% (down 11pp) national 3%	0% (No ch) national 4%	0% (No ch) national 0%	4 (9)
Living our values - All volunteers	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
CHS is child centred: making sure everything we do is in the best interests of children and young people	48% (up 14pp) national 48%	48% (down 10pp) national 43%	2% (down 5pp) national 5%	2% (up 1pp) national 3%	0% (No ch) national 0%	42 (54)
CHS is respectful: treating children, young people, their families, partners, and each other with care and consideration	57% (up 22pp) national 47%	43% (down 16pp) national 47%	0% (down 6pp) national 5%	0% (No ch) national 1%	0% (No ch) national 0%	42 (54)
CHS is fair: making sure that everyone is treated with dignity and according to their individual needs; that our information and services are accessible to all; that we provide a consistent level of service to all	48% (up 24pp) national 40%	45% (down 20pp) national 48%	7% (down 2pp) national 9%	0% (down 2pp) national 3%	0% (No ch) national 0%	42 (54)
CHS is creative: considering innovative and imaginative ways of approaching the issues we face in the work we do	19% (up 13pp) national 15%	38% (No ch) national 42%	36% (down 10pp) national 34%	7% (down 2pp) national 8%	0% (down 2pp) national 1%	42 (53)
CHS is challenging: not being complacent, but questioning ourselves and others to help us improve	29% (up 6pp) national 25%	50% (up 11pp) national 50%	19% (down 18pp) national 19%	2% (up 1pp) national 5%	0% (No ch) national 1%	42 (54)
CHS is open: listening, responding to and learning from feedback; acting honestly; ensuring processes are transparent; sharing information and being accountable for our actions and decisions	31% (up 11pp) national 23%	48% (up 14pp) national 46%	19% (down 16pp) national 22%	2% (down 9pp) national 6%	0% (No ch) national 2%	42 (54)
Organisational culture – Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I am trusted to carry out my role effectively	58% (up 32pp) national 53%	42% (down 27pp) national 42%	0% (No ch) national 4%	0% (down 4pp) national 1%	0% (No ch) national 0%	38 (23)
My AST motivates me to be more effective in my role	34% (up 12pp) national 20%	37% (up 6pp) national 38%	29% (up 3pp) national 33%	0% (down 22pp) national 7%	0% (No ch) national 2%	38 (23)
I have an opportunity to contribute my views before decisions are made which affect me	24% (up 6pp) national 17%	29% (up 12pp) national 36%	37% (up 2pp) national 32%	11% (down 20pp) national 12%	0% (No ch) national 3%	38 (23)
I believe the actions of my AST are consistent with CHS's values	47% (up 16pp) national 30%	45% (up 13pp) national 50%	8% (down 24pp) national 18%	0% (down 5pp) national 1%	0% (No ch) national 1%	38 (22)
The CHS National team has a clear vision for the future of CHS	18% (down 3pp) national 16%	45% (up 23pp) national 39%	37% (down 20pp) national 40%	0% (No ch) national 3%	0% (No ch) national 2%	38 (23)

Organisational culture – AST members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
I am trusted to carry out my role effectively	75% (up 38pp) national 46%	25% (down 38pp) national 46%	0% (No ch) national 6%	0% (No ch) national 2%	0% (No ch) national 0%		4 (8)
I have an opportunity to contribute my views before decisions are made which affect me	0% (n/a) national 10%	50% (n/a) national 40%	50% (n/a) national 32%	0% (n/a) national 13%	0% (n/a) national 6%		4 (n/a)
I believe I would have support in my AST if I tried a new idea locally, even if it may not work	0% (down 44pp) national 25%	75% (up 42pp) national 48%	25% (up 3pp) national 21%	0% (No ch) national 4%	0% (No ch) national 2%		4 (9)
The Area Convener motivates me to be more effective in my role	25% (down 31pp) national 37%	75% (up 53pp) national 36%	0% (down 11pp) national 22%	0% (down 11pp) national 3%	0% (No ch) national 3%		4 (9)
The National Convener and the CHS National Team motivate me to be more effective in my role	0% (No ch) national 9%	0% (down 22pp) national 34%	100% (up 56pp) national 39%	0% (down 33pp) national 14%	0% (No ch) national 5%		4 (9)
I believe the actions of the National Convener and the CHS National Team are consistent with CHS values	50% (up 50pp) national 21%	50% (up 6pp) national 47%	0% (down 56pp) national 26%	0% (No ch) national 4%	0% (No ch) national 1%		4 (9)
The National Convener and the CHS National Team have a clear vision for the future of Children’s Hearings Scotland	25% (up 25pp) national 16%	75% (up 31pp) national 45%	0% (down 56pp) national 34%	0% (No ch) national 5%	0% (No ch) national 1%		4 (9)
Engagement – All volunteers	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
I am proud to tell others I am part of CHS	66% (up 16pp) national 62%	30% (down 15pp) national 31%	4% (down 1pp) national 6%	0% (No ch) national 1%	0% (No ch) national 0%		47 (54)
I would recommend CHS as a great way to volunteer	51% (up 8pp) national 56%	38% (down 14pp) national 35%	11% (up 5pp) national 8%	0% (No ch) national 1%	0% (No ch) national 0%		47 (54)
I feel a strong personal attachment to the Children’s Hearings System	47% (up 7pp) national 49%	38% (down 9pp) national 39%	11% (down 3pp) national 11%	4% (up 4pp) national 1%	0% (No ch) national 0%		47 (53)
CHS motivates me to do the best in my role	43% (down 5pp) national 43%	32% (down 4pp) national 37%	19% (up 6pp) national 15%	6% (up 3pp) national 4%	0% (No ch) national 1%		47 (53)
CHS motivates me to help achieve its mission for children and young people	40% (down 5pp) national 45%	38% (down 1pp) national 36%	17% (up 6pp) national 14%	4% (No ch) national 4%	0% (No ch) national 1%		47 (53)
Training – Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant/no training	Responses
I feel well trained to carry out my role	56% (up 34pp) national 38%	36% (down 25pp) national 54%	3% (down 6pp) national 5%	6% (up 1pp) national 2%	0% (No ch) national 0%	0% (down 4pp) national 1%	36 (23)
It is important to me that I can obtain accreditation or qualifications through my volunteering	17% (up 12pp) national 12%	17% (up 4pp) national 21%	42% (down 6pp) national 39%	19% (up 2pp) national 19%	6% (down 3pp) national 8%	0% (down 9pp) national 0%	36 (23)
I would like to have more opportunities for national training	8% (down 1pp) national 11%	39% (down 2pp) national 35%	44% (down 1pp) national 40%	8% (up 8pp) national 11%	0% (down 5pp) national 2%	0% (No ch) national 1%	36 (22)
National training is of benefit to me/increases my skills	17% (up 3pp) national 18%	53% (up 7pp) national 51%	25% (down 16pp) national 23%	6% (up 6pp) national 5%	0% (No ch) national 2%	0% (No ch) national 2%	36 (22)
National training courses I have attended in the last year were of good quality	17% (up 8pp) national 13%	33% (down 10pp) national 43%	31% (up 4pp) national 24%	8% (down 5pp) national 6%	0% (No ch) national 2%	11% (up 2pp) national 13%	36 (23)
Local learning events are of benefit to me/increases my skills	39% (up 21pp) national 26%	56% (up 8pp) national 50%	6% (down 21pp) national 15%	0% (down 4pp) national 5%	0% (No ch) national 1%	0% (down 4pp) national 2%	36 (23)
Local learning events I have attended in the last year were of good quality	47% (up 17pp) national 26%	42% (down 2pp) national 46%	11% (down 6pp) national 18%	0% (No ch) national 4%	0% (down 4pp) national 1%	0% (down 4pp) national 4%	36 (23)

Training – AST members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant / no training	Responses
I feel well trained to carry out my role	50% (up 39pp) national 26%	50% (down 17pp) national 53%	0% (down 11pp) national 15%	0% (No ch) national 4%	0% (No ch) national 1%	0% (down 11pp) national 0%	4 (9)
It is important to me that I can obtain accreditation or qualifications through my volunteering	0% (down 11pp) national 9%	0% (down 22pp) national 17%	75% (up 42pp) national 43%	0% (down 11pp) national 19%	25% (up 14pp) national 13%	0% (down 11pp) national 0%	4 (9)
I am able to access national training and development opportunities when I need to	25% (up 25pp) national 21%	50% (down 17pp) national 54%	25% (up 3pp) national 17%	0% (No ch) national 7%	0% (No ch) national 0%	0% (down 11pp) national 0%	4 (9)
National training courses I have attended in the last year were of good quality	0% (n/a) national 10%	25% (n/a) national 38%	50% (n/a) national 24%	0% (n/a) national 10%	0% (n/a) national 2%	25% (n/a) national 15%	4 (n/a)
Skills – Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
I have the skills to carry out my role	61% (up 31pp) national 46%	31% (down 35pp) national 52%	6% (up 1pp) national 2%	3% (up 3pp) national 0%	0% (No ch) national 0%		36 (23)
I am confident in my knowledge of the legislation to carry out my role effectively	53% (up 35pp) national 29%	39% (down 31pp) national 62%	6% (down 7pp) national 6%	3% (up 3pp) national 2%	0% (No ch) national 0%		36 (23)
I am confident in my knowledge of local services and provision to carry out my role effectively	36% (up 23pp) national 21%	50% (down 11pp) national 58%	8% (down 9pp) national 15%	6% (down 3pp) national 6%	0% (No ch) national 0%		36 (23)
Generally, I am confident in the skills and knowledge of my colleagues when sitting on hearings	39% (up 25pp) national 28%	56% (down 8pp) national 62%	6% (down 8pp) national 8%	0% (down 9pp) national 2%	0% (No ch) national 0%		36 (22)
Skills – AST members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
I have the skills to carry out my role	75% (up 19pp) national 50%	25% (down 8pp) national 49%	0% (down 11pp) national 1%	0% (No ch) national 0%	0% (No ch) national 0%		4 (9)
I am confident in my knowledge of the legislation to carry out my role effectively	25% (up 14pp) national 33%	75% (up 19pp) national 54%	0% (down 33pp) national 11%	0% (No ch) national 1%	0% (No ch) national 0%		4 (9)
I feel my skills are well utilised	0% (down 44pp) national 31%	100% (up 56pp) national 52%	0% (down 11pp) national 12%	0% (No ch) national 4%	0% (No ch) national 0%		4 (9)
Confidence – All volunteers	Very confident	Confident	Neither/nor	Unconfident	Very unconfident		Responses
I can use accessibility tools on my device to make it easier to use, e.g. increase font size	64% (n/a) national 54%	22% (n/a) national 32%	11% (n/a) national 9%	2% (n/a) national 5%	0% (n/a) national 1%		45 (n/a)
I can interact with the home screen on my device, e.g. I can locate text messages	71% (n/a) national 61%	22% (n/a) national 32%	2% (n/a) national 4%	2% (n/a) national 2%	2% (n/a) national 1%		45 (n/a)
I can connect my device to a safe and secure Wi-Fi network, e.g. I can connect to Wi-Fi in my house	76% (n/a) national 67%	20% (n/a) national 29%	2% (n/a) national 2%	2% (n/a) national 1%	0% (n/a) national 1%		45 (n/a)
I can update and change my password when prompted to do so, e.g. I can change my Netflix password	78% (n/a) national 63%	13% (n/a) national 30%	7% (n/a) national 4%	2% (n/a) national 2%	0% (n/a) national 1%		45 (n/a)
I can communicate using tools like email, WhatsApp, FaceTime or Messenger	69% (n/a) national 62%	20% (n/a) national 28%	9% (n/a) national 6%	2% (n/a) national 3%	0% (n/a) national 1%		45 (n/a)
I can post to social media platforms, e.g. Facebook or Instagram	62% (n/a) national 50%	16% (n/a) national 23%	13% (n/a) national 14%	4% (n/a) national 7%	4% (n/a) national 5%		45 (n/a)
I can save information and find it again from my drives and devices	69% (n/a) national 58%	22% (n/a) national 32%	4% (n/a) national 6%	4% (n/a) national 4%	0% (n/a) national 1%		45 (n/a)
I can navigate confidently around my computers file system	64% (n/a) national 56%	24% (n/a) national 32%	7% (n/a) national 7%	4% (n/a) national 4%	0% (n/a) national 1%		45 (n/a)

Confidence – All volunteers continued	Very confident	Confident	Neither/nor	Unconfident	Very unconfident		Responses
I can share documents by attaching them to an email	78% (n/a) national 62%	16% (n/a) national 30%	2% (n/a) national 3%	2% (n/a) national 3%	2% (n/a) national 1%		45 (n/a)
I can use the internet for online banking websites and other apps and online services	73% (n/a) national 63%	20% (n/a) national 26%	7% (n/a) national 6%	0% (n/a) national 3%	0% (n/a) national 2%		45 (n/a)
I can make travel arrangements online	76% (n/a) national 66%	18% (n/a) national 28%	4% (n/a) national 4%	0% (n/a) national 2%	2% (n/a) national 1%		45 (n/a)
I can use multiple tabs on my online browser	73% (n/a) national 60%	16% (n/a) national 26%	7% (n/a) national 8%	2% (n/a) national 5%	2% (n/a) national 2%		45 (n/a)
Personal development – All volunteers	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly		Responses
My confidence in my own abilities	18% (up 5pp) national 16%	58% (up 8pp) national 49%	25% (down 10pp) national 34%	0% (down 2pp) national 1%	0% (No ch) national 0%		40 (54)
My sense of self-esteem	20% (up 13pp) national 11%	40% (down 3pp) national 43%	40% (down 8pp) national 44%	0% (down 2pp) national 1%	0% (No ch) national 0%		40 (54)
My sense that I am making a useful contribution	35% (up 16pp) national 26%	55% (down 17pp) national 57%	10% (up 1pp) national 15%	0% (No ch) national 1%	0% (No ch) national 0%		40 (54)
My awareness of the effects of my actions on others	30% (up 6pp) national 25%	50% (down 9pp) national 49%	20% (up 3pp) national 26%	0% (No ch) national 1%	0% (No ch) national 0%		40 (54)
My sense of motivation	20% (up 14pp) national 13%	40% (down 6pp) national 41%	40% (down 6pp) national 44%	0% (down 2pp) national 2%	0% (No ch) national 0%		40 (54)
My willingness to try new things	18% (up 6pp) national 13%	35% (down 19pp) national 43%	48% (up 14pp) national 44%	0% (down 2pp) national 1%	0% (No ch) national 0%		40 (54)
The sense that I have things to look forward to in my life	18% (up 12pp) national 10%	28% (down 2pp) national 31%	55% (down 8pp) national 58%	0% (down 2pp) national 1%	0% (No ch) national 0%		40 (54)
Skills development – All volunteers	Increased greatly	Increased	Stayed the same	Decreased	Decreased greatly	Not relevant	Responses
My social and communication skills	13% (up 9pp) national 9%	38% (No ch) national 39%	50% (down 8pp) national 52%	0% (No ch) national 0%	0% (No ch) national 0%	0% (No ch) national 0%	40 (53)
My ability to work as part of a team	8% (up 6pp) national 7%	35% (down 2pp) national 32%	58% (down 4pp) national 60%	0% (No ch) national 0%	0% (No ch) national 0%	0% (No ch) national 0%	40 (54)
My ability to make decisions	13% (up 5pp) national 14%	48% (up 5pp) national 40%	40% (down 10pp) national 46%	0% (No ch) national 0%	0% (No ch) national 0%	0% (No ch) national 0%	40 (54)
My ability to lead or encourage others	13% (up 9pp) national 11%	35% (down 8pp) national 37%	50% (down 2pp) national 51%	3% (up 1pp) national 1%	0% (No ch) national 0%	0% (No ch) national 0%	40 (54)
My ability to organise my time	10% (up 8pp) national 6%	10% (down 12pp) national 21%	80% (up 6pp) national 72%	0% (down 2pp) national 0%	0% (No ch) national 0%	0% (No ch) national 0%	40 (54)
Vocational or job-related skills, such as dealing with conflict or chairing meetings	20% (up 11pp) national 12%	30% (down 5pp) national 40%	40% (down 10pp) national 44%	3% (up 1pp) national 0%	0% (No ch) national 0%	8% (up 4pp) national 3%	40 (54)
Technical skills, such as IT skills	5% (up 5pp) national 2%	8% (No ch) national 11%	83% (down 10pp) national 84%	0% (No ch) national 1%	0% (No ch) national 0%	5% (up 5pp) national 2%	40 (55)
My employability as a result of being a volunteer	3% (up 1pp) national 3%	15% (up 2pp) national 15%	38% (down 13pp) national 44%	0% (No ch) national 2%	0% (down 4pp) national 1%	45% (up 14pp) national 35%	40 (55)
The impact of my volunteering on my chances of being recognised or promoted in my paid job	3% (up 1pp) national 2%	10% (up 5pp) national 6%	38% (down 10pp) national 44%	0% (No ch) national 1%	0% (No ch) national 1%	50% (up 5pp) national 46%	40 (55)

Observation and feedback – Panel members	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Responses
Feedback I receive through observation is constructive	47% (up 31pp) national 35%	39% (down 7pp) national 51%	11% (down 18pp) national 9%	0% (down 8pp) national 2%	0% (No ch) national 1%	3% (up 3pp) national 2%	36 (24)
Observation and feedback helps me improve my practice in hearings	47% (up 35pp) national 31%	28% (down 6pp) national 48%	19% (down 26pp) national 15%	3% (down 6pp) national 2%	0% (No ch) national 1%	3% (up 3pp) national 2%	36 (24)
Observation and feedback gives me reassurance about my skills and knowledge	50% (up 33pp) national 35%	33% (down 17pp) national 52%	11% (down 14pp) national 8%	0% (down 8pp) national 2%	3% (up 3pp) national 1%	3% (up 3pp) national 2%	36 (24)
I have taken action as a result of the feedback I have received	31% (up 18pp) national 19%	39% (up 10pp) national 45%	22% (down 7pp) national 24%	0% (down 8pp) national 4%	0% (down 8pp) national 1%	8% (down 4pp) national 7%	36 (24)
I would like other opportunities to reflect on good practice or talk through difficult cases	11% (down 1pp) national 20%	39% (down 7pp) national 41%	36% (up 7pp) national 29%	0% (down 4pp) national 5%	3% (up 3pp) national 1%	11% (up 3pp) national 2%	36 (24)
Contacted CHS - All volunteers	Yes	No					Responses
Have you contacted CHS National Team at any point over the last twelve months (i.e. since May 2018), either by email, telephone, or letter?	18% (down 3pp) national 24%	83% (up 2pp) national 76%					40 (55)
Customer service – All volunteers	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
It was easy to contact staff at CHS	29% (up 19pp) national 27%	43% (down 12pp) national 47%	14% (down 4pp) national 16%	14% (down 4pp) national 10%	0% (No ch) national 1%		7 (11)
Staff were polite and considerate	43% (up 25pp) national 40%	43% (down 21pp) national 49%	14% (down 4pp) national 9%	0% (No ch) national 1%	0% (No ch) national 1%		7 (11)
Staff were helpful and approachable	43% (up 25pp) national 39%	43% (down 21pp) national 46%	14% (down 4pp) national 12%	0% (No ch) national 1%	0% (No ch) national 2%		7 (11)
Staff were well informed	43% (up 34pp) national 31%	43% (down 12pp) national 39%	14% (down 13pp) national 25%	0% (down 9pp) national 3%	0% (No ch) national 1%		7 (11)
Staff were willing to listen and take on board my views	29% (up 19pp) national 31%	57% (up 3pp) national 38%	14% (down 13pp) national 23%	0% (down 9pp) national 5%	0% (No ch) national 2%		7 (11)
Staff offered solutions to any problems I had	29% (up 19pp) national 29%	43% (up 6pp) national 39%	29% (down 26pp) national 22%	0% (No ch) national 6%	0% (No ch) national 5%		7 (11)
My query was answered within a reasonable timeframe	43% (up 34pp) national 30%	29% (down 8pp) national 41%	14% (down 31pp) national 16%	14% (up 5pp) national 10%	0% (No ch) national 4%		7 (11)
Customer service – All volunteers	Always	Very often	Sometimes	Rarely	Never		Responses
I am able to get a resolution to my enquiry the first time I contact the CHS National Team	57% (up 39pp) national 27%	14% (down 13pp) national 36%	14% (down 40pp) national 28%	14% (up 14pp) national 6%	0% (No ch) national 3%		7 (11)

Expenses – All volunteers	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree		Responses
My out of pocket expenses are reimbursed promptly	30% (down 20pp) national 27%	25% (up 1pp) national 30%	40% (up 30pp) national 37%	3% (down 5pp) national 5%	3% (down 7pp) national 2%		40 (42)
I find myself out of pocket as a result of volunteering with CHS	10% (down 6pp) national 6%	10% (up 4pp) national 16%	43% (up 23pp) national 31%	30% (up 4pp) national 31%	8% (down 25pp) national 16%		40 (50)
Claiming back expenses is easy and straightforward	18% (up 8pp) national 21%	40% (up 4pp) national 35%	33% (No ch) national 33%	8% (No ch) national 8%	3% (down 12pp) national 2%		40 (50)
I know whom to contact if I have a question about my expenses	40% (n/a) national 33%	43% (n/a) national 40%	15% (n/a) national 17%	3% (n/a) national 8%	0% (n/a) national 2%		40 (52)
Communications – All volunteers	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable	Responses
Letters and emails I receive from CHS are clear and easy to understand	27% (up 16pp) national 25%	62% (up 7pp) national 58%	9% (down 21pp) national 12%	2% (No ch) national 4%	0% (No ch) national 1%	0% (down 2pp) national 1%	45 (54)
Written communication from CHS is friendly and treats me as an individual	22% (up 7pp) national 21%	53% (up 14pp) national 51%	22% (down 17pp) national 19%	2% (down 5pp) national 6%	0% (No ch) national 1%	0% (No ch) national 2%	45 (54)
Guidance produced by CHS is easy to understand	18% (up 9pp) national 19%	71% (up 16pp) national 58%	9% (down 23pp) national 18%	2% (down 1pp) national 5%	0% (No ch) national 1%	0% (No ch) national 0%	45 (54)
Practice updates help me improve my practice	24% (up 17pp) national 21%	60% (up 24pp) national 56%	16% (down 34pp) national 18%	0% (down 4pp) national 2%	0% (No ch) national 1%	0% (down 4pp) national 3%	45 (53)
I am kept informed about changes which may affect me	22% (up 15pp) national 19%	60% (up 9pp) national 58%	13% (down 6pp) national 15%	4% (down 9pp) national 5%	0% (No ch) national 1%	0% (down 9pp) national 2%	45 (53)
The National Convener's updates to the Board are informative and relevant	13% (up 8pp) national 13%	60% (up 25pp) national 42%	20% (down 17pp) national 32%	0% (down 6pp) national 4%	0% (down 4pp) national 2%	7% (down 6pp) national 8%	45 (54)

