



Renfrewshire  
Area Support Team

## Learning & Development Group Meeting 18 November 2019

### MINUTES

**Present:** Derek Bramma (DB; Chair), John Leckie (JL), Alex MacDonald (AM), David Hadden (DH), Jacqueline Doherty (JD).

**In Attendance:** Jim Melrose (JM), Angela Cramb (AC)

**Apologies:** Ewan McNaught (EM), Kirsten Miller (KM), Alison Thompson (AT).

#### 1. Pre-Service update

Confirmation from CHS of all venues and times for new panel member training:  
Three attending in Clydebank.

Twelve attending in Glasgow with seven of those in the Saturday sessions, starting 11 January 2020.

Welcome packs will be sent out 25 January.

There will be a mandatory training session on 2 December; three panel members have still to confirm, of the 12 who have confirmed only one is unable to attend.

Initially 16 new panel members were identified, with one person having to drop out. CHS asked whether Renfrewshire AST were willing to take on another trainee, this would likely be another female. But it is likely that they will stick with the 15 identified.

Amanda Morrison will start on the PPA course on 11 January 2020.

#### 2. In-Service update

Due to family commitments JL has not been able to devote as much time to Learning and Development as he would have liked, but now feels he is up to speed again.

Following a last-minute cancellation of the training session on 11 November DB was able to arrange an alternative for the 21 November. This will be a session on advocacy presented by Barnardo's. The CHS contract for advocacy is currently undergoing a review. As this will be done on a national pro rata basis it may have a detrimental impact on Renfrewshire. It is hoped that Renfrewshire council will still maintain this provision. All agreed that the Advocacy provision in Renfrewshire is very good and something that we should push to maintain.

Cathy O'Donnell will provide a training session in February. Tracy Burns and Claire Wright are both coming along in March.

At recent Better Hearings training Susan Clocherty indicated that she would be very interested in providing a training session around the role of a Health Visitor. JD to contact Susan to ask if she would be available for the 20 April.

JL has been trying to get Darren McGarvey to come along, but unfortunately this has been proving difficult. Therefore, this session is unlikely to happen in near future.

Suggestion that we need to try to get someone to come along and from the FACT team. JD has contact at Waterfront Crossreach and shall explore possible training and/or visits.

### **3. Management of Hearings Training (MOHT) – Update & Actions**

Information has come from CHS about the Management of Hearing training. JL and EH to get together and see where we are on this. Prompt needs to go out to any panel members who require to do this. JD to action this email, once panel members requiring to do this have been identified.

Need to keep a look out for any panel members who feel that they have not sat on enough hearings to take this next step.

At better hearings training one group had a discussion around whether it is better to have a chair in the hearing who is comfortable in this role.

In other areas it is the PPAs who are tasked with encouraging reluctant chairs to complete their MOHT. This would be appropriate particularly if the panel member has demonstrated they are a competent.

Buddies could be very good at monitoring whether enough hearings are completed prior to MOHT and also by encouraging and reassuring their buddy. They may also be best placed to have a chat with their buddy about any concerns they may have about chairing a hearing.

It would be good if the AST could pre-empt the Learning Academy's email and contact panel members about this training first.

There is a Learning and Development Forum in Edinburgh this Saturday. Unfortunately, this is short notice and no-one available to go from our LD group. JL is not being alerted and a possible reason may be that our training is split in to pre-service and in-service training with two different co-ordinators.

The proposed changes of each panel member only chairing one session per hearing will hopefully make chairing a less daunting prospect for some panel members.

### **4. CHS Digital - Training Requirements**

There will require to be a reasonable amount of training on this. CHS will input some finances and trainers into this.

Renfrewshire will go live with new digital system, which will include a change to email addresses, in March.

Teams is a collaboration space which will go live in January. This is an App which will become the main way to communicate. This will be the first phase of getting people involved.

There will no longer be a prompt email to personal account.

CHIRP will close as the Teams collaboration tool opens. Teams is a Microsoft tool used widely for communication.

Question asked if emails automatically be forwarded to new email address. AC to find out at Friday's training session.

There will be both national and local training. Need to try and organise a training session in February for all panel members prior to going live in March.

Agreed that we have a separate group who can manage the implementation of the new digital system. Vital that we know which people need access to which parts of the digital system. Group should include two champions, AC, DB, JM, JL, a PPA, EA, MR and the Clerk. Best place for meeting would be Glen Lane as there is access to Wi-Fi, with first meeting early December.

Some issues envisaged about getting all panel members to change from current email to TEAMS system, especially as only recently got everyone to use emails.

Suggestion that we should remove any communication choices, i.e. not have option to email, only have Teams communication.

Agreement that we need someone to provide a demonstration of Teams and people who can talk individuals through the system. We need to identify reluctant app users or those who may not have devices to support app.

Some concern that this feels like this is a rapid change which we are not fully prepared for, which could throw up difficulties going forwards.

There are eight planned modules for online training. Two for all and six will be role specific. Collaboration training goes live 19 December.

Going forward there will be an online registration and attendance monitoring of training events.

## **5. Better Hearings Event – Actions Arising**

Nicola Harkness has put out some key improvement actions;  
SCRA are proposing a mock hearing be filmed to be used in their training.  
Developing a feedback loop.

Discussion around the manner of which young people address audience at training events. It is evident that some of the young speakers from Who Cares Scotland are unhappy with their experience, however it isn't always appropriate to direct their anger and frustration at all volunteers and professionals involved. It was agreed that these children may not feel this way if they were fully aware of why the hearing is taking place, what exactly will happen and what to expect of a hearing. Panel members can only manage what happens

during the hearing and are reliant on the other professionals involved to manage what happens before and after the hearing.

The videos shown on the day will be made available to all panel members.

## **6. Social Work video – “Hearing Aids”**

Dave Stokes is the driving force behind this. EH has been brought on board to identify a panel; currently FS, AM and JD have been identified. This will be filmed in December with those participating receiving a skeleton script a week before.

## **7. AOCB**

Digital copies of panel papers:

Panel members could use their own device or be provided with a basic device to eventually receive their panel papers digitally. These papers would never be downloaded on to the machines but only available on the cloud. This will be optional and panel members would still be able to receive paper copies.

## **8. Date of next meeting - Mon 13 January at 7.00pm**