Service	Role	Person within AST	Description	Names
Expenses	Claimant	Panel members	all volunteers including AST members	ALL
	Expense Approver	Clerk	Approves claims within their local area.	
	Expense Administrator	Clerk assistant	Can only export the CSV file of all approved claims (cannot actually approve them)	
Learning & Events	Participants	Panel members	All volunteers including AST members	ALL
	Local Event Manager	LDCs/LPRs	Can only create and view local events	
Collaboration	user	everyone	Everyone will be a user.	ALL
	Local organiser/admin	AC/DAC/LPR	Equivalent of managing a local workspace, will take the lead on local channels, chats and content.	
Complaints	Local Complaints Administrator	DAC/LPR	Full oversight of all local complaints. Can assign complaints to handlers for investigation within the AST.	
	Local Complaints Handler	PPA	Individual responsible for managing and investigating the complaint.	
Concerns	Local Concerns Administrator	DAC/LPR	Full oversight of all local concerns. Can assign concerns to handlers for investigation within the AST.	
	Local Concerns Handler	PPA	Individual responsible for managing and investigating the concern.	
	Concern Raiser	Panel members	Any member of the CHS community who wishes to raise a concern via the community hub.	
Observations	Panel Member	Panel members	All panel members can view their **own** reports and view their observations as well as acknowledge the reports.	ALL
	Observer	PPA	The only person that can create and publish reports and can access the observations history/training history and view comments back from the panel members.	
	Observations Rota Manager	PPA rota manager	Can schedule observations, assign observers to hearings sessions. Can keep track of who needs observed.	
	Observations Reviewer	AC/DAC/LPR	Individuals who need to view all the PPA reports once published as part of the quality assurance element of the PPAs. (normally DAC/AC)	
Personal Details	User	Panel members	everyone can update their own.	ALL
	Personal Details Viewer	Panel members	Everyone will have access to search fro others within their AST.	
	Personal Details Admin	Clerk/AC	You can update an individuals personal details by proxy.	
Recruitment	Application Administrators	Clerk	Can do everything on applications, stage movement, editing etc.	
	Application Evaluators	AC/DAC/LPR	Can view redacted applications that are in a specific state for short listing purposes.	
	Application Recommendors	AC	Area Convenors	
Rota Management	Panel Member	Panel members	Can add and amend their availability and request swaps on hearing sessions.	ALL
	Rota Manager	Rota managers/ deal with swaps	Can view, add and amend panel member availability, can run reports, can create and publish rotas, can accept swaps, can create LOAs.	
Volunteer Mgt	Volunteer	Panel members	Can access all their personal details.	ALL
	Volunteer Manager	AC/DAC/LPR	Can arrange review meetings, create actions from review meetings, can add that someone is chair qualified, add an end of service can view LOAs.	

Area Convener/Area Partner Briefing Paper – Digital Meeting Wednesday 6 November 2019

Appendix A – Go Live Roll out Plans

Please find enclosed updates and information within this briefing on areas affecting the CHS community both from internal and external sources. Please do share and disseminate to your AST colleagues and panel members, as appropriate. *Please contact CHS directly if you should wish to discuss any area in greater detail.*

Agenda:

1. Welcome - 10-10.30am
2. Digital PPM – feedback on launch - 10.30-10.45   Rosie Megginson
3. Digital Programme – Update and launch Rationale – 10.45-11.15   Lynne Harrison
4. Engagement Update – 11.15-11.30   Ian Campbell
5. Break – 11.30-11.45
6. Launch Support Resources and planning (training) – 11.45-12.15   Nik Maclaren
7. Rota Management – 12.15-12.45   Nik Maclaren
8. Lunch – 12.45-1.30
9. Q&A Session – 1.30-14.00   All
10. AST Planning Group Work – 14.00-14.50   All
11. Next Steps – 14.50-15.20   Lynne Harrison
12. AOB - 15.20-15.30

1. **Digital Go Live Plans**

As we fast approach the launch of the joint CHS & SCRA digital platform – CSAS by which it has been commonly known – it's now time to for us to look at how we roll this out effectively within the community.

A key advantage to the new digital platform are the linked areas of functionality between CHS & SCRA. These are primarily:

1. Hearing Scheduling (SCRA)/Hearing Population (CHS Rota)
2. Input of Reasons & Decision into the Record of Proceedings (ROP)
3. Provision of electronic papers (Hearing Information Pack (HIP))

The CHS system as a whole will be referred to as the Community Hub, this will replace CHIRP and PanelPal.

Access will be though a single log in which will take you to the CHS Community Hub landing page form which you will be able to access:

- Expenses
- Rota Availability
- Observations
- Concerns
- Collaboration – local and national teams pages.
- PPM
- Email – new email addresses will be circulated in the coming months replacing the old childrenshearings.org.uk address.
- Any many more.

There are a few key work streams still ongoing however we can advise that for going live the system will hold:

- Training record from 2014
- 6 months rota/hearing allocations
- Current Personal details (Name address etc)

Proposed National Roll out Plan

The Community Hub will be launched from January 2020. To enable effective support for every AST at launch we propose to do this on a phased basis. The proposed national roll out plan is shown in Appendix I. This approach allows for areas to be given equal amounts of support of the phases from the national team and partners respectively. Some points below in how this approach will be adopted:

- The plan will roll out over 4 months (Jan – April '20) in a phased approach.
- Phasing includes a 'soft launch' in January of 2 ASTs: Edinburgh and Aberdeen City and the National Team/CHSLA to test the Go Live approach before larger scale roll out of 3 phases (Feb/March/April) across remaining ASTs.
- Phasing has been determined by a combination of the following factors to enable learning/best practice to be captured and fed into next phase:
  - Ramped % of Panel Member community access over the period
  - Mix of single & multi authority AST
  - CHS ASIP responsibilities/SCRA localities

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 – these individuals will take 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). We would anticipate them being the first port of call for panel members locally.

- There is a suite of 8 comprehensive online training modules being developed which will be available through the Learning Academy:
  - Overall Digital Programme: covers all the basic activities for a panel member.
  - Rota for Rota Managers
  - Observations & Quality Assurance
  - Digital for Volunteer Managers
  - Digital handling of Complaints and Concerns
  - Digital Collaboration
  - Digital Training and Events for Events Managers
  - Managing the digital Recruitment process

There are only 2 of the above that will be completed by panel members: Overall Digital Programme and Digital Collaboration. All the others are role based training depending on what activates you undertake within the AST.

User guides and supporting documents will be available for all the services for anyone who wishes to have these to supplement the online training.

- This will also be supported by face to face training targeted for AST and Panel Members

We will be discussing the plans in detail when we meet and this will provide you an opportunity to ask questions and gain a thorough understanding of the plan and how it will affect your AST. It will also provide an opportunity to work with us and your Area Partner to plan in more detail what launch week will look like for each of your areas – i.e. what you need from us to support a successful launch.

In order to operationalise a number of the above points there is some work required in gathering the information that will take place over the coming weeks and months with your help. Exciting and challenging times ahead which we will all play a part in.

Contact details:
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Appendix I CHS Proposed Digital Roll Out Plan:

Activity	Timing	AST	No of PMs	% PM Community (2530)	Single/Multi Authority	Partner/SCRA Locality
Soft Launch	Mid Jan	Aberdeen City Edinburgh National Team/CHSLA	111 178 55	11% *(excludes NT)	Single Authority AST Single Authority AST	Grampian South East Scotland
Group A	Feb '20	Glasgow Central & West Lothian East Dunbartonshire East Renfrewshire Dumfries & Galloway Fife	425 269 30 22 54 144	32%	Single Authority AST Multi Authority AST (2) Single Authority AST Single Authority AST Single Authority AST Single Authority AST	Glasgow Central & West Lothian North Strathclyde (AC) North Strathclyde (KM) Lanarkshire/D&G Tayisde & Fife
Group B	March '20	North Lanarkshire South East Scotland Tayside Orkney Shetland Eilean Siar Renfrewshire West Dunbartonshire	119 138 172 14 14 21 89 69	25%	Single Authority AST Multi Authority AST (2) Multi Authority AST (3) Single Authority AST Single Authority AST Single Authority AST Single Authority AST Single Authority AST	Lanarkshire/D&G South East Scotland Tayside & Fife Highlands & Islands Highlands & Islands Highlands & Islands North Strathclyde (AC) North Strathclyde (KM)
Group C	April '20	Aberdeenshire Argyll & Bute Highland & Moray Inverclyde Ayrshire South Lanarkshire	105 45 166 54 159 132	32%	Single Authority AST Single Authority AST Multi Authority AST (2) Single Authority AST Multi Authority AST (3) Single Authority AST	Grampian North Strathclyde (AC) Highlands & Islands North Strathclyde (KM) Ayrshire Lanarkshire/D&G