

Renfrewshire AST  
Area Plan April 2021- March 2022  
Progress & Review



**THEME 1:** BETTER PROTECT AND UPHOLD THE RIGHTS OF CHILDREN

**THEME 2:** DELIVER CONSISTENTLY HIGH QUALITY HEARINGS

**THEME 3:** CONTINUE TO BUILD AN EFFECTIVE, EMPATHETIC PANEL, THAT IS WELL-SUPPORTED

**THEME 4:** BE WELL-INFORMED AND INFLUENTIAL IN OUR ENVIRONMENT AND COMMUNITIES

Progress: Completed ■ In progress ■ Not started ■

Milestones/actions completed in green font remain on the maintenance agenda each quarter but still require reviewed.

Quarter 1 April-June				
Theme	Milestones/action	Responsibility	Progress	Comments
2	Ensure the process for continuity is followed with the rota manager and SCRA.	AC/LPR/Rota Manager		
2	Work with CHS to support the option of requesting panel continuity through CSAS.	ASIP/AC/LPR/Rota Manager		
2	Work with SCRA fortnightly to review the scheduling of hearings, and panel members to keep to the timings on the schedule.	AC/LPR/ASIP/Rota Manager		
3	<span style="color: green;">Signpost &amp; support panel members and PPAs to access additional training on broader issues including the effects of trauma reinforcing an empathetic approach.</span>	<span style="color: green;">L&amp;D Group/P&amp;R Group</span>		
3	Incorporate the use of the virtual platforms & recording to support attendance at local meetings, particularly during the winter months to ensure information is disseminated in a timely manner to the panel community	AST		
3	<span style="color: green;">Promote the wellbeing services offered by CHS to new panel members and existing panel members</span>	<span style="color: green;">LPR/PRs/PPAs</span>		

3	Liaise with stakeholder agencies to identify, communicate & address areas of additional pressures before and during a Hearing	Hearings Management Group/LPR		
3	Ensure all panel members know how to access pastoral support. Consider a format for digital feedback re. concerns/anxieties	AC/LPR		
3	Further develop and implement the buddie system	LPR/Rota manager		
4	To maintain participation in various liaison groups (eg Better Hearings, Promise Voice Group, CHS/SCRA/HSCP Liaison Group, Social work local area liaison meetings)	AST		
4	Further explore shared training with partner agencies.	L&D Group		
4	Work with partners on specific improvement projects that support our commitment to The Promise	AC/ASIP		
Quarter 2 July-September				
Theme	Milestones/action	Responsibility	Progress	Comments
1	Work with partners such as SCRA, Social work, WC?S, and children and young people (CYP) to develop a framework and agree a menu of options, to include: <ul style="list-style-type: none"> <li>how the CYP attend their hearing - either virtually or face to face.</li> <li>how the CYP give their views, feelings and thoughts ahead of the hearing and at the hearing itself.</li> <li>Establish attendance levels of CYP at hearings and develop strategy to maintain attendance</li> </ul>	AC/ASIP/Hearings Management Group		Consultation in Q2
1	Pursue through relevant fora, the option of attending the hearing virtually or hybrid.	AST		
1	Pursue through relevant fora, Face to face options (determined by Covid restrictions and return to F2F hearings)	AST		
1	Work with CHS and SCRA to support the work being done to develop a virtual hearings platform that is reliable and fit for purpose for all attendees.	AC/ASIP/LPR/Digital Champions		
1	Work with SCRA to optimise the layout of the hearing rooms to ensure they are as child friendly as possible whilst ensuring the health and safety of all attendees	AC/LPR/PRs		
1	Ensure feedback loop from SCRA on appeals is re-established post COVID	AC/ASIP		

2	Work with partners to review and develop a common approach to feedback for panel members, that's timely and constructive.	LDC/LPRs/PRs		
2	Create PPA checklist to create opportunities for consistency in support in additional areas such as wellbeing and other identified objectives	P&R Group		
2	Work with panel members to raise the profile of continuity, so it's actively considered, and support the implementation through local communication and training.	AC/LPR/PRs		
2	Work with CHS colleagues to improve the ROP functionality in CSAS to allow spell check and copy and paste, to allow completion time to be reduced.	AC/ASIP		
3	The L&D Group to plan and coordinate an annual programme of training and training support.	L&D Group		
3	Continue to support panel members and PPAs to complete national training such as: <ul style="list-style-type: none"> <li>• Advocacy</li> <li>• United Nations Convention of the Rights of the Child (UNCRC).</li> </ul>	L&D Group/P&R Group		
3	Signpost & support panel members and PPAs to access additional training on broader issues including the effects of trauma reinforcing an empathetic approach.	L&D Group/P&R Group		
3	Consider ways to improve support to panel chairs to manage the hearing in a way that keeps the number of professionals in a hearing to a minimum.	LPR/AC		
3	Agree a programme of meetings at the start of the year with a minimum of 6 local meetings	L&D Group		
3	Promote the wellbeing services offered by CHS to new panel members and existing panel members	LPR/PRs/PPAs		
3	Liaise with stakeholder agencies to identify, communicate & address areas of additional pressures before and during a Hearing	Hearings Management Group/LPR		
3	Ensure all panel members know how to access pastoral support. Consider a format for digital feedback re. concerns/anxieties	AC/LPR		
4	To maintain participation in various liaison groups (eg Better Hearings, Promise Voice Group, CHS/SCRA/HSCP Liaison Group, Social work local area liaison meetings)	AST		

4	Further explore shared training with partner agencies.	L&D Group		
4	Work with partners on specific improvement projects that support our commitment to The Promise	AC/ASIP		
Quarter 3 October-December				
Theme	Milestones/action	Responsibility	Progress	Comments
1	Set up a pilot through test of change a framework and menu of options, noted above (Q2)	ASIP/AST		
1	Support panel members to ensure that their decisions and reasons demonstrate how the rights of the child have been safeguarded and protected, alongside how the views of the child have been considered and acted upon, in a child friendly way.	LPR/L&D Group		
1	Support panel chairs to ensure that the child or young person understands the decisions, by explaining these clearly at the end.	AC/LPR/PPAs		
2	Work with the Learning Academy to review and update the hearing practice proforma, and provide to all panel members, of all levels of experience.	LDC/LPR/PRs		
2	Develop a hearing practice aide memoir for use by all panel members and promote awareness through local communication channels (including pre-hearing child friendly practice).	AST		
2	Create more opportunities for sharing feedback and promoting good practice, individually and collectively.	LDC/LPRs/PRs/PPAs		
3	Signpost & support panel members and PPAs to access additional training on broader issues including the effects of trauma reinforcing an empathetic approach.	L&D Group/P&R Group		
3	Coordinate feedback from PPA observations and consider further training to enhance how panel members communicate and interact effectively with children and young people, including those with additional support needs.	L&D Group/P&R Group		
3	Coordinate further training to ensure that the panel's decisions and reasons demonstrate how the human rights of the child have been safeguarded and protected alongside how the views of the child have been considered and acted upon in a child friendly way.	L&D Group		
3	Promote the wellbeing services offered by CHS to new panel members and existing panel members	LPR/PRs/PPAs		

3	Liaise with stakeholder agencies to identify, communicate & address areas of additional pressures before and during a Hearing	Hearings Management Group/LPR		
3	Ensure all panel members know how to access pastoral support. Consider a format for digital feedback re. concerns/anxieties	AC/LPR		
4	To maintain participation in various liaison groups (eg Better Hearings, Promise Voice Group, CHS/SCRA/HSCP Liaison Group, Social work local area liaison meetings)	AST		
4	Further explore shared training with partner agencies.	L&D Group		
4	Work with partners on specific improvement projects that support our commitment to The Promise	AC/ASIP		
Quarter 4 January-March				
Theme	Milestones/action	Responsibility	Progress	Comments
1	Work with partners such as SCRA, Social work, WCFS, and children and young people (CYP) to develop a framework and agree a menu of options, to include: <ul style="list-style-type: none"> <li>how the CYP attend their hearing - either virtually or face to face.</li> <li>how the CYP give their views, feelings and thoughts ahead of the hearing and at the hearing itself.</li> <li>Establish attendance levels of CYP at hearings and develop strategy to maintain attendance</li> </ul>	AC/ASIP/Hearings Management Group		Completion Q4
1	Work with partners to create a streamlined and consistent process to ensure the child's understanding of the hearing decision and incorporate in the record of proceedings.	AC/ASIP/LPR/Practice and Recruitment Group		
3	Signpost & support panel members and PPAs to access additional training on broader issues including the effects of trauma reinforcing an empathetic approach.	L&D Group/P&R Group		
3	Aim to minimise the use of acronyms in Hearings documentation and verbal discussions through liaison with partner agencies	AC/DAC/LPR/PR		
3	Promote the wellbeing services offered by CHS to new panel members and existing panel members	LPR/PRs/PPAs		

3	Liaise with stakeholder agencies to identify, communicate & address areas of additional pressures before and during a Hearing	Hearings Management Group/LPR		
3	Ensure all panel members know how to access pastoral support. Consider a format for digital feedback re. concerns/anxieties	AC/LPR		
3	Identify willing and capable volunteers to be buddies and support them.	LPR/Rota Manager		
4	Engage with partners to identify how best to achieve this.	ASIP/AC		
4	Appoint a CEYP to the AST	ASIP/AC		
4	To maintain participation in various liaison groups (eg Better Hearings, Promise Voice Group, CHS/SCRA/HSCP Liaison Group, Social work local area liaison meetings)	AST		
4	Further explore shared training with partner agencies.	L&D Group		
4	Work with partners on specific improvement projects that support our commitment to The Promise	AC/ASIP		
4	Begin implementation of employer engagement strategy	AST		