

Shetland Child Protection Committee

Safeguarding Children and Young People in Shetland

ANNUAL REPORT

2007-2008

including

BUSINESS PLAN

2008-2009

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PREFACE FROM CHIEF OFFICERS

Shetland Child Protection Committee (CPC) is the primary strategic planning mechanism for child protection work in Shetland, with key functions in the domains of Public Information, Continuous Improvement and Strategic Planning.


As Chief Officers we are mindful of our responsibility individually and collectively to demonstrate leadership and accountability for child protection work and its effectiveness on behalf of our agencies, and for the effectiveness of CPC. We exercise this responsibility through receiving twice-yearly progress reports from the CPC Chair, and by seeking additional information and reports from our officers as required.

We note the work done by the Committee in achieving the objectives of the Business Plan we approved last year, and are pleased to endorse this report. Work done in each of these areas of work is reported: Public Information, Policies, Procedures and Protocols, Management Information, Quality Assurance, Promotion of Good Practice, Training and Staff Development, Communication and Co-operation, Planning and Connections and Listening to Children and Young People. We are particularly pleased to note the involvement of children and young people themselves in suggesting areas for development and producing materials to assist other young people in keeping themselves safe and getting help, and in expressing their views when decisions are to be made that affect them.


We support the quality assurance work CPC undertakes with the aim of continuous improvement in this vital but demanding area of work. The inspection of child protection services in Shetland by HMIE, the fieldwork for which is now scheduled to take place in February/March 2009, will be a useful check of our own on-going self-evaluation work. We recognise the significant time commitment required for the inspection process from senior officers, practitioners and managers. We will ensure adequate resources are made available for this, as well as for the regular on-going work of the CPC, and our own agencies' child protection activities.

Part 1 of Appendix 13 to this report, records work regularly undertaken by CPC. This will help us to support and monitor CPC's on-going work. We agree the Business Plan for 2008-9, which forms Part 2 of Appendix 13, and sets out the specific tasks to be taken forward in the coming year. This will ensure that tasks previously identified and in progress are completed, will disseminate good practice and promote further improvement in line with the quality assurance work undertaken last year, and will provide the foundation for further continuous improvement. It will form an integral and important part of Shetland's Children and Young People's Services Plan 2008-11.

Signed:


Chair
M. BELL 23/6/08
Shetland Child Protection Committee


Chief Executive, Shetland Islands Council
23/6/08


Chief Executive, NHS Shetland


M. BELL 23/6/08
Shetland Area Commander
Northern Constabulary

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REPORT

INTRODUCTION

Our Vision

Shetland Child Protection Committee (CPC) is the primary strategic planning mechanism for child protection work in Shetland. This reflects national guidance.

CPC endorses Shetland's shared vision for children and young people:

'Children and Young People should be encouraged and supported to enjoy being young and to lead full, safe, healthy, active and responsible lives in their communities.'

This vision links closely with national work being taken forward by the Scottish Government through its work on the Getting it Right for Every Child agenda.

Safeguarding Children and Young People in Shetland

Under Protecting Children and Young People: the Charter (Scottish Executive 2004) children and young people have the right to be protected and be safe from harm from others. CPC aims to ensure that this right is upheld for all the children and young people of Shetland.

What CPC is trying to do can best be explained in three parts:

1. To reduce child abuse and neglect by ensuring early identification of need and the provision of support services
2. To ensure that children and young people experiencing or at risk of abuse and neglect are protected and kept safe by the provision of high quality child protection services
3. To ensure children and young people who have experienced abuse and neglect are supported by provision of nurturing environments and a range of appropriate therapeutic services

How CPC aims to achieve these broad child protection objectives are detailed in its abuse reduction strategy, and are sometimes referred to as 'safeguarding' work. They link with relevant objectives in the Integrated Children and Young People's Services Plan for Shetland of which the CPC Business Plan will form part.

Many agencies, services, organisations and partnerships contribute to the achievement of these aims, and sections of the Integrated Children and Young People's Services Plan 2008-11 show how the various areas of work will be taken forward. For example, within objective 1 above, preventative work will include improved early identification and assessment of needs and provision of support

through the roll-out of the Integrated Assessment Framework, which will be overseen by the Children and Young People's Strategic Planning Group.

Achieving objective 3 includes responsible corporate parenting of children and young people who need to be looked after away from home, as well as the provision of a range of therapeutic services, which again will be overseen by the Children and Young People's Strategic Planning Group.

CPC's own work programme concentrates particularly on co-ordinating and overseeing inter-agency work within objective 2 above, but it also has oversight of and input into inter-agency action to achieve objectives 1 and 3. To ensure effective linkage with integrated children and young people's services planning, CPC's Chair and Lead Officer are closely involved in the work of groups developing and overseeing planning for Shetland's Children and Young People's services.

The Shetland inter-agency Child Protection Procedures ('the Procedures') produced by CPC are the major corner stone of child protection practice for all agencies in Shetland. Following completion of the full inter-agency review of the Procedures last year, a major task in 2007-8 was to steer the draft through the final stages of inter-agency approval and to disseminate the revised version. As part of this review, the policy section, with slightly revised wording, was presented to member agencies for approval and was agreed.

The policy makes it clear beyond doubt that it is always the child's welfare that must take priority over any other consideration when decisions are made, as required by the Children (Scotland) Act 1995. This policy is attached as **Appendix 1** to this report.

Whilst every effort is made to work with parents to enable children to remain safely within their own families, there are cases where careful assessment shows that this would leave them at risk of further severe harm. For such children, especially but not exclusively for younger ones, their best interests are often best served by finding an alternative family as their permanent home. This may be with friends or relatives, but that is not always possible or suitable. There is a great and increasing need for members of the public, prepared to offer homes to these children as foster carers or adopters, to come forward for training and assessment, and a recruitment campaign is planned by Children's Services.

What did we do? – Priority Tasks in 2007-8

- **Published Revised Procedures and guidance**

A major task during the current year was to make sure people know about the new edition of the Shetland inter-agency Child Protection Procedures. These had been fully updated and revised, to include additional guidance. It was important to ensure all those providing services for children and their carers were aware of the changes. The new edition took effect in August 2007. More information about how we did this is in the section on Procedures and Protocols.

- **Involved children and young people and their families, and the wider community**

Another major area of work came from previous consultation with children and young people. They said they would like to have more accessible information about child protection issues and sources of help. Youth Voice members felt there should be something suitable for the older age group. Young people involved in Youth Voice prepared a wallet card and poster to give young people of secondary school age the information they were seeking. Shetland Islands Council's Youth Empowerment and Participation Worker helped with this. The materials will now be distributed. Further work suggested by these young people will be supported during the coming year.

We also wanted to consider how best to obtain information from family members and the wider community to assist in planning services. CPC through its Quality Assurance Sub-Committee reviewed complaints received by all the main agencies related to child protection work, and considered whether there were any general lessons to be drawn. This is an exercise that we will repeat in subsequent years. We are also keen to gain more representative feedback. We will give more thought to how this can best be done through the Self-Evaluation and Inspection Operations Group. We are hoping that the HMIE inspection in February/March 2009 will contribute to this, as the inspectors will want to meet with service users.

The Shetland Islands Council 'Your Voice' consultation process was used to obtain information about the level of community awareness of child protection, and views about the best means of communicating in future. 81% of respondents would find it 'very' or 'quite' easy to find the right number to ring to get help for a child or young person, and efforts will now be made to reach the remaining 19% who think it would be 'quite' or 'very' difficult, and to address the barriers that may discourage some people from reporting their concerns. We will continue to use the means of communication that most respondents thought helpful and hope to extend these to some of the other methods they suggested in the future.

Roadshows throughout the isles explained the need for community groups to implement appropriate child protection policies and procedures. Support was offered to enable groups applying for funding from the Shetland Islands Council Education and Social Care grants section to meet the new child protection conditions.

- **Promoted good practice based on quality assurance work**

CPC devised and implemented an internal case file audit on a multi-agency basis. A process was devised that enabled inter-agency work to be scrutinised and an assessment made of the outcomes for the child or young person concerned, whilst maintaining appropriate confidentiality. This exercise was found to be a useful process and will be repeated in subsequent years. Features of good practice that could be seen to promote good outcomes for children and young people were identified and reported to QA SC. This information was then disseminated through CPC and the 'Learning from

Experience' inter-agency development day, along with information drawn from work being done nationally.

- **Completed outstanding work**

CPC's work programme is driven by the aim of improving outcomes for some of the most vulnerable members of Shetland's community – children and young people experiencing or at risk of abuse or neglect. It is based firmly on quality assurance and continuous improvement, by which we mean always trying to provide an even better service than we do now. The case review showed that following best practice identified by previous self-evaluation work really can make a difference to children's lives. Some of the work that has informed planned actions and its prioritisation is listed in the section on Future Planning. It was a priority during the year to identify tasks still outstanding from some of the earlier pieces of quality assurance work, which remained incomplete, and to look at why they had got stuck, in order to move them on and achieve the outcomes intended.

Some tasks had required agencies to consider various areas of their working practices where it had been identified that there may be a need for improvement, for example in the areas of supervision and recording. Information was included in the half-year report to Chief Officers about when work on these tasks had started. This helped agencies identify those that had been outstanding for some time, and consider the specific actions necessary to complete them. Some agencies have now signed off a number of these tasks as completed whilst for others completion will be prioritised in 2008-9.

How did we do? – Our achievements against the Plan

Appendix 2 shows progress on the 61 tasks in CPC's Business Plan for 2007-8, and there is a brief summary of work done during the year in the conclusion to this report.

It was clear that many agencies had indeed taken action in respect of the outstanding work. Examples would be the reorganisation of health visiting notes to ensure that chronologies are in place, and the revision of the Children and Families social work manual to take into account the findings of previous audits. At the end of the current year agencies were requested to state whether or not they considered these actions had been completed for their agency. The responses, showing the work done by each agency, have been reported to CPC for information. For some tasks, some agencies were happy to sign these off, but others consider that they need to undertake further work to embed improvements before it is safe to consider them completed. These are shown as 'In progress'.

Those items where work has been signed off as completed by all relevant agencies are shown as 'DONE'. Although the specific task has been completed, it is recognised that a number of areas require constant vigilance. An example would be the need to ensure effective support and supervision for staff continues, following the planned action to review and if necessary strengthen, the arrangements in place to provide this. Agencies will continue to monitor their own performance and bring any areas of difficulty to CPC. The on-going multi-agency case review process and self-

evaluation work, as well as the forthcoming external inspection, will help CPC pick up on any areas requiring further attention.

Those specific actions that remain to be completed are carried forward into our Business Plan for 2008-9. Regular on-going actions that we undertake every year in order to fulfill CPC's functions, and that we consider are now sufficiently embedded to ensure this will continue, are included as the first part of Appendix 13. How they have been embedded through inclusion in agreed documents, such as sub-committee remits and agreed strategies, is also shown. Work in each of these areas will be monitored through reports to CPC and, to promote transparency, we intend to report briefly on actions taken in next year's report.

How did we do it? – How CPC operates, including budgetary arrangements

Structure

CPC operates under a constitution approved by the Chief Officers of NHS Shetland, the Shetland Islands Council and the Northern Constabulary, and agreed with its members. It meets at least four times a year. Membership during the year is shown at **Appendix 3** and individual members' attendances at meetings in **Appendix 4**.

CPC has a rotating chair, which reflects the partnership approach and involvement of all agencies. The current Chair is the Northern Constabulary Area Commander for Shetland, Chief Inspector Malcolm Bell. Authority Reporter Kate Gabb is Vice Chair. On the one occasion when neither were available, members agreed that Brian Doughty, then Chief Social Work Officer, would take the Chair.

The outline of CPC structures and how they linked with integrated children's services planning is shown in the first of the charts included at **Appendix 5**, with more detail regarding the sub-committees and working groups shown in the second chart in that appendix.

Sub-Committees

Membership of the 3 standing sub-committees is shown at **Appendix 6**, and an outline of their remits and outcomes is reported here.

The Quality Assurance Sub-Committee oversees such matters as audit, case review, and self-evaluation work, and is also able to deal with detailed matters remitted to it for consideration by the full CPC.

Amongst other work in 2007-8 the Quality Assurance Sub-Committee

- Received a report on a quality assurance social work file review exercise undertaken by the Children's Services Improvement Officer
- Reviewed complaints made to key agencies related to child protection work
- Reviewed the continued adequacy of child protection case conference chairing arrangements, following re-organisation within Children's Services

- Received reports about Out of Hours arrangements to ensure a prompt response to members of the public reporting concerns about children
- Considered a report on the Lead Officer's audit of child protection case conference papers
- Agreed the process for multi-agency case review, oversaw its completion and considered the outcomes
- Established an operations group for self-evaluation and inspection
- Started its regular quarterly oversight of child protection registration statistics
- Considered the Single Outcome Agreement arrangements with regard to appropriate local child protection indicators and
- Considered various aspects of inter-agency working.

The Training Sub-Committee takes responsibility for delivering on the Training Strategy. Its work includes developing the range of multi-agency courses set out in the strategy and arranging their delivery by approved trainers. This sub-committee also oversees single-agency training.

The Training Sub-Committee continued to be well supported by participating agencies. Its training outcomes are described in more detail in the section on training but it is worth noting here that it was able to respond effectively to issues raised through CPC and its other sub-committees. This ensured that training courses were updated as necessary so as to continue to be relevant to locally perceived needs.

Following on from the work undertaken by the Child Safe Shetland steering group in promoting community awareness of safeguarding issues, CPC set up a new standing sub-committee on Child Protection in the Community. This brings together representatives of the sections of the statutory sector most involved in engaging with community groups, the voluntary sector, and the various community funded Trusts that provide a range of cultural, sporting and leisure facilities and services in Shetland.

This new sub-committee provides a route through which community organisations can raise issues with CPC, and obtain information about national and local developments in child protection. It is in a position to promote consistency in the application of safeguarding requirements and to monitor provision of child protection support and training for the community, including ensuring that the Child Safe Shetland website remains up to date and relevant to the needs of community groups.

The Child Protection in the Community Sub-Committee considered the detail of child protection requirements to be included in conditions of receipt of grants, and reviewed the support and training available for local groups. It oversaw the provision of a series of roadshows which were carried out throughout Shetland to publicise the child protection grant conditions, including Disclosure check requirements, and the support available to community groups.

Each sub-committee makes a report on its work at each of the regular CPC meetings.

Working groups

Many aspects of CPC's work programme are progressed through working groups, drawn together as needed to undertake specific tasks. These can be arranged jointly

with other planning partnerships where that would be appropriate. Those in place during the year are shown in the second structure chart at Appendix 5 and the personnel who have contributed to CPC's work in this way during the year are listed in **Appendix 7**, which also shows the main outcomes of these groups, which contributed to the overall work done, as shown in Appendix 2.

CPC's officers

CPC's Lead Officer plays a key role in progressing CPC's work programme. This work is overseen by the Chair, and quarterly reports keep members advised of progress and present any matters requiring CPC's decision. The Lead Officer's reports also include information about relevant national developments, child protection related guidance and research, and other matters of which child protection managers and professionals need to be aware. This information is then available for dissemination within CPC's constituent agencies.

The role of Lead Officer is still undertaken by the post of Co-ordinator, Child Protection and Vulnerable/Looked After Children, created by Shetland Islands Council in 2001. It was designed to meet the need for the level of dedicated support for CPC anticipated at that time, and is funded jointly by Shetland Islands Council (50%), NHS Shetland (40%) and the Northern Constabulary (10%), with employment arrangements through SIC. Although CPC work now predominates, the post still carries responsibilities within Children's Services (Social Work) management, and to support children's services development generally. The role has additionally expanded to meet the needs of the 2005 guidance, and to provide back-up chairing for Child Protection Case Conferences when no other trained chair is available.

The CPC Training Co-ordinator role continues currently to be undertaken by the Social Care Training Manager, employed by SIC. Although CPC work is a dedicated function within this post, arrangements may require reconsideration in view of the expanded workload within social care. This review will be undertaken within the current three year Children's Services Planning cycle.

CPC also has the services of a part-time administrator, with employment arrangements through NHS Shetland, using funding channelled via SIC.

Budget

Under Scottish Government guidance Protecting Children and Young People; Child Protection Committees 2005, Chief Officers are required to ensure that their CPC has the resources, including staff time and finance, to fulfill the agreed business plan. Member organisations make a significant financial contribution to the work of CPC by ensuring that their officers and staff have time to contribute to CPC, its sub-committees and working groups.

Shetland Islands Council also currently houses the offices of the Lead Officer and Administrator, with day to day needs met from the Children's Services budget.

The total specific budget spend from all agencies expressly committed to CPC's work in 2007-8 was £88,152 broken down as shown in **Appendix 8**.

EVALUATION AND INSPECTION

CPC has continued with its planned programme of quality assurance work based on the work done in previous years, which had identified areas of strengths to build on, as well as areas requiring further improvement. Some of this work is listed in the 'Future Planning' section below. During the year a number of specific pieces of quality assurance work were undertaken.

The post of Children's Services Improvement Officer (CSIO) had been created by Shetland Islands Council in 2006 with a remit that included acting as principal Chair for Child Protection Case Conferences. In June 2007 CPC considered the outcome of an audit by its Lead Officer of minutes, reports and related paperwork for all child protection case conferences held within a five month period to the end of March 2007. The findings confirmed areas of good practice and some areas that still required further improvement, as previously identified. It noted that creation of the CSIO post had promoted consistency, and the particular strengths of the post holder had enhanced the decision-making process.

The work had been completed in time for specific areas for improvement to be included in CPC's Business Plan for 2007-8 and so has informed work done during the year – for example, a focus group of children and young people helped staff develop new leaflets and forms to assist others in presenting their views to child protection case conferences. In May 2007 the full findings from the audit exercise were presented to the Quality Assurance Sub-Committee along with a list of 12 good practice recommendations, which were subsequently disseminated through CPC and its sub-committees for action.

The CSIO was requested to report annually to CPC on the conduct of case conferences, and the first such report was received in October 2007. This provided information about progress made on the identified areas for improvement, as well as including useful additional management information.

A major quality assurance exercise undertaken in September 2007 was the multi-agency file review, using an audit tool prepared by a small case review working group, and reporting to the Quality Assurance Sub-Committee. The good practice and learning points identified from this exercise were disseminated through CPC members, and via the Learning from Experience inter-agency development day held in March.

Work continues in preparation for the inspection of child protection services by HMIE now scheduled for fieldwork in February/March 2009. This inspection will involve a great deal of work for everyone but we hope to use it as a driver for further improvement. A self-evaluation exercise against the quality indicators is in progress and the Operations Group leading on this plans to give further attention to triangulating the evidence in the next few months.

Information from inspections elsewhere in Scotland has been collated and disseminated to CPC members in order to provide both good practice examples from elsewhere that might be adapted for use in Shetland, and information about where

services have been found to be lacking, so that these areas can be looked at in single agency and inter-agency quality assurance work, in order to establish whether action needs to be taken locally.

FULFILLING FUNCTIONS

CPC has specific responsibilities in the domains of Public Information, Continuous Improvement and Strategic Planning. Work within these domains is reported under the nine headings that follow, in accordance with Scottish Government guidance.

Progress on the specific actions planned for 2007-8 in order to carry out these functions is shown in **Appendix 2** and additional detail on each area of work is given here.

Public Information

This area of work is about making sure everyone understands that it's everyone's job to make sure children and young people are alright, and knows who to contact if they are concerned about a child. CPC's Communications Strategy is designed to ensure that child protection information is regularly disseminated.

The advertisement in the widely used Shetland Directory was renewed. Its publishers, the Shetland Times, kindly co-operated with further improvements to their classified listings, to make it as easy as possible for people to find the numbers to ring with a concern about a child. The Shetland numbers are 01595 744421 (Monday-Thursday 9-5, Friday 9-4) and 01595 695611 (out of hours duty social worker) and are now carried right at the front of the Directory in the 'Useful numbers' section, along with the ChildLine and Parentline numbers. The advertisement also carried the local police and SCRA numbers.

Both Shetland Islands Council and NHS Shetland distribute to all their employees a CPC-approved wallet card giving basic child protection information and emphasising the responsibility of all employees, not just those working in children's services, to report any concerns they have for the welfare of a child. The joint workforce adds up to a significant proportion of the adult population. Additionally, similar CPC wallet cards are disseminated on request to voluntary sector staff and volunteers, and workers in the independent sectors, such as the various Trusts and those providing services to children in the private commercial sector.

The Education and Social Care Department, with support from Shetland Council of Social Service, ran two series of Grants Roadshows, which travelled around venues throughout the islands in November 2007 and February 2008. These focussed on the new conditions to be placed on grants administered through the grants section. The Roadshows dealt with why community groups need to have in place safe recruitment practice and child protection policies and procedures. They emphasised the support and training available to enable groups to meet not just the minimum requirements but also best practice.

The Roadshows were advertised in the media, and additional publicity for child protection work was obtained in connection with the publication of the annual report (which was also advertised through the Shetland News, a local web-based publication) and the publication of the updated edition of the Shetland inter-agency Child Protection Procedures. A widely read local newspaper, the Shetland Times, continued to highlight under-age drinking, and reported the successful prosecutions of those supplying alcohol to those below the legal age.

The development of materials for children and young people was an initiative undertaken by a group of young people themselves, and is reported below under the heading 'Listening to Children and Young People'.

Policies, Procedures and Protocols

This is about making sure everyone knows what to do and how to do it.

During the year a new edition of the Shetland inter-agency Child Protection Procedures was developed and issued, both on the internet and by the provision of approximately 600 hard copies, accompanied by an explanatory letter, to individuals working with children and young people and their families in Shetland. The new edition built on earlier work, incorporating a number of previously agreed protocols and practice guidance on a range of issues.

Protocols were linked to the overarching Shetland Policy for Sharing Personal Information where relevant, and there is a process in place to enable additional protocols to be inserted in the Shetland inter-agency Child Protection Procedures as they are agreed. A new protocol to link with national guidance on Serious Case reviews has been agreed and will be distributed shortly. Work led by the Authority Reporter was undertaken to develop a protocol for working with children and young people who display sexually harmful behaviour. This is still in draft pending wider consultation but its principles are already informing practice in this field of work, and it is expected to finalise this in 2008-9.

Work continued with the Shetland Alcohol and Drugs Action Team on finalising the protocol for protecting children and young people living in families with problem substance use. The robust discussions that took place in the course of developing this should contribute to breaking down some of the historical barriers that may previously have impeded co-operation between the mainly adult-focused substance use services and children's services. Improved understanding and co-operation between services has been reported anecdotally as evidenced in on-going casework. The protocol will be finalised and disseminated in 2008-9.

The amalgamation of the drugs and alcohol teams under single management into Community Alcohol and Drugs Services, together with the roll-out of the Integrated Assessment Framework, should further improve consistency of response to children and young people affected by their parents' substance use. Approaches to assessing the needs of children and young people who are themselves displaying problematic substance misuse will also be taken forward through the roll-out of the Integrated Assessment Framework pilot.

3. Management Information

This is about making sure managers have the right information about the services provided by each agency, to make sure that everything is working as it should be and that, as far as possible, children and young people at risk are kept safe.

Agencies also need to share information about the type of help required by the children they work with, in order to plan for the provision of the kind of services they are likely to need to help them keep safe and recover from any adverse experiences.

Shetland has an estimated population of nearly 22,000, of whom approximately 4,500, or just over 20%, are under the age of 16. This is close to the national average. The total population is scattered over 15 inhabited islands within the hundred-plus islands that form the Shetland archipelago, covering an area of 1,442 square miles. The main population concentration is in Lerwick, with about half the total. There is a smaller centre of population around Brae in the North Mainland, with many other communities scattered over a wide area.

Some are dependent for transport links on ferry crossings, sometimes more than one, and/or on weather-dependent internal flights; others require long journeys on minor roads. This presents challenges for the delivery of services faced by other remote and rural communities. Both internal and external transport links are not infrequently adversely affected by severe weather, although arrangements are in place to ensure that support for emergencies is always available.

As the centre of population, Lerwick faces similar challenges to law and order experienced in many larger towns and cities elsewhere in Scotland, but overall Shetland still has one of the lowest levels of reported crime in Scotland. The prevalence of known child abuse, however, as reflected in numbers on the child protection register, is very similar to that reported nationally, though there can be discrepancies from year to year because of the low overall numbers in Shetland from which percentages are calculated.

CPC considered national statistics for 2006-7 published in September 2007 and compared these with the local statistics reported last year. At 31.03.07 (with figures for 31.03.06 in brackets) Shetland had 2.3% (2.8%) of the under-16 population on its Child Protection Register as compared with a national average of 2.8% (2.5%).

In interpreting national statistics it is important always to be aware that low overall numbers may skew these. It must also be remembered that annual figures are based on numbers on the register on one particular date or within particular dates so could be affected by whether a particular case conference happens to be held on 31 March or 1 April. However, detailed information also considered by CPC can help explain apparent discrepancies. It remains important to look at the national picture, since such comparisons can help identify areas needing more consideration. The figures reported for this year (set out below) will be compared with the national ones once these are published.

Statistics published by the SCRA for last year (2006-7) were also considered. Shetland has a lower than national average percentage of its under-16 population

referred to the Reporter, although higher than in the other two island authorities, on both offence and non-offence grounds. There was a significantly increased workload, with 80 Hearings being held in 2006-7 as compared with 53 in 2005-6. This was a far higher rate of increase than the national average, and although once again low overall numbers merit caution, this may have reflected the correction of a previous tendency not to use legal measures often enough, as identified in the independent inter-agency audit in 2005.

National time-interval target compliance exceeded the average on all measures, however, only 50% of social work reports were in on time. Although this exceeds the national average (of 34%) it is down on previous years' achievements in Shetland, which probably reflects the impact of considerable under-staffing in the Children and Families team during 2006-7. The team has since been brought up to strength, but given the significant child protection workload, with social workers holding very high caseloads, staffing levels are being reviewed within Children's Services with a view to maintaining and improving levels of service.

It is important to note that the figures shown for the number of children on the Child Protection Register do not provide a complete record of children abused in any one year, nor of the numbers of abused children living in the community at any point in time. The Child Protection Register is a list of those children with respect to whom, following a multi-disciplinary child protection case conference, a formal child protection plan is in place. Children's names are removed from the register once they are no longer considered 'at risk' – either because risks in the family have been reduced or they are now being looked after outside the family with whom they were unsafe.

Despite the necessary 'health warnings' about statistics, CPC recognises that there is a continuing need to promote awareness about the prevalence of child abuse, noting that the Your Voice responses showed that whereas 60% of respondents knew that child abuse occurs with about the same frequency in Shetland as elsewhere in Scotland, 34% still thought it was less common.

It is worth bearing in mind that, whilst there are no such cases recorded in Shetland at the present time, figures from the Office of National Statistics show that between one and two children die from child abuse every week in the UK as a whole (Home Office 2004). This emphasises the need for everyone to maintain the utmost vigilance in order to reduce the likelihood of such a tragedy occurring in Shetland, by ensuring child protection agencies are informed of concerns in good time.

A trend noted from information received by CPC during the year was for an increased number of child protection referrals and case conferences in respect of babies, including where there were concerns for unborn children as a result of parental behavioural issues, principally problematic use of alcohol and other drugs. Early identification of problems should assist in preventing abuse and neglect, but the need to conduct thorough assessments of parenting capacity, in a timescale that meets the developmental needs of the young child, and to make alternative plans where parents cannot provide safe care, place considerable demands on human and other resources.

Child abuse and neglect predominantly take place within families and, in common with other forms of domestic abuse, may frequently be a hidden problem. The support of the public in seeking help for children who may be in need or at risk is vital. CPC therefore sees engagement with the community and the roll-out of the Integrated Assessment Framework (currently being piloted) as crucial in enabling preventative services to be offered at an early stage.

CPC also considered statistics for domestic abuse incidents recorded by the police in Shetland. There were 52 'domestic' incidents reported to the police in 2007-8 and research nationally shows that women (who are by far the largest group of victims of this particular type of crime) are likely to have experienced many assaults – some estimates state 35 on average – before involving the police. Questions about domestic abuse were included in the Your Voice survey in the spring of 2007. The results indicate that it is likely that many people underestimate the prevalence of domestic abuse, as a significant minority do child abuse, in Shetland communities.

The consequences for children and young people exposed to domestic abuse are known to be negative and can be severely so. In 22 cases in 2007-8 Shetland social work services and the Reporter were called on to consider the most appropriate response, since there were children and young people potentially affected by an incident attended by the police. Responses ranged from no further action to calling a child protection case conference where there were repeat referrals and escalating concerns. CPC will work with the Shetland Domestic Abuse Partnership in addressing the issue in ways that will improve outcomes for children and young people exposed to such behaviour, which should be completely unacceptable in our community.

4. Quality Assurance

This is about making sure child protection work is done well and to a good standard, and is a key task for CPC and all its constituent agencies. The work reported under 'Evaluation and Inspection' above contributes to this aspect of CPC's work.

All 23 recommendations of the Lead Officer's 2004 report to CPC on the operation of child protection case conferences have now been implemented, and the more recent audit of case conference papers showed that the appointment of a Children's Services Improvement Officer by Education and Social Care had brought about improvements. This post will continue to make an important quality assurance contribution to CPC as a whole.

The multi-agency case review process was found to be helpful and will be repeated. In all the cases reviewed, there was evidence that the circumstances of the child or young person had improved, but resource issues had sometimes affected capacity to assess and meet needs. The exercise demonstrated clearly that where recommended good practice has been put in place and been implemented (for example, full and timely family assessment) the outcomes for children are enhanced. This good practice will provide a sound basis for further improvement.

5. Promotion of Good Practice

This is about making sure staff know what have been found to be the most helpful things to do, and ways of doing things, so that they can do their jobs as well as possible.

A key part of this is disseminating the learning from local and national quality assurance work and research, so that everyone can be as well informed as possible about 'what works best' in turning things round for children and young people experiencing adversity.

The Lead Officer's reports to CPC include information about these matters and summaries of important research, and increasingly this is being disseminated to relevant staff although it is recognised there is still some way to go. Work in the coming year will aim to make this information more readily accessible to staff.

Training and Staff Development as reported below also contribute to the promotion of good practice, with the first 'Learning from Experience' event being a direct response to previous work, which had established that practitioners would welcome regular opportunities to meet with others from different disciplines to share best practice.

Staff then need support in applying their learning in practice, so there is an on-going emphasis on the need for appropriate support for staff including regular opportunities to reflect on their practice with a more experienced colleague.

6. Training and Staff Development

This area of work is about providing regular opportunities for staff and volunteers doing different jobs to train together and learn how they can all work together better, and ensuring they get good supervision and support to identify their learning needs. This should help them provide the right kind of help to keep children and young people safe from abuse and neglect.

CPC's Training Strategy was agreed in 2006 and is being delivered. This links with the national framework for child protection training and indicates the level of training agencies are expected to ensure that professionals in the various agencies and organisations receive. This ranges from the expected minimum child protection content of induction for all staff (supported by a check list and wallet cards) to specialist training for those most closely involved in core child protection work. Information on the strategy and the courses available is regularly disseminated to a wide range of organisations in Shetland, for example through the Voluntary and Independent Sector Partnership, which reaches approximately 90 organisations, as well as to the statutory agencies represented at CPC.

Inter-agency training

The 2½ day Child Protection Foundation course was again run on 6 occasions during the year and continued to receive good evaluations, a synopsis of which is attached at **Appendix 10**. As well as providing core information, the course enables multi-agency

networking, which participants greatly appreciate. Each course can include up to 20 participants, and in all 90 people received this training in 07-08.

Information on other inter-agency training delivered or arranged by the CPC is in **Appendix 11**. This shows that:

- The shorter 1 day/5 hour course was delivered on 8 occasions resulting in 116 people receiving this training.
- A 1 day inter agency refresher course for staff who had previously attended the 2½ day course was delivered on 5 occasions with 78 staff receiving this training.
- The refresher course including training for those attending child protection case conferences, commenced last year, was delivered to a further 6 people. This was still low compared with those who had indicated they would benefit from such a course, during development of the strategy. Those who attended found it helpful, so the Training Sub-Committee will consider and report to CPC on what needs to be done to increase attendance next year.
- In September 2007 Helen Kenward delivered two weeks of specialist training on investigative interviewing techniques with two groups of staff from SIC Education and Social Care. 11 social work and educational psychologist staff participated. Each course lasted a week and there was a session with managers to give feedback on the participants.
- Three social workers attended refresher training for Joint Investigative Interviewing run by the Northern Constabulary in Inverness.

Work continues on developing training aimed at managers who may need to deal with child protection issues. It is intended that this will be concluded later in 2008, ready for delivery in 2009.

Training materials have been reviewed for the 1 day course and approved through the Training Sub-Committee; the revised materials are now in use. Two social workers from the Children and Families team have been approved to deliver the 1 day inter-agency training. This brings the number of trainers able to deliver this course to six.

The Schools service have audited the number of staff who have attended child protection training. Child Protection Designated staff members generally attend the 2½ day Foundation level course. There are, however, a considerable number of staff, both teachers and other school staff, who have not yet participated in any child protection training, beyond the brief sessions to remind staff about the Shetland inter-agency Child Protection Procedures, which Head Teachers are required to deliver in each school at the commencement of the new academic year.

Trainers have been identified to visit schools and offer the one-day/5 hour child protection course to staff during their 'in service days'. A rolling programme will be planned during 2008-9 to ensure that school staff obtain this essential training.

This year CPC delivered a 'Learning from Experience' event in March 07. The event was introduced by CPC's Chair and took the form of a keynote address from a visiting speaker on national developments and learning from inspections elsewhere, followed by a presentation about our own local issues. This provided an opportunity to disseminate best practice and learning points derived from the quality assurance work undertaken in Shetland. Participants were then able to attend a choice of 5 workshops, which were each run twice.

Approximately 70 people from a variety of professional backgrounds attended. A summary of the feedback is included in Appendix 11. This event was generally well received, with the proviso that although participants found the workshops helpful, they would have liked them to be longer. This will be adjusted in future.

Agencies contribute to the cost of inter-agency training as shown in Appendix 8.

An area we intend to develop in future years is a means of evaluating the longer-term impact of the training offered, rather than looking only at participants' immediate responses. This is a major piece of work, which we anticipate will take some time to develop. As a first step we plan to give it initial consideration through the Training Sub-Committee in 2008-9.

Single-agency training

Appendix 12 shows the detail of single-agency training reported to the Training Sub-Committee.

CPC has accredited a number of trainers to deliver a 3 hour 'Keeping Children Safe' course aimed principally at volunteers and this has been delivered 7 times to 72 people, as shown in Appendix 12.

To improve the training opportunities available locally for sports groups, a member of the Training Sub-Committee has obtained accreditation from Sport Scotland to deliver the 'Sport Coach UK Safeguarding and Protecting Children' basic child protection awareness course. This course was delivered twice in Shetland during the year, as shown in Appendix 12.

The Shetland Child Care Partnership commissioned training on reporting and recording, with input from Training Sub-Committee members to the content. This training was delivered on two occasions, once at Quarff School for 5 staff from the Out of School Club and the other at Mossbank for 3 staff from the Out of School Club.

In addition to sending staff to the CPC approved courses, NHS Shetland delivered child protection awareness training within their induction programme to 77 members of staff, and 129 have attended mandatory training, which includes half an hour on child protection.

It is known that a number of organisations arrange their own training in Shetland. Opportunities are taken to promote linkage with local child protection arrangements. For example, wallet cards for participants were provided when Scottish Swimming

undertook training locally, and for several years (including in 2007-8) local materials have been provided to the Church of Scotland for use when conducting their own child protection training locally. The Lead Officer met with members of Shetland Inter-Faith in September 2007 to offer the same facilities, and information about CPC training, to a wide range of faith groups.

7. Communication and Co-operation

This area of work is about making sure people are kept informed about what each other are doing so they can work together more effectively.

It had been previously agreed that there was a need to do more to ensure good communication about CPC's work within agencies, to ensure that information about developments is shared not just amongst those who attend CPC, but by all who may find it useful. A number of agencies have reported on the steps taken to improve internal communications, and formalise paths for the dissemination of information to those who need to know. Work undertaken by CPC this year to assist improvement in this area included:

- Including in the revised Communications Strategy further guidance on dissemination within agencies
- Placing the full Annual Report and Business Plan in a web-based local newspaper for a period after publication, and arranging for it to be published on the internet linked from the NHS Child Health website
- Making available in a more easily distributed form, to key professional groups, information about national developments, and recent research and guidelines, already included in the Lead Officer's regular reports to CPC
- The inaugural 'Learning from Experience' event for child protection professionals, which we intend to become a regular feature.

The aim is to ensure that all professionals have access to the right information at the right time, and to engage with all stakeholders, including children and young people and their families, as well as the wider community. The effectiveness of the measures taken will be monitored through on-going self-evaluation work in subsequent years, and the expected child protection inspection will provide another independent check.

The Chair and Lead Officer regularly attended meetings of the national CPC Chairs Forum, and meetings arranged by the Scottish Government, and these were reported back to the CPC. The Lead Officer also attended meetings of the national Lead Officers' network, contributing in particular to:

- Setting up a forum for dedicated Child Protection Case Conference Chairs to meet for networking purposes, and
- Discussions that led to a proposal to CPC Chairs and the Scottish Government designed to achieve greater national consistency when

children and young people about whom there are significant concerns move from one area to another.

During the year CPC also responded to formal national consultations on the draft Code of Practice for Sharing Information, the Use of Intermediaries for Vulnerable Witnesses and the Protection of Vulnerable groups secondary legislation, and also to more informal consultations by the Scottish Government on Child Protection Messaging, Underage Sexual Activity, the proposed Child Protection Line, the strategic role of CPCs, and the proposed Scottish Government response to Recommendation 27 from the SWIA Western Isles inspection report.

8. Planning and Connections

This area of work includes working with other planning groups and organisations such as the Integrated Children and Young People's Services Planning Group, the Community Safety Partnership, the Children and Young People's Rights Information and Support Service and Youth Voice, and ensuring that children and young people and their families are involved in planning services – for example, finding out what they think about the services they get and what might help them more.

To ensure close linkage between integrated children and young people's services planning, CPC's Chair and Lead Officer have been closely involved, along with other key CPC members, in work to develop developing Shetland's new Children and Young People's Services Plan.

Specific members of CPC and its sub-committees are specifically charged with making wider links with other identified planning fora, with regular agenda slots for reports back to ensure these links remain robust. The Lead Officer also supports related work being taken forward by other groups such as the Data Sharing Partnership and the Shetland Domestic Abuse Partnership.

CPC also responded to local consultation on behalf of the Shetland Islands Area Licensing Boards about alcohol licensing policy and gambling licensing principles.

9. Listening to Children and Young People

Listening to children and young people and their families is important when planning overall services. It is also crucially important to make sure that children and young people's views are heard when plans are being made that affect their lives. Both these areas have been addressed by CPC.

Work had previously been undertaken by Shetland Child Protection Committee's Lead Officer, supported by the Children and Young People's Rights, Information and Support Service and the Shetland Youth Information Service, around young people's perception of child protection and the Charter materials produced by the (then) Scottish Executive. The aim was to promote young people's awareness of their entitlement to be safe from harm from others and of how to get help.

Young people had said they would welcome more information, especially more appropriate materials for young people of secondary school age. The wish for further information was supported by the more focused piece of work undertaken by Shetland Youth Information Service, as reported last year, the full report of which has now been received and considered. A Youth Voice group undertook to produce suitable materials to promote young people's confidence in seeking help for child protection or related concerns, whether for themselves or a friend. Working with Shetland Islands Council's Youth Empowerment and Participation Worker and with help from the CPC Lead Officer available on request, they produced a 'wallet card' and poster giving basic 'keep safe' information and the numbers to contact to seek help.

The young people's work was presented to the Child Protection Committee and the poster and cards will now be circulated through schools, youth clubs and other outlets. It is hoped that these materials, prepared by young people for young people, will help give more young people confidence in seeking help as soon as difficulties arise.

Youth Voice members also felt that it would be helpful to produce a DVD that could be used as a resource in Personal Social and Health Education classes in schools and related settings; they have commissioned a youth group with particular interest in the media to develop this, in consultation with CPC's Lead Officer.

Last year we reported on the Youth Voice conference when young people identified sexual health and relationships education (SHARE) as patchy, and requested more information in schools on the legal implications of under-age sexual activity. The CPC Lead Officer agreed to meet with those overseeing SHARE to discuss the issues they had raised. The Lead Officer met with the Schools service's Quality Improvement Officer with responsibility for this area of work and also with the Sexual Health Strategy Group, to raise the improvements that young people were seeking. It is now intended that these issues will be taken forward through the revised Sexual Health Strategy, and this will be monitored by CPC.

A number of actions have been taken to ensure that the views of children and young people are considered when plans are made that affect their lives.

- The Shetland inter-agency Child Protection Procedures were revised to require the social worker's report for case conferences to include information on the child's views
- The new pro-formas for other agencies' reports include space to provide information separately on the parents' views of the report and the child's own views
- The Children and Families social work manual was revised and includes guidance for Looked After reviews designed to ensure the child's views are made known and that he or she has the opportunity to participate in a comfortable way wherever appropriate
- A survey was undertaken by the Children's Services Improvement Officer (who acts as principal Looked After review Chair) of the use made by Young People of the 'Having Your Say' forms, with a view to informing future practice.
- The CSIO and Educational Psychologist developed materials to help children and young people present their views to child protection case conferences, with input from a focus group of young people

As a further means of picking up on any current issues that may be concerning young people, the CPC Lead Officer continued to meet regularly with the Children and Young People's Rights, Information and Support Service (CYPRISS). This provides a route for any concerns raised by and on behalf of children and young people to reach CPC's agenda for discussion and appropriate action.

FUTURE PLANNING

As explained when looking at the priority tasks for 2007-8, when planning future work and deciding what changes or improvements are needed, CPC has taken into account information drawn from a wide variety of sources. These include:

Internal and external audits and self-evaluation:

- Co-ordinator's Reports to CPC on the Review of the Operation of CP Procedures 2002 and the Operation of Child Protection Case Conferences in Shetland 2004
- Completion of a self-evaluation matrix against Protecting Children and Young People: Framework for Standards 2004-5
- Independent inter-agency audit of child protection in Shetland 2005
- Co-ordinator's Report to CPC Quality Assurance Sub-Committee on Review of Child Protection Case Conference Papers: May 2007
- Report of Performance Inspection of Social Work Services Shetland Islands Council August 2007
- Performance Inspection of Criminal Justice Social Work Services: Report on Shetland Islands Criminal Justice Social Work Services 2007
- Co-ordinator's Report to CPC Quality Assurance Sub-Committee on inter-agency Case Review: November 2007
- Information derived from HMIE-led inter-agency child protection inspections elsewhere in Scotland 2005-8

Consultation with Professionals working with Children and Young People:

- Response to ICYPSPG Chair's letter dated November 2007 seeking input to the new Children and Young People's Services Plan from the CYPRISS worker, contributing suggestions made by some of the young people with whom she works
- Regular meetings between the CPC Lead Officer and the CYPRISS worker and contacts with other staff working directly with children and young people in a variety of settings

Consultation with Children and Young People:

- Shetland Child Protection Committee & CYPRISS Consultation with Youth Voice Members March 2006 – discussion group outcomes and results from Questionnaires
- Workshop discussion at Youth Voice conference June 2006 followed up with a meeting between the CPC Lead Officer and the Youth Voice Executive in February 2007 to plan further work
- Presentation by Youth Empowerment and Participation Worker to CPC December 2007
- Research into the views of young people in Shetland on child protection, commissioned for CPC from the Shetland Youth Information Service.

Public Consultation

- Your Voice public opinion questionnaire Spring 2007 (Domestic Abuse)
- Your Voice public opinion questionnaire Autumn 2007 (Child Protection)

The earlier sources have informed previous plans, as actions designed to bring about improvements where necessary have been steadily worked through. They continue to inform future work. For example, following on from young people's work in producing wallet cards and posters, they now plan to develop a DVD about the help young people can expect when they seek help from professionals in various situations. They intend to make this available as a resource to teachers delivering personal safety programmes, and CPC will support them with this.

In preparing the Business Plan for 2008-9 CPC considered the items that remain to be completed from the Business Plan 2007-8. Some aspects of the previous plan are now routinely undertaken by CPC as part of its general remit, and are documented in its various strategies. These are now included at Part 1 of Appendix 13, and the actions taken will be reported on next year for the sake of completeness. **Part 2 of Appendix 13** comprises the specific actions CPC proposes to undertake in 2008-9, and should therefore be seen as **CPC's Business Plan for 2008-9**.

Initial thought has also been given to work to be scheduled for subsequent years and this work will be included in future plans to ensure that tasks agreed to be completed in a particular year are realistic and achievable.

Throughout the plan information is included on the derivation of the proposed actions. This should act as a reminder to, or a source of reference for, agencies about what they need to do in order to achieve the objectives of the plan, and why.

The planned actions show the detail through which the child protection objectives identified for Shetland's Integrated Children and Young People's Services Plan 2008-11 will be achieved.

CONCLUSION

In conclusion, CPC has fulfilled its key functions during 2007-8 by

- Publicising information about child protection and the work of CPC
- Disseminating revised Procedures and Protocols
- Reviewing relevant local management information and comparing it with the national picture
- Quality assuring inter-agency working by monitoring the operation of child protection case conferences and core groups, undertaking self-evaluation work and a multi-agency case file review
- Promoting good practice by embedding improvements based on previous quality assurance work, disseminating information from local and national audits, inspections, guidance and research and providing support
- Delivering an extensive training programme and monitoring its uptake
- Assisting with the improvement of communications within and between agencies through its on-going work programme, and with the wider community through setting up the Child Protection in the Community Sub-Committee
- Contributing to planning and making connections with other multi-agency groups through the work of its link members and officers, including contributing to the revision of the Shetland Children and Young People's Services Plan.
- Listening to children and young people, by ensuring the issues they had raised informed service development, for example through the Sexual Health Strategy, and by supporting them to develop the materials they said they needed.

Last year we noted the considerable resource implications and challenges involved in being able to respond appropriately to referrals of children in need of additional support, to ensure that all children and young people get the help they need when they need it. Here in Shetland a great deal of work has been done during the past year to develop the Integrated Assessment Framework, which will be piloted in 2008.

Shetland is committed to the principles of Getting It Right for Every Child. Within that framework CPC will continue to work to uphold children and young people's right to be protected and to be safe from harm from others, and to support Shetland's dedicated professionals in their various safeguarding roles. We know we shall never be able entirely to eradicate child abuse and neglect, but together we believe we can and will make a difference to the outcomes for children and young people.

Appendix 1

2 Policy

- 2.1 All children have a right to protection from abuse and exploitation, and to adequate physical, emotional and social care; parents have the responsibility and the right to provide such care.
- 2.2 Children are best cared for in their own families, except where consideration for their safety and welfare dictates otherwise.
- 2.3 The welfare of children must be the paramount consideration in all decisions concerning them; all decisions must be based on children's best interests.
- 2.4 Work will be carried out on the basis of partnership with families wherever possible, parents being consulted and involved in all decisions affecting their children, subject to paragraph 2.3 above.
- 2.5 The highest priority will be given to the protection of children from abuse, and all agencies and organisations will ensure that activities carried out in the name of child protection are child-centred and give paramountcy to the welfare and interests of children.
- 2.6 Children have the right to be listened to and to be taken seriously; interview and other procedures will focus on the child and will reflect his/her rights, wishes and needs.
- 2.7 All concerns that children may have been or are being abused will be investigated in accordance with agreed inter-agency procedures.
- 2.8 All agencies are committed to working in an open and collaborative way, together and with parents, whilst recognising the potential for conflict in child protection situations.
- 2.9 All children will be provided with appropriate support in accordance with their particular needs.
- 2.10 All child protection interventions must be child centred and reflect anti-racist and anti-discriminatory practice.
- 2.11 This policy has been approved by Shetlands Islands Council, Shetland NHS Board, and the Northern Constabulary and adopted by all other organisations represented on Shetland CPC.

Shetland Child Protection Committee

BUSINESS PLAN FOR 2007-8 work done in 2007-8

EXPLANATORY NOTE

Shetland Child Protection Committee (CPC)'s business plan for 2007-8 is prepared under its constitution in accordance with Scottish Executive guidance Protecting Children and Young People: Child Protection Committees (2005).

Appendix 2 to CPC's 2006-7 Annual Report shows which parts of last year's Business Plan were completed during that year and which are to be carried forward into the 2007-08 Business Plan, either as recurring tasks (R) or on-going specific tasks (OS).

This plan for 2007-08 incorporates:

- Matters to be taken forward from the Business Plan for 2006-07 as above
- Additional work planned as referred in the Future Planning Section at pages 16-17 of CPC's 2006-7 Annual Report (both new specific items – NS – and recurring work identified and not previously included in the Plan – NR))

and shows how CPC's work contributes to the improvement objectives of the Integrated Children's Services Plan 2005-8.

These are brought together in the table that follows, listed under the headings each of the areas of CPC responsibility

Note re Abbreviations:

CPC: Shetland Child Protection Committee	CCP (LO): Child Protection Co-ordinator (Lead Officer)
SIC: Shetland Islands Council	NHS: NHS Shetland
CS: SIC Children's Services (SW): (Social Work)	
CSIO: SIC Children's Services Improvement Officer	
SADAT: Shetland Alcohol and Drugs Action Team	
ICYPSPG: Integrated Children and Young People's Services Planning Group	
Procs.: Shetland inter-agency Child Protection Procedures	

Improvement Objectives from Integrated Children’s Services Plan for Shetland 2005-8 – ‘SAFE’

1	2	3	4	5	6	7	8
To deliver high quality services to vulnerable children and young people who have been abused or are at risk of abuse/harm.	Children and young people get the help that they need when they need it, and, professionals take timely and effective action to protect children	Ensure professionals/ staff who are undertaking CP work are capable, confident, supported and have adequate resources	Improve CP quality assurance systems to facilitate continuous improvement	Ensure a strategic integrated approach to providing the range of services to address the therapeutic, practical and support needs of children and young people experiencing domestic abuse (CYPEDA)	Improve and integrate the response of all agencies to increase partnership working and good practice in relation to CYPEDA.	Enhance the provision of services to families where parents/carers engage in substance misuse	To tackle bullying adopting a community – wide approach

Related objectives on the CPC Business Plan are cross-referenced using the above identifying number.

Actions relevant to enhanced performance related to specific **Child Protection Quality Indicators** are also cross-referenced.

Public Information

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
<p>Ensure the majority of Shetland residents are aware of child abuse, and know what to do if they have concerns for a child's welfare.</p> <p>(2)</p>	<p>1 . Capture base-line data regarding community awareness. (NS) QI 2.1</p>	<p>March 08</p>	<p>WER CCP</p>	<p>Outcome reported to CPC</p>	<p>DONE Figures from September 'Your Voice' reported to CPC show 81% of respondents would find it 'very' or 'quite' easy to find the right number to ring.</p>

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
Ensure the majority of Shetland residents are aware of child abuse, and know what to do if they have concerns for a child's welfare. (cont) (2)	2. Ensure information regarding child protection is put out through the media at least three times a year. (R) QI 2.1	March 08 and on-going	WER CCP/ CPC Chair	CCP reports to CPC on press reports and other media coverage.	R ... DONE PRs issued & local radio and newspaper publicity obtained in June 2007 (AR) (and Aug 07(Procs) and info about child protection grant condition roadshows was published in November and February. (Regular Tasks)
	3. Continue to distribute CP wallet cards to voluntary groups, and others (R) QI 1.2, 2.1, 3.3	On-going	WER CCP with admin. support (costs of printing cards met last year)	Numbers of wallet cards distributed reported to CPC annually.	R DONE Approx 1000 cards distributed between 01.04.07 and 31.03.08 to a wide range of voluntary groups and independent sector service providers. (Regular Tasks)

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
Ensure the majority of Shetland residents are aware of child abuse, and know what to do if they have concerns for a child's welfare.	4. Maintain Shetland Directory CPC advertisement with local contact numbers (R) QI 1.3, 2.1	When new directory published.	WER (CS (SW) publications budget) CCP	Advertisement (as in 2006-7 edition) included in 2008-9 edition of Directory	R. DONE Ad placed and additional classified listings arranged.
(cont) (2)	5. Provide appropriate support for national ChildProtectionLine as a back-up to local contact points (NS). QI 1.3	When national publicity is rolled out to Shetland	WER	PRs etc reported to CPC	April 07 DONE Liaised with Scottish Govt, arranged to record any incoming referrals, info. included in PRs and number added to reprinted public info leaflet to be distributed in April 2008.. Distribution to 2008-9 Plan.

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
<p>Ensure the majority of Shetland residents are aware of child abuse, and know what to do if they have concerns for a child's welfare. (cont)</p> <p>(2)</p>	<p>6. Develop additional materials to promote awareness of child protection issues and sources of help for children and young people, through engagement with Youth Voice where appropriate (OS) QI 1.2, 4.3</p>	<p>December 2007</p>	<p>WER – CCP and Youth Issues officer time</p>	<p>Materials available and in use – reported to CPC with input from Youth Voice</p>	<p>April 07 DONE LO liaised with Youth Voice and Youth Service staff Youth Voice prepared wallet card for secondary school pupils, approved by – CPC and now to be disseminated. Young people's media group is preparing a DVD for use with young people Distribution and DVD to 2008-9 Plan</p>

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
Ensure the majority of Shetland residents are aware of child abuse, and know what to do if they have concerns for a child's welfare. (cont)	7. Include in CPC Communications Strategy section on handling media enquiries (NS) QI 2.1, 5.3	July 07 - review every two years	WER CCP	Amended Strategy approved by CPC	April 07 DONE Strategy revised and to be presented to CPC in April for approval
(2)	8. Continue to work with Sex Offenders Management Group to promote awareness regarding sexual abuse issues (OS) QI 5.2	March 08	WER CCP	Relevant publicity obtained and reported to CPC	April 06 In progress Workshop on sexual exploitation of children included in Learning from Experience development day. Wider awareness issues now waiting on national work To 2008-9 Plan to co-ordinate with national campaign due autumn 2008

Policies, Procedures and Protocols

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
Ensure policy remains appropriate and reflects up to date understanding of what works best to safeguard children's welfare; that processes reflect policy, are child-centred and promote effective child protection through good inter-agency working (1) and (4) (7)	9. Complete preparation of revised Procedures, seek agency approval through proper channels and disseminate widely. (OS) QI 4.1	September 2007	WER CCP with admin support (materials already purchased)	CCP reports to CPC on copies circulated of new edition of Procedures, including protocols agreed to date.	April 2007 DONE New policy section approved through agency channels. New edition of Procs issued August 2007 Approx 600 hard copies distributed and on SIC website & NHS/SIC intranet.

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
<p>Ensure policy remains appropriate and reflects up to date understanding of what works best to safeguard children's welfare; that processes reflect policy, are child-centred and promote effective child protection through good inter-agency working (cont)</p> <p>(1) and (4)</p>	<p>10. Cooperate with SADAT to complete and disseminate draft protocol on protecting children and young people living in families with problem substance use. (OS) QI 3.2, 3.3, 4.1, 5.3</p>	<p>September 2007</p>	<p>WER SADAT/CPC working group</p>	<p>Protocol approved by CPC and SADT and disseminated.</p>	<p>April 2004</p> <p>In Progress Final draft out for consultation Finalisation and dissemination to 2008-9 Plan</p>

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
Ensure policy remains appropriate and reflects up to date understanding of what works best to safeguard children's welfare; that processes reflect policy, are child-centred and promote effective child protection through good inter-agency working (cont) (1) and (4)	11. Ensure appropriate policies in place to ensure allegations against staff are dealt with in accordance with the Procedures, and training is available to support this. (OS plus NS) QI 4.1, 4.4	SIC to demonstrate appropriate protocol in place September 07 TSC to develop management training which includes this issue in discussion with SIC and NHS HR depts. by December 07	WER – officer time (SIC HR) and within CP Training budget	SIC notifies CPC regarding revised arrangements TSC approves course materials and reports to CPC	April 2003 NHS has signed off on this task. SIC HR dept. now plans to complete in 2008-9 – to 2008-9 Plan In progress. TSC has commissioned work – finalisation and delivery to 08-09 Plan.

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
Ensure policy remains appropriate and reflects up to date understanding of what works best to safeguard children's welfare; that processes reflect policy, are child-centred and promote effective child protection through good inter-agency working (cont) (1) and (4)	12. Continue to support ICYPSPG in the implementation of the Integrated Assessment Framework and information-sharing protocols (OS plus NS) QI 1.4,3.1, 3.2, 3.3,3.4	Mar 08	Project Manager – with back-up funded through CCSF reporting to ICYPSPG, with CCP input on request.	Report to CPC shows: Staff trained, IAF in use throughout Shetland, and links into CP Procs appropriately. Info-sharing protocols to support in place.	April 2003 – specific task April 2005 DONE for CPC Support and comments on drafts were provided by LO. NHS mandatory training includes a slide to show links. IAF work on-going & will be taken forward through Children and Young People's Services Plan. Monitoring operation of links into Procs to 2008-9 Plan

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
Ensure policy remains appropriate and reflects up to date understanding of what works best to safeguard	13. Develop local protocol to link with national guidance on Serious Case reviews (NS) QI 4.1	October 2007	WER CCP	Protocol approved at CPC	April 2007 DONE Agreed by CPC in October. Dissemination to all with Procs to 2008-9 Plan
children's welfare; that processes reflect policy, are child-centred and promote effective child protection through good inter-agency working (cont) (1) and (4)	14. Complete protocol on responding to children and young people displaying sexually harmful behaviour and disseminate (NS) QI 1.2, 3.3, 4.1	July 2007	WER Authority Reporter with inter-agency support	Protocol approved at CPC	April 2006 In progress Draft prepared and now requires wider consultation. Carry forward to 2008-09 Plan for completion

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
To promote effective child protection through good inter-agency working (cont) (1) and (4)	15. Complete review of A&E procedures re staff shift handovers for night staff, to ensure professionals take immediate action if a child is in imminent danger, in accordance with Shetland inter-agency CP Procedures (OS) QI 1.3	Sept 07	WER NHS (child health CP sub-group)/	Review of arrangements reported through CPC. (Practice will be monitored through CP referrals template work and internal NHS monitoring)	April 2005 DONE Considered and actioned through CH CP subgroup. NHS confident appropriate arrangements are now in place.
Support the community in safeguarding children (2) and (8)	16. Continue to keep Child Safe Shetland materials under review (R) QI 2.1	As necessary with at least an annual review– next in October 08	WER SIC/SCSS (via Child Safe Shetland steering group)	Outcome of reviews reported to CPC	DONE CP Com. SC established with this as part of its remit. Further amendments agreed through CP Com. SC in July and website updated. Now part of on-going work .

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
Support the community in safeguarding children (2) and (8)	17. SIC and NHS websites have appropriate content with links to the Procs and Child Safe Shetland materials (NR) QI2.1	December 07 and on-going	WER CCP supported by Child Safe Shetland Steering Group	CCP reports to CPC	April 2007 to check where linked from – then R DONE Agreed at CH CP sub-group how CP Procs are made available on NHS intranet. New edition placed on SIC intranet and internet website with link from http://www.shetland.gov.uk/socialwork-health/services/child-protection.asp . which also links to Child Safe Shetland

Objective (and link to numbered ICYPS Plan objectives)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Work done - Notes and date specific actions started
Support the community in safeguarding children (2) and (8)	20. Work with the voluntary sector to ensure those dealing with or providing support to staff dealing with vulnerable young people receive adequate professional supervision and support. QI 1.2, 4.5	October 2007	WER CCP working with the VISP	Reports to CPC	April 2007 Arose from Joyce D workshop April 2007 In progress – needs more work to ensure this is fully in place To 2008-9 Plan

Continuous Improvement - Management Information

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people (2) (5) (6) (7) (8)	21. Continue to gather robust manage't information in respect of CP to inform effective planning of services, to include annual compilation of information from referrals template (R) QI 4.2	March 08	WER All agencies, co-ordinated by CCP	CPC minutes and Annual Report identify trends, projections and identified need, to feed into Integrated Children and Young People's Services Planning process and CPC future plans	R DONE National and local statistics and other local management information considered at CPC and QASC
	22. Compile information from completed referrals templates for 2006-7 and consider any implications (OS) QI 4.2	July 2007	CCP	Template Information collated and received at CPC	April 2006 DONE as far as possible Information provided was compiled by LO and reported to CPC in October. Exercise being repeated for 2007-8.

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people (cont) (2) (5) (6) (7) (8)	23. Complete review of arrang'ts for recording enquiries, concerns and CP referrals, including those NFA'd (OS) QI 3.2,4.2	October 07	WER CS (SW)	Arrangements reported to CPC	April 2006 DONE A robust manual recording system is in place and will continue to be used.

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
<p>To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people (cont)</p> <p>(2) (5) (6) (7) (8)</p>	<p>24. Continue to develop best means of collating unmet needs in relation to children and young people on CPR/Looked After/recovering from abuse and neglect, to inform service planning (OS) QI 3.2, 4.2, 5.4</p>	<p>December 07</p>	<p>WER CSIO with CS (SW) to collate and provide information to ICYPSPG</p>	<p>CPC receives report showing ICYPSPG consideration of unmet needs info.</p>	<p>April 2006 DONE C&F Manual update completed and to be adopted shortly –procedure re LAC reviews includes recording unmet need. New edition Procs requires copies of detailed CP Plan and core group mins go to CSIO for monitoring – this will include noting unmet need. CSIO reports to ICYPSPG include information on unmet need, roll-out of Integrated Assessment Framework will also assist identification of unmet need.</p>

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people (cont) (2) (5) (6) (7) (8)	25. Collate information on how cases were progressed that were referred to social work services by the police as a result of their being called to domestic abuse incidents where children were present or resident at the address (NS) QI 1.3, 3.3	March 08	WER Police and CS (SW) provide information to CCP for collation	Information reported to CPC as part of management information	April 2007 In progress Information provided by police and social work is being further scrutinised. Carry forward to 2008-09 Plan for completion and to repeat exercise for 2008-9.

Continuous Improvement - Quality Assurance

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Monitor inter-agency working with a view to continuous improvement of services (4)	26. Monitor operation of CP Case Conferences through: (a) inter-agency discussion at CPC (b) consideration of report from CSIO (R) QI 4.2	(a) annually in October (b) annually in October	WER All CSIO	Management information and reports from those involved considered and recorded in CPC minutes. Reported to CPC and any necessary action agreed.	R DONE Discussion took place at CPC Oct 2007 and will be repeated annually. (b) added April 2007 – see item 29 DONE and will be repeated annually (Regular Tasks)
	27. Continue to develop process for self-evaluation against the Quality Indicators, and undertake self-evaluation exercise (OS) QI 4.2	Process in place by October 07 and first self-evaluation exercise carried out by March 08	WER CCP with input from QA subcommittee	Results of exercise reported to CPC and adjustments made to Business Plan if needed.	April 2006 In progress Ops group for self-eval. and inspection set up and process identified with work started. Carry forward for completion – to 2008-9 Plan

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Monitor inter-agency working with a view to continuous improvement of services (4)	28. Undertake inter-agency audit of sample of CP cases (NS) QI 4.2	October 07	WER CCP with ops group appointed by QA SC	Outcome reported to CPC and informs self-evaluation work; any actions agreed	April 2007 DONE Process agreed, review done and reported to QA SC and CPC CPC agreed to repeat as part of on-going QA work. To be repeated in 2008-09

Continuous Improvement - Promotion of Good Practice

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Ensure child protection case conferences work effectively to protect children (2) (3) (4)	29. Consider annual report from CSIO, covering: venues used; use of explanatory leaflets, provision of reports and other QA issues (NR) QI 3	October 07 and annually	WER CSIO time	CSIO report considered at CPC and any work arising identified	April 2007 DONE Agenda'd for October 2007, CSIO advised re content, report considered by CPC.
	30. Continue pilot of use by social workers of explanatory leaflet for family members and revise if necessary in light of feedback received (OS) QI 3.1	October 07	WER CCP supported by CSIO	Reported to CPC	April 2006 In progress – carry forward to future work in 2009-11 for monitoring of pilot and revision if required.
	31. Develop materials to assist in presenting the views of children and young people to CPCCFs (NS) QI 1.1	December 2007	WER CSIO supported by SIC educational psychology service	Materials available and in use	April 2007 DONE Materials prepared in consultation with a focus group of young people and are in use.

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Ensure child protection case conferences work effectively to protect children (2) (3) (4)	32. Roll-out use of template for CPCCfs reports. (OS) Agencies provide guidance and supervision to staff regarding reports for CPCCfs (R) QI 3.2,3.3	July 07 Ongoing	WER CCP ALL	Oct 05 CPC meeting enables feedback on operation of CPCCfs. Monitor through Quality Assurance measures as above and inspection.	April 2007 DONE Pro-forma reports have been circulated with new Shetland i-a CP Procedures and covering letters refer to need for support in preparation. April 2006 start date for guidance and supervision – in progress and will be monitored through CSIO reports to CPC
	33 . Improve administrative support for CP core groups, and ensure reasons for decisions are recorded. (OS) QI 3.4	May 07	WER CS	Monitor through internal audit and Quality Assurance measures as above	April 2006 In progress Admin support in place for CPCCfs – not reliably there yet for core groups To 2008-9 Plan for CSIO to monitor and include in report to CPC

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Ensure child protection case conferences work effectively to protect children (2) (3) (4)	34. Ensure views of children and young people are sought, recorded and considered at CPCCfs (OS) QI 1.1, 3.1	October 2007	WER CSIO/CPC	CSIO reports to CPC annually; monitored through case review work and future review work planned if necessary	April 2006 Also see 31 above – In progress Procs require, monitored by CSIO as CPCCf Chair. To 2008-9 Plan to monitor through CSIO report to CPC
Maintain and where necessary improve inter-agency working arrangements to ensure good child protection practice (1) (4)	35. Consider outcome of CSIO's 06-07 audit of social work files, and any lessons from SWIA inspection (OS plus NS) 4.2, 5.2, 5.3	May 2007	WER CSWO reports to QA subctee	Report received and considered by QA SC – any areas for action reported back to CPC	April 2006 CSIO report: DONE CSIO report May 2007 SWIA report received August 2007 & reported to CPC in October.
	36. Undertake multi-agency case review exercise linked to the CP QIs, looking at effectiveness of interventions for children (NS) QI 5.4	September 07	QA subctee, supported by CCP.	Outcome reported to CPC	April 2007 DONE Case review task group reporting to QA SC devised process for case review to be carried out as was done per item 28

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Maintain and where necessary improve inter-agency working arrangements to ensure good child protection practice (1) (4)	37. Arrange regular inter-agency seminars, to allow for messages from recent significant case reviews and de-briefs, audits and inspections to be disseminated. (R) QI 4.5	March 08	WER CCP with CPC Training Coordinator	Included as part of training strategy, and monitored through Training Subcommittee reports.	R DONE CPC 'Learning from Experience' inter-agency development event held in March 08 In Training Strategy for future such events

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Maintain and where necessary improve inter-agency working arrangements to ensure good child protection practice (1) (4)	38. Maintain and improve programmes of further awareness-raising for adult services (R) QI 4.5	March 08	All agencies WER	More adult service professionals attend CPC training Agencies report on single-agency training to CPC. Effectiveness monitored through quality assurance work, audit and inspection	Started April 2006 Now R – DONE Work has been done to progress this (eg wallet cards, induction checklists require consideration of training needs, mandatory training in NHS, and police have signed off this task on the basis of their arrangements in place). It is recognised as requiring constant vigilance. Appropriate levels of training for ALL staff are prescribed by the CPC Training Strategy and courses are available. Uptake will now be monitored through TSC and reported to CPC. (Regular Tasks)

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Maintain and where necessary improve inter-agency working arrangements to ensure good child protection practice (cont) (1) (4)	39. Co-ordinator undertakes limited rolling programme of child protection support visits to services and establishments (R). QI 5.3	March 08	WER CCP	CCP Reports to CPC	R DONE Eg May 07 Amenity Trust managers re CP policy etc, Oct 07 with Shetland inter-faith - provided CP info and materials. Support continues to be offered to all agencies on request, with meetings recorded. (Regular Tasks)
	40. Education Quality Improvement Officers continue basic CP checks in schools and roll-out 'Safe and Well' guidance in schools and Schools service (R) and (OS). QI 5.3	On-going CME guidance by August 07	WER SIC Schools Service managers	Reported to CPC Monitored through Co-ordinator spot checks CME guidance linking to inter- agency protocol in place	April 2006, now R In progress

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Maintain and where necessary improve inter-agency working arrangements to ensure good child protection practice (cont) (1) (4)	41. Work with those organising the SHARE programme to ensure the inclusion of those who might potentially be excluded from mainstream SHARE provision eg LAC, young people who display sexually abusive behaviours. QI 1.4	July 2007	WER CCP with agency support (NHS, Schools, CS)	Report to CPC re arrangements in place	April 2007 From Joyce D workshop In progress Elements to support this included in Sexual Health Strategy. CCP also met with QIO responsible for Health Promoting Schools to promote adoption of suitable programmes in schools. To 2008-9 Plan to report on progress and monitor outcomes.

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Maintain and where necessary improve inter-agency working arrangements to ensure good child protection practice (cont) (1) (4)	42. Disseminate learning from children exploited through prostitution workshop to Children and Families social work and CJU (NS) QI 1.2, 4.5	July 2007	WER Consultant Clinical Child Psychologist and Authority Reporter	Report to CPC following awareness raising sessions	April 2007 In progress Workshop included in Learning from Experience day in March 2008 To 2008-9 Plan for more targeted training
Maintain and where necessary improve inter-agency working arrangements to ensure good child protection practice (1) (4)	43. Ensure all agencies have procedures in place for safe working practices that enable them to keep children safe (OS). QI 3.3, 4.1	October 07	WER SIC agencies to liaise and involve Health and Safety forum	Agency reps report to CPC	October 2005 Brought forward from 05-06 plan originally – identified as needed to ensure compliance with Standard 2.10 In progress NHS and police signed off as done - Report awaited from Schools To 2008-9 Plan for others to complete

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
	44. Maintain adequate levels of staffing in children and families social work team (R) QI 4.4	On-going	WER CS (SW)	CS (SW) reports to CPC that team fully staffed	R In progress Further appointments made but capacity is still an issue – review to 2008-9 Plan .
Maintain and where necessary improve inter-agency working arrangements to ensure good child protection practice (cont) (1) (4)	45. Review recording and storage arrangements and strengthen where necessary - include records of discussions that do not result in CP referrals. (OS) QI 3.2	September 07	WER All agencies.	Agency reps report to CPC on actions taken to progress this.	April 2003 In progress NHS and police signed off as done To 2008-9 Plan for others to complete

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
	46. Continue review of supervisory arrangements for staff and strengthen where required. Ensure record-keeping and file review are covered. (OS) QI 3.2, 3.4,4.5	September 07	WER All agencies.	Agencies report revised and monitoring arrangements to CPC. Monitored through internal agency audits, inter-agency self-evaluation and inspections.	April 2003 In Progress NHS and police signed off as done Social Work introduced a new form for recording supervision. To 2008-9 Plan for others to complete

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Maintain and where necessary improve inter-agency working arrangements to ensure good child protection practice (cont) (1) (4)	47. Ensure staff awareness of CP relevant internal policies eg regarding recording, storage, supervision, safe-working practices etc (OS) QI 4.5	September 07	WER All agencies	Agency reps report to CPC on actions taken to progress this.	April 2007 In progress Police and NHS signed off as done To 2008-9 Plan for others to complete

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Maintain and where necessary improve inter-agency working arrangements to ensure good child protection practice (cont) (1) (4)	48. Complete review of social work procedures to require full assessment of family members as carers even where placement by Hearing, and continue to monitor through LAC reviews.(OS) QI 3.3	October 07	WER CS (SW)	Reported to CPC. Monitored through LAC Chair report to ICYPSPG.	April 2006 DONE C&F Manual update completed and to be adopted shortly covers this.

Continuous Improvement - Training and Staff Development

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
All staff receive training in child protection appropriate to their needs	49. Implement Training strategy, to include running 2½ day inter-agency child protection Foundation training course on 6 occasions and one-day course on at least 10 occasions, other courses to meet demand (R) QI 4.5	March 08	WER Training Co-ordinator	Reported to CPC via TSC	R DONE
	50. Develop CP course for managers and deliver at least once (NS) QI 4.5, 5.2	by March 08	WER TSC through commissioned work	Reported to CPC	April 2007 In progress: Development of course commissioned - To 2008-9 Plan for delivery of first course, will then be regular work

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
All staff receive training in child protection appropriate to their needs cont	51. Continue to target perceived 'non-attenders' for 2½ day CP training (R). QI 4.4,4.5	For all courses as required by Training Strategy	WER All	Training taken up by all who need it – monitored through agency attendance records and reported to TSC.	April 2006 – now R DONE NHS and police signed off as done, all are agreed that robust arrangements are now in place for identifying those needing training/refresher and this is overseen by TSC – (Regular Tasks)

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
All staff receive training in child protection appropriate to their needs cont	52. Child protection training arranged by NHS Shetland for Consultants and, through the Community Health Partnership, for GPs. (OS – then R) QI 4.4,4.5, 5.3	By March 07	WER NHS Shetland – DPH to ensure	Monitored by TSC reported to CPC	Started April 2002. NHS now consider this will be adequately covered by a seminar about the support to be offered by NHS Grampian included in revised SLA under negotiation for completion in 2008-9 To 2008-09 Plan

Strategic Planning - Communication and Co-operation

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
To promote best practice by ensuring professionals have access to the right information at the right time.	53. Agency representatives review mechanisms to promote effective communication about the work of CPC with staff in their agencies, strengthen as necessary, and embed in internal processes. (OS) QI 5.2, 5.3, 5.4	June 2007	WER All	All mechanisms and supporting arrangements reported to CPC – effectiveness monitored through quality assurance work.	April 2005 In progress NHS and police signed off as done To 2008-09 Plan for all to review in light of amendment of Communications Strategy

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
To promote best practice by ensuring professionals have access to the right information at the right time.	54. Review agency procedures and strengthen if necessary to ensure adequate time for briefing/file reading on handover of case to another worker/taking on a case from another area. (OS) QI 3.2, 3.3	July 07 and on-going	WER All, cover especially ICS, and handovers within health eg health visitor to school nurse	Reports from agencies to CPC on action taken. Monitored through quality assurance work and inspection.	April 2006 (Was to be done by July 06 and on-going, amended to December 06 then on-going) In progress NHS and police signed off as done To 2008-9 Plan for others to complete

Strategic Planning - Planning and Connections

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
Promote best practice in safeguarding children	55. Continue co-operation with the Shetland Domestic Abuse Partnership aimed at improving the response to children and young people experiencing domestic abuse.(OS) QI 1.3,4.3	October 2007	WER Chair of SDAP supported by CCP	Protocol in place	April 2003 In progress Pilot in progress and teachers being trained with support from Women's Aid To 2008-9 Plan

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started
	56. Work with anti-bullying working group to ensure integrated approach to children at risk of harm from others (OS) QI 1.2,4.3	July 07	WER CPC members working through ICYPSPG/ CCP	CCP receives agenda and minutes of anti-bullying group and brings issues to that group and/or CPC as necessary	April 2005 DONE Old group disbanded and new one requested to present proposed revised remit to ICYPSPG This will now be taken forward through ICYPSPG and will not feature in 2008-09 CPC Plan. See also item 14 re SHB Related items for CPC in 2008-9 Plan
	57. Formalise personal safety prog's in schools (OS) QI 1.2	March 07	WER SIC Schools lead	Education report to CPC about programmes in place	October 2005 In progress ThinkUKnow training for teachers re ICT issues took place in Nov 07 & is being rolled out. Full task to 2008-9 Plan

Strategic Planning - Listening to and Involving Children and Young People and their Families

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started Notes
Ensure the views of children and young people are taken into account in planning services.	58. Give detailed consideration to outcome of consultation work on child protection undertaken in 06-07 and decide on further actions if required (NS) QI 4.3	July 07	WER CCP working with CS (Youth Work service), and Children and Young People's Rights, Information and Support Service (CYPRISS)	Report to CPC on work done and outcome. CPC minutes record action taken in response.	April 2007 DONE Oral 'headline' report received and reported to CPC – full CYPRISS written report going to CPC In April
	59. CCP will continue regular meeting with CYPRISS and report on issues to CP for action (R) QI 4.3	On-going – reported to each CPC meeting	WER CCP working with Children and Young People's Rights, Information and Support Service (CYPRISS)	Reports to CPC	DONE Meetings take place before all CPC meetings with any issues reported to CPC.

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started Notes
Ensure the views of children and young people are taken into account in planning services.	60. CCP will meet with those organising the SHARE programme to seek to improve the information provided for young people about under-age sex issues (as requested at the Youth Voice conference) and plan further work to address this issue (NS) QI 4.3	July 2007	WER CCP with agency support (NHS and Schools)	Reported to CPC and further action planned	<p>April 2007 DONE CCP attended meeting of Sexual Health Strategy Group 20.06.07</p> <p>CCP met with QIO responsible for Health Promoting Schools 16.08.07to discuss</p> <p>Carry forward to 2008-09 Plan to monitor implementation in schools</p>

Objective (and link to numbered ICYPS Plan objective)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know when we have done it?	Work done - Notes and date specific actions started Notes
Ensure the views of children and young people are taken into account in planning services.	61. Through QA SC, undertake annual review of complaints relating to CP matters and report any identified areas for improvement to CPC (R) QI 3.1	July 07 and annually	WER All agencies represented at QA SC	QA SC reports to CPC	April 2007 DONE for 2007 Reports received from all agencies and QA SC minutes record. Now to regular work for July 08 on.

Appendix 3

MEMBERSHIP OF SHETLAND CHILD PROTECTION COMMITTEE during 2007-08:

Malcolm Bell (Chair)	Chief Inspector Northern Constabulary
Kate Gabb (Vice-Chair)	Authority Reporter
Susan Foard/Duncan Mackenzie	Procurator Fiscal
Brian Doughty (to 20/08/07)	Executive Director/Chief Social Work Officer Education and Social Care
Ann Williamson (from 20/08/07)	Chief Social Work Officer Education and Social Care Shetland Islands Council
Helen Budge	Head of Schools Education and Social Care Shetland Islands Council
Stephen Morgan	Head of Children's Services Education and Social Care Shetland Islands Council
Anne Bain	Principal Educational Psychologist Education and Social Care Shetland Islands Council
Hughina Leslie (from 24/04/07)	Children's Services Manger (Social Work) Education and Social Care Shetland Islands Council
Avril Nicol (to 24/04/07)	Youth Services Manager Education and Social Care Shetland Islands Council
Denise Morgan (from 24/04/07)	Service Manager, Criminal Justice Unit Education and Social Care Shetland Islands Council
Joyce Davies	Consultant Clinical Child Psychologist NHS Shetland
Dr Sarah Taylor	Director of Public Health NHS Shetland
Dr Susan Bowie (to 24/04/07)	GP with Special Interest in Child Health NHS Shetland

Lynn Tulloch (formerly Dalziel) (to 11/07/07)

Shetland Council of Social Service

Catherine Hughson (from 11/07/07)

Shetland Council of Social Service

Alastair Hamilton

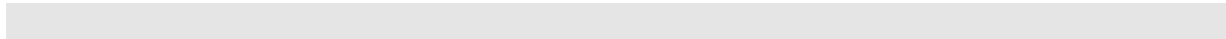
Chairperson – Shetland Children’s Panel

Chris Medley

Head of Capital Programme and Housing Services, Executive Services
Shetland Islands Council

Amanda Souter

Constable – Child Protection Officer
Northern Constabulary



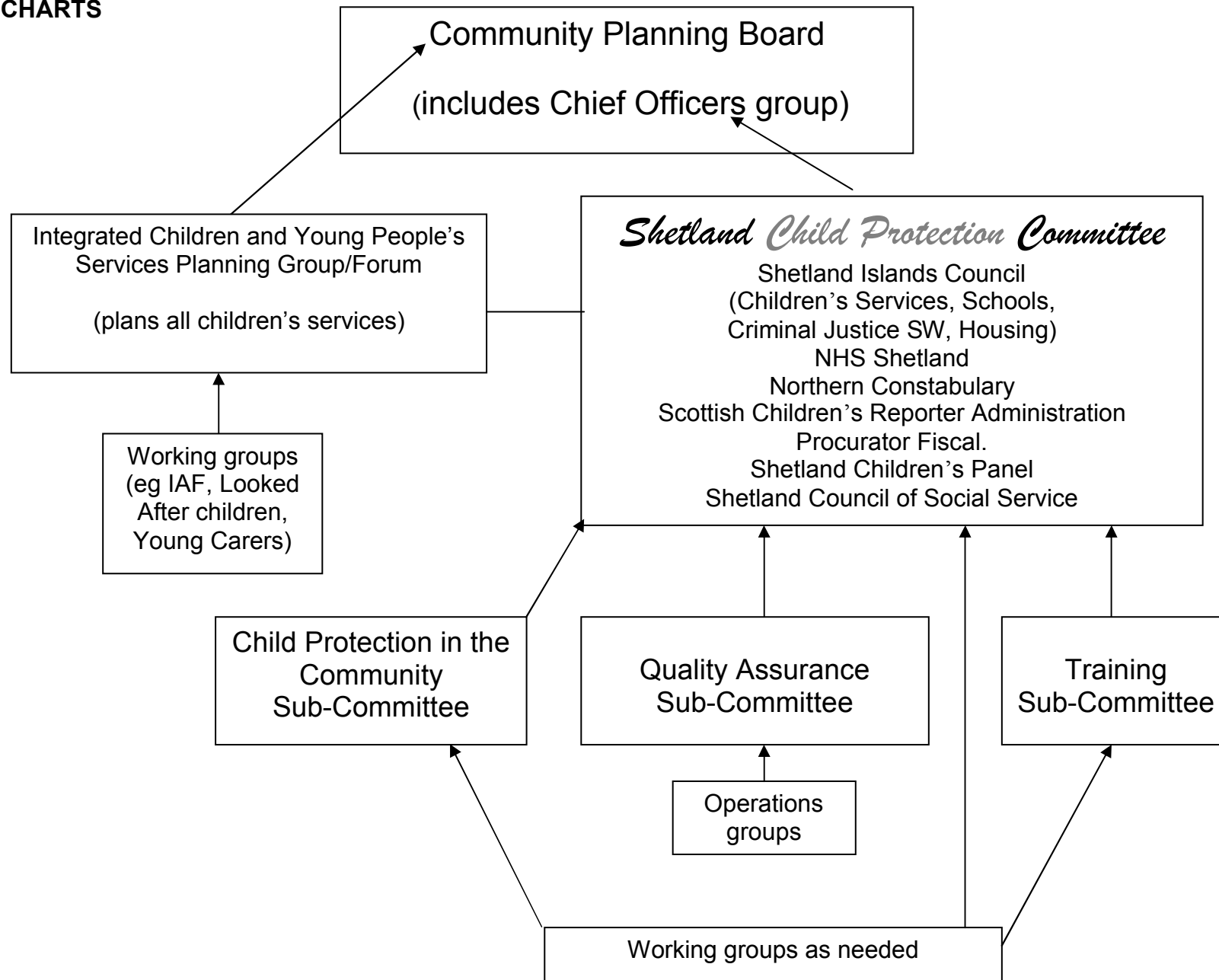
Appendix 4

ATTENDANCES AT CPC MEETINGS FROM 1 APRIL 2007 – 31 MARCH 2008

Agency	Service	Representative(s) * on behalf of named member	Apologies	Other members not present	Also attending
24 April 2007					
Northern Constabulary		Malcolm Bell Amanda Souter			Hazel Sutherland (Executive Director, Education and Social Care)
Scottish Children's Reporter Administration			Kate Gabb		
Shetland Islands Council	Education and Social Care	Brian Doughty Stephen Morgan Anne Bain	Helen Budge Avril Nicol		Helen Watkins (CPC Lead Officer)
	Housing	Chris Medley			
NHS Shetland		Dr Sarah Taylor Joyce Davies		Dr Susan Bowie	Gail Bray (CPC Training Co-ordinator)
Procurator Fiscal				Sue Foard Duncan Mackenzie	
Shetland Council of Social Service		Lynn Tulloch			
Shetland Children's Panel				Alastair Hamilton	
26 June 2007					
Northern Constabulary			Malcolm Bell Amanda Souter		Helen Watkins (CPC Lead Officer)
Scottish Children's Reporter Administration			Kate Gabb		Gail Bray (CPC Training Co-ordinator)
Shetland Islands Council	Education and Social Care	Brian Doughty Anne Bain Stephen Morgan Hughina Leslie Shirley McKay*	Helen Budge		
	Housing			Chris Medley	
NHS Shetland		Dr Sarah Taylor	Joyce Davies		
Procurator Fiscal		Duncan Mackenzie		Sue Foard	
Shetland Council of Social Service		Lynn Tulloch			
Shetland Children's Panel			Alastair Hamilton		

Agency	Service	Representative(s) * on behalf of named member	Apologies	Other members not present	Also attending
2 October 2007					
Northern Constabulary		Malcolm Bell Amanda Souter			Hazel Sutherland (Executive Director, Education and Social Care) Helen Watkins (CPC Lead Officer) Gail Bray (CPC Training Co-ordinator)
Scottish Children's Reporter Administration		Kate Gabb			
Shetland Islands Council	Education and Social Care	Helen Budge Ann Williamson	Stephen Morgan Hughina Leslie Shirley McKay	Anne Bain	
	Housing			Chris Medley	
NHS Shetland		Joyce Davies	Dr Sarah Taylor		
Procurator Fiscal				Sue Foard Duncan Mackenzie	
Shetland Council of Social Service			Catherine Hughson		
Shetland Children's Panel			Alastair Hamilton		
19 December 2007					
Northern Constabulary		Malcolm Bell Amanda Souter			Helen Watkins (CPC Lead Officer) Gail Bray (CPC Training Co-ordinator) Aimee Barclay (SIC Youth Issues Unit) Bob Sim (Quality Improvement Officer, SIC Schools)
Scottish Children's Reporter Administration		Kate Gabb			
Shetland Islands Council	Education and Social Care	Stephen Morgan Helen Budge Ann Williamson Anne Bain Shirley McKay*	Hughina Leslie		
	Housing	Chris Medley			
NHS Shetland		Joyce Davies Dr Sarah Taylor			
Procurator Fiscal		Duncan Mackenzie		Sue Foard	
Shetland Council of Social Service		Anne Robertson*			
Shetland Children's Panel		Alistair Hamilton			

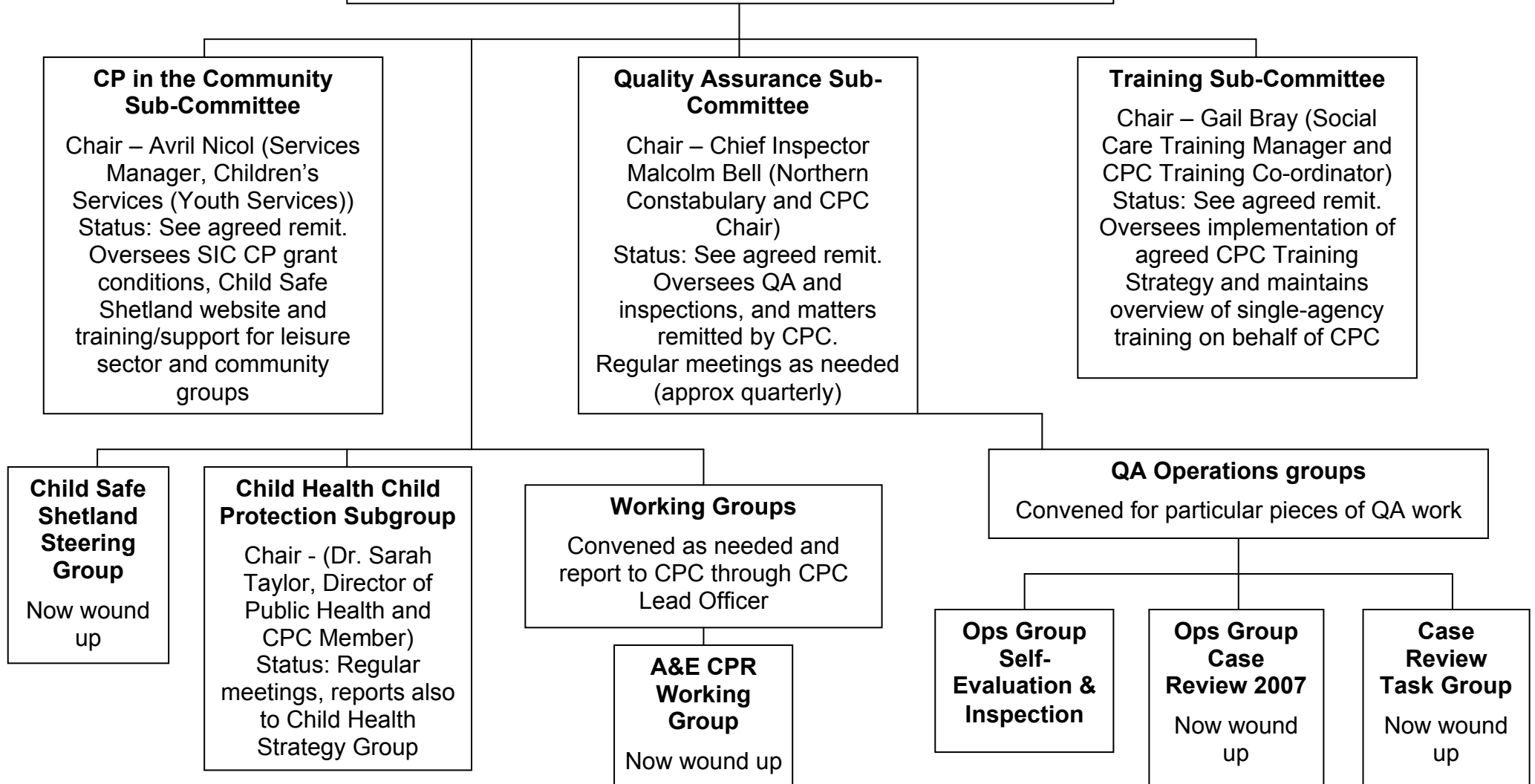
**Appendix 5
STRUCTURE CHARTS**



Shetland Child Protection Committee

Chair – Chief Inspector Malcolm Bell (Northern Constabulary)
 Vice-Chair – Kate Gabb (Scottish Children’s Reporter Administration)

Status: Constitution agreed by Chief Officers. Meets 4 times a year
 and reports to Chief Officers via Community Planning Board



Appendix 6: CPC SUB-COMMITTEES

Quality Assurance Sub-Committee

Chief Inspector Malcolm Bell, Northern Constabulary (Chair of CPC & QASC)
Kate Gabb, Authority Reporter (CPC Vice-Chair)
Dr Sarah Taylor, Director of Public Health
Brian Doughty, Executive Director, Education and Social Care – to August 07
Ann Williamson, Chief Social Work Officer – from October 07
Helen Budge, Head of Schools
Stephen Morgan, Head of Children's Services
Helen Watkins, CPC Lead Officer

Training Sub-Committee

Gail Bray, Social Care Training Manager and CPC Training Co-ordinator,
(Chair)
Kate Gabb, Authority Reporter
Douglas Hutcheon, temporary CPD Co-ordinator, Schools
Andy Glen, Staff Development Manager, NHS Shetland
Rowena Samuel, Childcare Development Officer, Childcare Partnership (also
attending as representative for SCSS)
Avril Nicol, Service Manager, Children's Services (Youth Work)
Hughina Leslie, Service Manager, Children's Services (Social Work)
Amanda Souter, Child Protection Officer, Northern Constabulary
Helen Watkins, CPC Lead Officer

Child Protection in the Community Sub-Committee

(established June 2007)

Avril Nicol, Service Manager, Children's Services (Youth Services), Chair
Bill Crook, Community Work Manager, SIC
Michael Duncan, Grants Co-ordinator, Education and Social Care, SIC
John Haswell, Drama Development Officer, Shetland Arts
Catherine Hughson, Executive Officer, Shetland Council of Social Service
James Johnston, General Manager, Shetland Recreational Trust – to Jan 08
Lorraine Gifford, CP Officer, Shetland Recreational Trust – from Jan 08
Bob Kerr, Sports Development Officer, SIC
Hughina Leslie, Service Manager, Children's Services (Social Work)
Raymond Mainland, Personnel Officer, Shetland Amenity Trust
Bob Sim, Quality Improvement Officer, Schools, SIC
Helen Watkins, CPC Lead Officer
Neil Watt, Sport and Leisure Services Manager, SIC

Appendix 7: CPC Working groups

Child Safe Shetland steering group

Avril Nicol, Service Manager, Children's Services (Youth Services), (Chair)
Catherine Hughson, Executive Officer, Shetland Council of Social Service
Bob Kerr, Sports Development Officer, Sport & Leisure Services, SIC
Hughina Leslie, Service Manager, Children's Services (Social Work)
Helen Watkins, CPC Lead Officer

Outcomes 2007-08:

Oversaw maintenance of Child Safe Shetland website and related support and training for local groups. Now wound up following creation of the Child Protection in the Community Sub-Committee.

Child Health Child Protection Subgroup

Sarah Taylor, Director of Public Health (Chair)
Kirstie Anderson, Community Paediatric Nurse
Marilyn Garrick, Health Visitor, Lerwick
Andy Glen, Staff Development Manager, NHS
Peter Smith, Team Leader, Scottish Ambulance Service
Edna Mary Watson, Assistant Director of Nursing (Community)
Heather Watts, Assistant Director of Nursing (Hospitals) – to November 07
Karen Williamson, Paediatric Nurse, Gilbert Bain Hospital
Helen Watkins, CPC Lead Officer

Outcomes 2007-08:

This is a standing sub group of the Child Health Strategy Group which also reports directly to CPC. It takes forward tasks from the CPC Business Plan within NHS Shetland, oversees the operation of the A&E use of CPR protocol and acts as a route to communication from and to CPC within health services in Shetland.

A & E CP Register working group

Hughina Leslie, Service Manager, Children's Services (Social Work)
Karen Williamson, Paediatric Nurse, Gilbert Bain Hospital
Heather Watts - Assistant Director of Nursing (Hospitals)
Helen Watkins, CPC Lead Officer

Outcomes 2007-08:

Finalised draft of protocol for use of Child Protection Register in Hospital Accident & Emergency department with additional input from Kristen Johnston, SIC Legal services, for approval by CPC. Now wound up.

Case Review working group – reporting to QA Sub-Committee

Kate Gabb, Authority Reporter
Martha Nicolson, Children's Services Improvement Officer
Helen Watkins, CPC Lead Officer

Outcomes 2007-08:

Finalised process for carrying out multi-agency Case Review for QA SC approval. Now wound up.

Operations Group for Case Review 2007 – reporting to QA Sub-Committee

Kate Gabb, Authority Reporter
Hughina Leslie, Service Manager, Children's Services (Social Work)
Jim Reyner, Quality Improvement Manager, Schools, SIC
Maureen Smith, Inspector, Northern Constabulary
Edna Mary Watson, Assistant Director of Nursing (Community)
Supported by:
Helen Watkins, CPC Lead Officer and
Sarah Taylor, Director of Public Health, for pre-case review meeting

Outcomes 2007-08:

Multi-agency Case Review carried out on September 2007 and reported to CPC and QA Sub-Committee with learning points for dissemination. Now wound up.

Operations Group for Self-Evaluation and Inspection – reporting to QA Sub-Committee

Helen Budge, Head of Schools (Chair)
Kate Gabb, Authority Reporter
Stephen Morgan, Head of Children's Services (Social Work)
Hughina Leslie, Service Manager, Children's Services (Social Work)
Maureen Smith, Inspector, Northern Constabulary
Edna Mary Watson, Assistant Director of Nursing (Community)
Diane Coleman, Clinical Governance Co-ordinator
Helen Watkins, CPC Lead Officer

Outcomes 2007-08:

Group set up in October 2007 has met regularly to agree the process for and undertake self-evaluation work in preparation for forthcoming HMIE inspection in 2008/09.

Other relevant groups

Schools/ICT Strategy group

This group reports to SIC Schools and is not a subgroup of CPC. It also reports annually to CPC (as in October 2007) on child protection-related ICT issues through its Chair, Robert Sim, Quality Improvement Officer, Schools, and receives support from the CPC Lead Officer on request.

Appendix 8 BUDGET ARRANGEMENTS AND RESOURCES AVAILABLE

Joint funding - ongoing:

Key agencies within CPC jointly fund the total employer costs of the Lead Officer's post in these proportions:

Shetland Islands Council	50%
NHS Shetland	40%
Northern Constabulary:	10%.

In the year 2007-8 the total spend including employer on-costs amounted to £48,150. It is envisaged that this will continue.

Funding originating from the Changing Children's Services Fund scheme and now consolidated in SIC general funding covers the cost of part-time administrative support, with employment arrangements managed by NHS Shetland and recharged to SIC Education and Social Care.

In the year 2007-8 the total spend including employer on-costs amounted to £8,180. This will continue.

All the organisations represented at CPC contribute officer and staff time to the work of CPC and its subcommittees, and to inter-agency training. These responsibilities continue to be expressly reflected in job descriptions, as these are reviewed.

Training

Shetland Islands Council Education and Social Care department funds the Training Co-ordinator support for CPC by allocating time of its Training Manager to the work of CPC and its Training Sub Committee, and she and her staff undertake the administrative work in connection with the delivery of CPC's Training Strategy. The costs apportioned to this function in 2007-8 are calculated at £4338.22

The 2½ day CP Foundation training course is funded in these proportions:

25% SIC Social Work
25% SIC Schools
25% NHS Shetland and
25% Northern Constabulary

This will continue. Agencies also agreed to pool budgets to cover the cost of one-day inter-agency course provision.

In the year 2007-08 the total spend on CPC run CP courses amounted to:

£22,701.25

There was an a additional contribution from SIC Children's Services in providing staff time for social work personnel to deliver training, calculated at £1889.77, giving a total cost for training courses of £24,591.02

Additional funding:

The costs of producing a leaflet on helping to keep children and young people safe and contracting for its and distribution were met with the assistance of a £1200 grant from the Community Safety Partnership.

Shetland Islands Council also currently meets the costs of providing office space for the offices of the Lead Officer and Administrator and ensuring they are appropriately supplied and equipped comes within the Children's Services budget. These additional costs have not been detailed.

Other agencies contribute for miscellaneous expenses as needed, for example Northern Constabulary met the cost of publishing the 2006-07 Annual Report on the Shetland News website and Children's Services paid for additional supplies to complete the required copies of the August 2007 update of the Shetland inter-agency Child Protection Procedures and also met travel costs to enable the Chair to attend regular meetings on the Scottish mainland.

Total funding: as set out above:

Lead Officer:	£ 48,150
Administrator	£ 8,180
Training Co-ordinator	£ 4,338
Inter-agency Training	£ 24,591
Info leaflet & mailshot	£ 1,217
Miscellaneous	£ <u>1,676</u>
TOTAL	£ 88,152

Appendix 9

CHILD PROTECTION STATISTICS

Part 1: Referrals, case conferences and categories of abuse registered

1 APRIL 2007 - 31 MARCH 2008		2006 - 2007		2005 - 2006	
Number of referrals	Number of children referred				
79	87	63	74	46	58
Source of referrals	Agency				
9	Police	18		14	
2	Health Visitor	0		1	
3	GP	4		3	
29	Other Health	7		6	
11	School	13		8	
0	Playgroup/childminder	0		0	
3	Other Education	2		2	
2	Social Work	3		3	
10	Members of Public/Family	13		4	
10	Other	3		5	
Number of joint police/social work investigations	Number of children involved				
41	47	57	66	28	38
Number of <u>initial</u> child protection case conferences	Number of children involved				
12	15	13	18	13	26
Number of children on the Child Protection Register during 2007/ 2008	Number of children on the Child Protection Register at 31 March 2008				
24	14	25	10	28	13
Number of <u>review</u> child protection case conferences	Number of children involved				
18	27	18	30	15	17
Number of children on CP Register at 31 March 2008 by category	Category of registration				
Primary (Sec'ary)	Primary Category (Secondary Category shown in brackets)				
4 1	Physical injury	0		0	
1 4	Physical neglect	3	(3)	2	
8 4	Emotional abuse	4	(6)	7	
0 0	Sexual abuse	3		4	
1 0	Non-organic failure to thrive	0		0	

The figures for 2006-07 and 2005-06 are also shown. However, when making comparisons, it should be borne in mind that Shetland's low overall population mean that increases or decreases do not necessarily indicate a trend.

Part 2: Further information

Time on CP Register: Children and Young People on Register between 01.04.07 to 31.03.08

Of those 10 children and young people whose names were taken off the register during the year, the average time the child's name was on the register was 1-6 months. The spread was 5 months to 11 months.

Re-referrals and re-registrations:

Of the 87 children referred for child protection throughout the year, 6 children had previously been on the CP register.

Of these, 4 had been registered between 5 and 10 years previously, and 2 had been registered between 0 and 5 years previously.

Of the 24 children whose name was placed on the register during the year, 3 had previously been on the CP Register

All 3 had previously been on the register between 0 and 5 years previously.

Appendix 10

SYNOPSIS OF EVALUATIONS OF INTER-AGENCY CHILD PROTECTION TRAINING (2½ DAY CHILD PROTECTION FOUNDATION COURSE)

(Percentage of participants reporting that training objectives were met)

10-12 September 2007
Course 1
Participants: 17

To provide core information to participants about child abuse	97%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	96%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	95%
To encourage development in multi-disciplinary working across agency boundaries	94%

12-14 September 2007
Course 2
Participants: 19

To provide core information to participants about child abuse	92%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	88%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	90%
To encourage development in multi-disciplinary working across agency boundaries	86%

28-30 November 2007
Course 3
Participants: 18

To provide core information to participants about child abuse	100%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	99.4%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	99.4%
To encourage development in multi-disciplinary working across agency boundaries	98.8%

3-5 December
Course 4
Participants: 15

To provide core information to participants about child abuse	96.7%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	98.7%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	98.7%
To encourage development in multi-disciplinary working across agency boundaries	96%

10-12 March 2008
Course 5
Participants: 11

To provide core information to participants about child abuse	92%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	92%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	97%
To encourage development in multi-disciplinary working across agency boundaries	92%

12-14 March 2007
Course 6
Participants: 10

To provide core information to participants about child abuse	100%
To familiarise participants with Shetland's multi-disciplinary child protection procedures	100%
To provide a multi-disciplinary setting, where participants can share knowledge, skills and experience in child protection work, in a safe and productive way	98%
To encourage development in multi-disciplinary working across agency boundaries	95%

Appendix 11

OTHER CPC TRAINING

Child Protection Awareness 1-day/5-hour course (Inter Agency)

Date	Private	SIC	NHS	Voluntary	Childminder	Total
28 th April 07	1	3	4			8
19 th May 07				14		14
26 th Sep 07		5	6	4	2	17
31 st Oct 07	1	3	10		1	15
8 th Nov 07		15	Schools In Service			15
9 th Nov 07		14	Schools In Service			14
17 th Jan 08		6	2	2	3	13
8 th Mar 08	5	10	0	5		
TOTAL	7	56	22	25	6	116

General One Day Inter Agency Refresher for 2½ day trained staff

Date	Private	SIC	NHS	Voluntary	Childminder	Total
27 th April 07		13	5			18
15 th June 07		9	6			15
12 th Oct 07		3	9	1		13
16 th Nov 07		8	7			15
18 th Jan 08		11	5	1		17
TOTAL		44	32	2		78

One Day Inter Agency Refresher course including CP Case Conferences for 2½ day trained staff

Date	Private	SIC	NHS	Voluntary	Childminder	Total
13 th Sep 07		1	3	2		6
TOTAL		1	3	2		6

Specialist Training By Helen Kenward – Investigative Interviewing Skills

Date		Total
3-7 & 10-14 September 2007	Social Workers and Educational Psychologists	11
TOTAL		11

Learning from Experience event evaluations

Learning From Experience event – resources/general evaluations

7 th March Learning from experience event	Resources		
	Good	Fai	Poor
How good was the event organisation	96%	4%	0%
	Good	Fair	Poor
Was the venue	93%	6%	1%
	Very	Quite	Not at all
Did you find the format of the Learning from experience day useful?	77%	22%	1%

Learning from Experience event – workshops evaluations follow

7th March Learning from experience event	Aberlour Child Care Trust – Working positively with problematic parental substance misuse		
	A lot	Some	A little
How much discussion was generated?	96%	4%	0%
	Very	Quite	Not at all
I found the facilitator to be helpful and understanding	93%	7%	0%
	About right	Too basic	Too advanced
Did you think the level of workshop was	93%	7%	0%
	Most of time	Sometimes	Not at all
The equipment and material were appropriate and of good quality	71%	7%	0%
	A lot	Some	A little
Will the workshop help you in your work	36%	50%	14%

7th March Learning from experience event	Children and sexual exploitation		
	A lot	Some	A little
How much discussion was generated?	64%	36%	0%
	Very	Quite	Not at all
I found the facilitator to be helpful and understanding	100%	0%	0%
	About right	Too basic	Too advanced
Did you think the level of workshop was	100%	0%	0%
	Most of time	Sometimes	Not at all
The equipment and material were appropriate and of good quality	78%	22%	0%
	A lot	Some	A little
Will the workshop help you in your work	50%	50%	0%

7th March Learning from experience event	Internet Safety		
	A lot	Some	A little
How much discussion was generated?	50%	50%	0%
	Very	Quite	Not at all
I found the facilitator to be helpful and understanding	88%	13%	0%
	About right	Too basic	Too advanced
Did you think the level of workshop was	100%	0%	0%
	Most of time	Sometimes	Not at all
The equipment and material were appropriate and of good quality	81%	19%	0%
	A lot	Some	A little
Will the workshop help you in your work	40%	60%	0%

7th March Learning from experience event	The Assessment of Attachment and emotional abuse		
	A lot	Some	A little
How much discussion was generated?	65%	35%	0%
	Very	Quite	Not at all
I found the facilitator to be helpful and understanding	96%	4%	0%
	About right	Too basic	Too advanced
Did you think the level of workshop was	96%	4%	0%
	Most of time	Sometimes	Not at all
The equipment and material were appropriate and of good quality	100%	0%	0%
	A lot	Some	A little
Will the workshop help you in your work	74%	26%	0%

7th March Learning from experience event	Scottish Women's Aid -Children experiencing domestic abuse		
	A lot	Some	A little
How much discussion was generated?	61%	39%	0%
	Very	Quite	Not at all
I found the facilitator to be helpful and understanding	100%	0%	0%
	About right	Too basic	Too advanced
Did you think the level of workshop was	100%	0%	0%
	Most of time	Sometimes	Not at all
The equipment and material were appropriate and of good quality	94%	6%	0%
	A lot	Some	A little
Will the workshop help you in your work	61%	39%	0%

**Appendix 12
SINGLE AGENCY TRAINING**

‘Keeping Children Safe’ basic Child Protection Awareness course for single agencies was delivered as set out below:

Date	Agency	Total
31 st May 07	Schools Service – Bell’s Brae School	15
20 th Jun 07	Shetland Recreational Trust	8
13 th Oct 07	Voluntary Sector	7
29 th Nov 07	Shetland Recreational Trust	10
13 th Mar 08	Shetland Recreational Trust	17
19 th Mar 08	Shetland Recreational Trust	6
29 th Mar 08	Shetland Recreational Trust	9
TOTAL		72

‘Sports Coach UK Safeguarding and Protecting Children’ basic Child Protection Awareness course for single agencies was delivered as set out below:

Date	Agency	Total
30 th Oct 07	Sports Coaches from golf and gymnastics	10
5 th Feb 07	Sports coaches from golf and swimming	4
TOTAL		14

Shetland Child Care Partnership’s commissioned training on reporting and recording was delivered as set out below:

Date	Agency	Total
16 th Feb 08	Out of School Club staff	5
3 rd Mar 08	Mossbank Out of School Club staff	3
TOTAL		8

Shetland Child Protection Committee

CONTINUING REGULAR TASKS

This part of appendix 13 sets out work regularly undertaken each year by CPC to fulfil its core functions.

For reasons of space, abbreviations and acronyms have been used throughout this section. For convenience these are listed here:

Note re Abbreviations:

- C&YP: children and young people
- CJ SW: Criminal Justice Social Work
- CPB: Community Planning Board
- CPC: Shetland Child Protection Committee
- CP Com. SC: CPC Child Protection in the Community Sub-Committee
- CS: SIC Children's Services (SW): (Social Work)
- CSIO: SIC Children's Services Improvement Officer
- CSP Community Safety Partnership
- CYPEDA: C&YP experiencing domestic abuse
- CYPRISS: Children and Young People's Rights Information and Support Service
- DSP: Shetland Data Sharing Partnership
- ICYPSPG: Integrated Children and Young People's Services Planning Group
- LO: CPC Lead Officer
- NHS: NHS Shetland
- Police: Northern Constabulary
- Procs.: Shetland inter-agency Child Protection Procedures
- QA SC: CPC Quality Assurance Sub-Committee
- SADAT: Shetland Alcohol and Drugs Action Team
- Schools: SIC Education and Social Care Schools service
- SDAP: Shetland Domestic Abuse Partnership
- SIC: Shetland Islands Council
- TSC: CPC Training Sub-Committee

Public Information:

Public Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Raise awareness of safeguarding issues and sources of help amongst members of the public, professionals and C&YP.	1. Ensure information regarding child protection is put out through the media in accordance with Communications strategy (normally at least three times a year). (QI 2.1 Public awareness of the safety and protection of C&YP)	Ongoing	WER CPC Chair with LO	LO reports to CPC on press reports and other media coverage.	Constitution; Communications Strategy LO Reports to CPC
	2. Maintain Shetland Directory CPC advertisement with local contact numbers (QI 2.1)	Ongoing – ad renewed each time new edition published	WER (CS (SW) publications budget) CPC LO	Advert in place	Constitution; Communications Strategy LO Reports to CPC

Public Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Raise awareness of safeguarding issues and sources of help amongst members of the public, professionals and C&YP	3. Continue to distribute CP wallet cards to voluntary groups, independent providers and others, monitor distribution by SIC and NHS to new employees (QI 2.1)	Ongoing	WER CCP with admin. support	Numbers of wallet cards distributed reported to CPC annually.	Constitution; Communications Strategy LO Reports to CPC
	4. Ensure SIC and NHS intranet and SIC website have appropriate links to the Procs, and Procs and Child Safe Shetland materials also available on internet (Q1 2.1 and Q1 4.1 Policies and Procedures)	WER CCP supported by Child Safe Shetland Steering Group	CCP reports to CPC	NHS and SIC intranet sites have links and staff know where to find them SIC internet website has link (currently at http://www.shetland.gov.uk/socialwork-health/services/child-protection.asp .) which also links to Child Safe Shetland	Constitution; Communications Strategy LO Reports to CPC Websites

Public Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Support the community in safeguarding children	5. Continue to keep Child Safe Shetland materials under review and up to date. (QI 2.1)	As necessary with at least an annual review	WER CP Com. SC	Outcome of reviews reported to CPC	Constitution; Remit of CP Com. SC CP Com. SC minutes and reports to CPC Child Safe Shetland website

Continuous improvement: Policies Procedures and Protocols

Policies Procedures and Protocols					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them	6. Keep operation of the Shetland inter-agency CP Procedures under review and disseminate widely (QI 4.1 Policies and Procedures)	Ongoing	WER LO	Procedures reflect best practice and are followed. All who need to be are aware of them. Monitored through self-evaluation and inspection. Info on copies disseminated in LO reports to CPC	Constitution Procs Minutes of QA SC and CPC meetings Distribution list and accompanying letters

Continuous improvement: Quality Assurance

Quality Assurance					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Monitor inter-agency child protection working with a view to continuous improvement of services	7. Consider annual report from CSIO, covering: venues used, attendances, provision of reports, consideration of views of children and young people, involvement of family members and any other relevant quality assurance issues) and decide on any action required. (QI 4.2 Operational Planning)	Annually each October	WER CSIO time	CSIO report considered at CPC and any work arising identified and included in Business Plans	Procs establish accountability to CPC via CSWO Minute of CPC April 2007 and Business Plan for 2007-8 as approved provides for ANNUAL reporting. CSIO Annual Reports to CPC and CPC Minutes.

Quality Assurance					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving <u>services' internal</u> working arrangements	8. Education Quality Improvement Officers continue basic CP checks in schools including their understanding of Procs. and 'Safe and Well' supplemental guidance and this is reported annually to CPC (QI 5.3 Leadership of people and partnerships)	On-going	WER Head of Schools	Reported to CPC annually each June.	Agreed during 2005 and now an on-going item. CPC Minutes

Quality Assurance					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements	9. QA SC has overview and directs specific pieces of work as per Business Plans (5.4 Leadership of change and improvement)	On-going Specified pieces of work as per Business Plan	General work WER – officer time of QA SC and Ops Groups Specified pieces of work as per Business Plans –currently annual case review, self-eval against QIs and preparation for inspection	CPC Annual Reports QA SC and CPC minutes record work done and outcomes	QA SC remit For specific tasks see CPC annual Business Plans Reports to QA SC/CPC CPC & QA SC minutes

Continuous improvement: Management Information

Management Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services QI 4.2	10. Continue to gather robust manage't information in respect of CP to inform effective planning of services (QI 4.2 Operational Planning)	Ongoing	WER All agencies, co-ordinated by LO	CPC minutes and Annual Report identifies trends, projections and identified need, to feed into Integrated Children and Young People's Services Planning process and CPC future plans	Constitution CPC Minutes Annual Reports
	11. Consider national and local CP statistics to identify any trends (QI 4.2)	Annually at CPC	WER LO reports to CPC		Constitution Agreed in plan at CPC April 08 CPC Minutes Annual Reports
	12. Monitor CPR registration and deregistration figures quarterly through QA SC to identify any trends/ Discrepancies (QI 4.2)	Quarterly at QASC	WER Quarterly reports from Head of Children's Services		Agreed at CPC December 2007 QA SC minutes

Management Information					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services	13. Receive reports from all agencies on any staffing issues impacting on CP work (5.2 Leadership and direction)	Ongoing	WER CPC agency reps	Discussed at CPC	Agreed at CPC April 2008 LO reports and CPC Minutes

Continuous improvement: Promotion of Good Practice

Promotion of Good Practice					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements	14. Consider outcome of quality assurance activities such as case reviews, audits, self-evaluation exercises and inspections, and agree on any remedial action needed and dissemination of good practice (QI 4.5 devel't of staff)	On-going	WER LO CPC members	Relevant QA SC and LO reports disseminated to practitioners and their managers who are aware of and demonstrate good practice.	Constitution Remit of QA SC Reports to and Minutes of CPC & QA SC meetings Good practice demonstrated in subsequent audit and inspections
	15. Consider outcome of any serious case review undertaken, any remedial action needed and dissemination of good practice. (QI 5.4)	On-going following any SCRs undertaken	WER LO CPC members	Relevant SCR summary reports and learning points disseminated to practitioners and their managers.	Constitution Remit of QA SC SCR protocol in Procs.

Promotion of Good Practice					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency</u> working arrangements	16. Arrange regular inter-agency seminars, to allow for messages from recent significant case reviews and de-briefs, audits and inspections to be disseminated. (QI 4.5 Development of staff)	On-going	WER LO with CPC Training Coordinator	Included as part of training strategy, and monitored through Training Subcommittee reports. Practitioners attend such events, which receive positive evaluations, and learning/better outcomes demonstrated case review and other QA work	Constitution Training Strategy Remit of TSC TSC reports to CPC Attendances and evaluations of Learning from Experience events Audit, case review and inspection reports.

Continuous improvement: Training and Staff Development

Training and Staff Development					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure all staff receive training in child protection appropriate to their needs	17. In accordance with Training Strategy, run 2½ day inter-agency child protection Foundation training course on 6 occasions and one-day course on at least 10 occasions, other courses to meet demand (5.4)	Ongoing	WER CPC Training Co-ordinator	All who need it have CPC training to the agreed level Reported to CPC via TSC	Constitution Training Strategy Remit of TSC TSC minutes and reports to CPC
	18. Continue to monitor implementation of Training Strategy and uptake amongst all staff. (QI 5.4)	Ongoing	WER CPC Training Co-ordinator	All staff have all been trained to the appropriate level	Constitution Training Strategy Remit of TSC Agency attendance records reported to TSC TSC reports to CPC, CPC minutes & AR

Strategic Planning - Communication and Co-operation

Communication and Co-operation					
Objective	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Support the community in safeguarding children	19. Enable community groups to raise issues with CPC, and be informed about national and local developments in child protection (QI 5.3)	Ongoing	WER Officer time	CP Com SC reports to CPC show support to community groups and issues raised.	Remit of CP Com SC CP Com SC minutes
	20. Lead Officer undertakes child protection support and monitoring meetings/visits and maintains links with managers and staff in a wide range of services and establishments (QI 2.1)	Ongoing	WER LO time	LO reports to CPC Audit and inspection work shows services in all sectors know where to seek support when they need it.	Agreed at CPC April 2008 confirming earlier decisions Notes of visits and meetings, records of staff induction.

Strategic Planning - Planning and Connections

Planning and Connections					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Promote joint working through joint planning, training and monitoring arrangements	21. Receive reports from link-members of other partnerships /service areas quarterly (QI 5.2 Leadership and direction)	On-going	WER Named link members	Reported in CPC Minutes	Constitution CPC Minutes
Ensure child protection activity is inclusive and non-discriminatory	22. Include equality impact assessments in all new or revised policies, protocols and strategies (QI 5.1 vision aims and values)	On-going	WER LO	EQIA attached when documents presented for approval to relevant bodies	New task, crystallising current practice

Listening to Children and Young People

Listening to Children and Young People					
Objective	What are we going to do? (and link to CP Quality Indicator)	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Where documented and evidenced
Ensure the views of C&YP and their families are taken into account in developing services	23. CPC LO continues to meet regularly with CYPRISS worker to ensure communication of any issues arising for C&YP to CPC. (QI 4.3 Participation of C&YP, families and other relevant people in policy development)	On-going	WER LO/ CYPRISS worker time	Regular reports to CPC and issues actioned.	CPC Constitution Minutes of meetings LO Reports to CPC
	24. Through QA SC, undertake annual review of complaints relating to CP matters and report any identified areas for improvement to CPC (QI 4.3)	Annually each July	WER All agencies represented at QA SC	QA SC reports to CPC	Agreed at CPC October 2006 QA SC and CPC minutes record.

Shetland Child Protection Committee

BUSINESS PLAN FOR 2008-9

EXPLANATORY NOTE

Shetland Child Protection Committee (CPC)'s business plan for 2008-9 is prepared under its constitution in accordance with Scottish Executive guidance Protecting Children and Young People: Child Protection Committees (2005).

This plan for 2008-09 will link to Shetland's Children and Young People's Services Plan 2008-11 and incorporates:

- Matters to be taken forward from the Business Plan for 2007-08, save where these are continuing tasks now documented for routine inclusion in CPC's regular work programme as set out in appendix 13 part 1 or where now agreed for completion in a subsequent year, and
- Additional work planned as referred in the Future Planning Section at pages 22 to 24 of CPC's 2007-8 Annual Report, which arises as a result of quality assurance and consultation work undertaken.

These are brought together in the table that follows, listed under the headings each of the areas of CPC responsibility. These are:

- Public Information
- Policies, Procedures and Protocols
- Management Information
- Quality Assurance
- Promotion of Good Practice
- Training and Staff Development
- Communication and Co-operation
- Listening to and Involving Children and Young People and their Families

Areas for performance improvement are cross-referenced to the most relevant Child Protection Quality Indicators.

For reasons of space, abbreviations and acronyms have been used throughout the plan and these are listed alphabetically on the following page.

Note re Abbreviations:

- C&YP: children and young people
- CJ SW: Criminal Justice Social Work
- CPB: Community Planning Board
- CPC: Shetland Child Protection Committee
- CP Com. SC: CPC Child Protection in the Community Sub-Committee
- CS: SIC Children's Services (SW): (Social Work)
- CSIO: SIC Children's Services Improvement Officer
- CSP Community Safety Partnership
- CYPEDA: C&YP experiencing domestic abuse
- CYPRISS: Children and Young People's Rights Information and Support Service
- DSP: Shetland Data Sharing Partnership
- ICYPSPG: Integrated Children and Young People's Services Planning Group
- LO: CPC Lead Officer
- NHS: NHS Shetland
- Police: Northern Constabulary
- Procs.: Shetland inter-agency Child Protection Procedures
- QA SC: CPC Quality Assurance Sub-Committee
- SADAT: Shetland Alcohol and Drugs Action Team
- Schools: SIC Education and Social Care Schools service
- SDAP: Shetland Domestic Abuse Partnership
- SIC: Shetland Islands Council
- TSC: CPC Training Sub-Committee

Public Information

Public Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Raise awareness of child protection issues and sources of help amongst members of the public, professionals and C&YP: increase the proportion of members of the public who know what to do if they have concerns for a child's welfare. (QI 2: Public awareness of the safety and protection of C&YP)</p>	<p>1. Prepare new public info leaflet similar to 'What you can do to help if you are worried about a child or young person' to include local and also the national CPLine number, and deliver to all households in Shetland</p>	<p>April 2008</p>	<p>Funding of £1200 was provided last year via CSP</p> <p>LO</p>	<p>Leaflet delivered to all households during 2008</p>	<p>New – follow-up to Your Voice Panel results</p>

Public Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Empower C&YP to obtain help when they need it: Ensure more C&YP are aware of their right to be safe and know how to get help (QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>2. Disseminate CP poster and wallet cards prepared by Youth Voice to all YP in school Years S1 to S6 via Schools service and Youth Issues unit</p>	<p>By March 2009</p>	<p>WER LO and Schools – (officer & head teacher time) and Youth issues (minimal officer time)</p> <p>Head of Schools Head of Children’s Services</p>	<p>Materials available and in use</p> <p>Over time, increase number of self-referrals recorded for CP/IAF (see under Management Information)</p>	<p>New – follow-up to completed 07-08 task based on results of listening to C&YP through Youth Voice and SYIS work</p>

Public Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Empower C&YP to obtain help when they need it: Raise awareness amongst professionals of the service that ChildLine offers, to improve signposting for C&YP (QI 1.1: C&YP are listened to, understood and respected; QI 1.2 C&YP benefit from strategies to minimise harm; QI 1.3 C&YP are helped by the actions taken in response to initial concerns)</p>	<p>3. Include information about ChildLine in training events.</p>	<p>Oct 08</p>	<p>WER CPC Training Coordinator</p>	<p>TSC reports to CPC</p>	<p>New – need identified through CYPRISS</p>

Public Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Empower C&YP to obtain help when they need it: Raise awareness amongst professionals of the service that ChildLine offers, to improve signposting for C&YP (cont) (QI 1.1: C&YP are listened to, understood and respected; QI 1.2 C&YP benefit from strategies to minimise harm; QI 1.3 C&YP are helped by the actions taken in response to initial concerns)</p>	<p>4. Disseminate ChildLine reports within agencies.</p>	<p>March 2009</p>	<p>WER Lead CPC members for NHS, SIC, SCRA, police, Children’s Panel and Procurator Fiscal.</p>	<p>All public sector staff in Shetland in regular contact with C&YP receive and are encouraged to read at least one ChildLine report</p>	<p>New – additional response to issue identified as above.</p>

Policies, Procedures and Protocols

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.2 Information sharing and recording; QI 3.3 recognising and assessing risks and needs, QI 4.1 Policies and Procedures, QI 5.3 Leadership of people and partnerships)	5. Cooperate with SADAT to complete draft protocol on protecting children and young people living in families with problem substance use and disseminate to all with Procs.	June 2008	WER – officer time SADAT/ CPC SADAT – CPC to incorporate in Procs once agreed	Protocol approved by CPC and SADAT and disseminated.	April 2004 Getting Our Priorities Right guidance Draft prepared.
	6. Send out Serious Case Review protocol as agreed by CPC to all with Procs.	June 2008	WER	Protocol gone to all with Procs.	New – protocol agreed in 2007-8

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.3 recognising and assessing risks and needs, QI 4.1 Policies and Procedures)	7. Complete protocol on responding to children and young people displaying sexually harmful behaviour and disseminate	March 2009.	WER CPC (SCRA, PF, CS, CJ SW leads) Authority Reporter with inter-agency support/ ALL	Protocol approved at CPC and disseminated to all with Procs	April 2006 Draft prepared and now requires wider consultation

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.1. Involving C&YP and their families in key processes; QI 3.2 Information sharing and recording; QI 3.3 assessing risks and needs, QI 4.1 Policies and Procedures; QI 5.3 Leadership of people and partnerships).</p>	<p>8. Support SDAP in developing a protocol for responding to domestic abuse that takes into account the needs of CYPEDA - consider arrangements for notifying health visiting staff of police domestic abuse call-outs where C&YP are present or resident at the address.</p>	<p>March 2009</p>	<p>WER SDAP with CPC support</p>	<p>Protocol approved at SDAP and CPC and disseminated Improved response to domestic abuse leading to better outcomes for C&YP demonstrated in subsequent audit/care review work</p>	<p>April 2003 (CP Co-ords 2002 audit reports) reinforced by Learning Point from case review 2007 'Inter-agency agreement/ protocol on response to domestic abuse incidents would be helpful'</p>

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them:</p> <p>(QI 3.3 recognising and assessing risks and needs; QI 4.1 policies and procedures; QI 4.4 recruitment and retention of staff)</p>	<p>9. Ensure a robust process for dealing with child abuse allegations against staff is in place in all agencies which maintains the primacy of action to safeguard C&YP whilst supporting staff against whom allegations are made and avoids the need for repeat interviews</p> <p>(a) All agencies check their internal Procedures link robustly</p> <p>(b) SIC Disciplinary Procedures reviewed to show clear link with CP Procedures.</p>	<p>March 2009</p>	<p>WER – officer time (SIC HR) and within CP Training budget</p> <p>ALL</p> <p>SIC</p>	<p>(a) ALL agencies (except NHS, who have signed of on this action) check own procedures and confirm to CPC they are compliant</p> <p>(b) SIC notifies CPC regarding revised arrangements</p>	<p>April 2003</p> <p>(a) to clarify that all (except NHS, already signed off) should check and confirm</p> <p>(b) SIC HR dept. now plan to revise during 08-09 to include express cross-reference</p>

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them: (QI 4.1 Policies and Procedures)	10. Develop single-agency mechanisms for identifying cases to refer for Significant Case Review	June 2008	WER CPC agency leads	Agency lead members report to CPC the measures in place. Cases requiring consideration for SCR are identified.	New task arising from agreement on SCR protocol

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure professionals in various settings have clear guidance about their safeguarding responsibilities and best practice and the actions expected of them (QI 3.2 information sharing and recording; Q1 3.3 recognising and assessing risks and needs):	11. Support DSP in developing specific local protocol to govern arrangements when missing families are being sought	March 2009	WER DSP - LO to support DSP as needed	Specific local protocol under over-arching Data Sharing Protocol in place and being followed	Identified through CPC as a need in 2006/7
	12. To clarify local arrangements for the involvement of health services in strategy discussions where the need for a medical requires consideration.	March 2009	Police Chief Inspector Director of Public Health	Clear protocol in place and reported to CPC	Identified through on-going QA work in 2007-8

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Support the community in safeguarding children.</p> <p>(QI 4.1 Policies and Procedures; QI 2.1 Public awareness of the safety and protection of C&YP)</p>	<p>13. Finalise code of conduct when taking groups out of Shetland, and disseminate.</p>	<p>March 2009</p>	<p>WER</p> <p>Head of CS/ Head of Schools /SIS Sport and Leisure services</p>	<p>Code of Conduct in place and disseminated widely via CP Com. SC.</p>	<p>October 2005</p> <p>In last CPC Plan was rescheduled to be due by October 2007</p>

Policies, Procedures and Protocols					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Support the community in safeguarding children.</p> <p>(QI 4.1 Policies and Procedures; Public awareness of the safety and protection of C&YP)</p>	<p>14. Support voluntary sector organisations providing services for C&YP in putting in place appropriate child protection policies that link with the Procs. and ensure safe recruitment and adequate induction, supervision and support.</p>	<p>Ongoing as required</p>	<p>WER CPC</p> <p>Lead CPC rep for SCSS/SIC grants section</p>	<p>Monitoring by SCSS and grants section of SIC Education and Social Care department through Service Level Agreements and grants conditions – reported to CPC through CP Com. SC</p>	<p>New task reflecting work in progress – need for further improvement in safe recruitment identified through on-going support and links work in 2007-8.</p>

Continuous Improvement - Management Information

Continuous Improvement - Management Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services (QI 3.2 Information sharing and recording; QI4.2 Operational Planning)</p>	<p>15. (a) Complete referrals template information for 07-08 for collation by CPC LO (b) and consider any implications (c) within agencies and (d) on an inter-agency basis through CPC</p>	<p>March 2009</p>	<p>CPC</p> <p>(a) ALL agencies (b) CPC LO (c) ALL agencies (d) LO (agenda and report)</p>	<p>Template Information collated and received at CPC</p>	<p>April 2007 – task originally developed from commentary in Co-ord’s audit reports 2002 CPC agreed to undertake for a further year 2007-8.</p>

Continuous Improvement - Management Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services:</p> <p>(QI 1.3 C&YP are helped by the actions taken in response to concerns; 5.3 Leadership of people and partnerships)</p>	<p>16. Continue to collate information on how cases were progressed that were referred to social work services by the police as a result of their being called to domestic abuse incidents where children were present or resident at the address, to improve understanding of current responses to CYPEDA with a view to improvement if/where necessary</p>	<p>Annually from April 2008</p>	<p>WER (officer time)</p> <p>Police and CS (SW) LO to collate</p>	<p>Police and CS (SW) provide information to CPC LO for collation.</p> <p>Information reported to CPC as part of management information and implications considered</p>	<p>Started April 2007 for reporting in April 2008 –repeating for a further year pending completion of protocol and agreeing further monitoring arrangements with SDAP</p>

Continuous Improvement - Management Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services: To monitor whether C&YP are able to seek help when they need it. (QI 1.2 C&YP benefit from strategies to minimise harm; QI 5.4 Leadership of change and improvement.)</p>	<p>17. Start to collate self-referral statistics ie cases where action was initiated by a child or young person seeking help from an adult, even if the proximate source of the referral</p>	<p>Starting 08-09 – info collated April 2009</p>	<p>WER CS (SW) notify figures to LO</p>	<p>Figures reported to CPC April 2009</p>	<p>New – arising from discussion at CPC Chairs Forum – a means to check effectiveness of work to ensure C&YP have info about their right to be safe and sources of help</p>

Continuous Improvement - Management Information					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
To ensure CPC has an overview of management information from all key agencies about their work to protect children and young people to inform quality assurance and effective planning of services: (QI 1.2 C&YP benefit from strategies to minimise harm; QI 5.4 Leadership of change and improvement.)	18. Collate statistics on C&YP running away (a) from home and (b) from care for the period 2007-8, with a view to establishing prevalence and consider what further action needs to be taken	April 2008 and end March 2009	WER Police notify figures to LO	Figures considered at CPC and any further action needed agreed	Agreed at CPC Oct 07, deriving from national guidance and on-going local work

Continuous Improvement - Quality Assurance

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Monitor inter-agency working with a view to continuous improvement of services: improve outcomes for C&YP experiencing or at risk of abuse and neglect.</p> <p>(QI 5.4 Leadership of change and improvement)</p>	<p>19. Continue to develop process for self-evaluation against the Quality Indicators, undertake self-evaluation exercise and prepare for inter-agency inspection</p>	<p>Feb 2009</p>	<p>Significant officer time commitment for the key agencies and LO ALL Ops group (Head of Schools lead) reporting to QASC.</p>	<p>First self-evaluation exercise carried out by June 08 and outcome considered at CPC and adjustments made to CPC Business Plan if needed.</p> <p>Inspection in Feb'March 09 runs smoothly with all necessary paperwork and personnel available as needed</p>	<p>April 2006 In progress</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Monitor inter-agency working with a view to continuous improvement of services: improve outcomes for C&YP experiencing or at risk of abuse and neglect. (QI 5.4 Leadership of change and improvement)	20. Undertake annual inter-agency audits of sample of CP cases QI 4.2	Oct 08	Significant officer time commitment for the key agencies and LO LO with Case review 2008 Ops group appointed by QA SC LO to draft QA strategy to incorporate this for future years.	October 08 Outcome reported to CPC and informs self-evaluation work; any actions agreed	First was done for 07-08 – QASC/CPC and QA SC agreed in Nov 07 to repeat 08-09
	21. Monitor operation of the protocol for use of the CPR in A&E	June 08	WER LO with assistance from DHP	Child Health CP subgroup reports to CPC	New, following adoption of protocol – to remain in plan until documented elsewhere eg within minutes of CHCP subgroup

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Support single-agency quality assurance of their safeguarding work.</p> <p>(QI 5.4 Leadership of change and improvement)</p>	<p>22. Ensure a robust process is in place within schools service to quality assure schools' child protection work, to include Education Quality Improvement Officers continuing basic CP checks in schools including their understanding of Procs. and 'Safe and Well' supplemental guidance.</p>	<p>On-going</p>	<p>WER Head of Schools– report to CPC June 2008</p>	<p>Process for CP monitoring in schools in place and reported to CPC</p> <p>CME guidance linking to local and national inter-agency protocols in place</p>	<p>Action to make the checks started April 2006 – need robust process to ensure it continues</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Support single-agency quality assurance of their safeguarding work. (QI 5.4 Leadership of change and improvement)	23. Monitor compliance by schools with new absence management guidance	Report received by CPC in June 2008	WER - QIOs random sample absences during school visits. Head of Schools	Outcome reported to CPC and improvements made where necessary	Arises from CME work in 2007-8 when it was appreciated that practice varied and guidance was accordingly issued in accordance with national guidelines

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements (QI 5.2: Leadership and direction)	24. Review what child protection relevant management information is collected by all agencies including that reported to Scottish Government and to CPC and review for consistency and accuracy	Dec 2008	WER ALL LO to collate	Report to CPC shows information collection and reporting have been reviewed and a robust process in place.	New – arising from feedback on last AR and taking into account comments in SWIA inspection report 2007

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements (QI 5.2: Leadership and direction)	25. Disseminate practice points from case review exercise 2007 and embed in agency processes	May 2008	WER through supervision and support, development of procedures etc CPC agencies NHS, Schools, CS (S W)	Distribution of case findings to all relevant personnel reported through CPC and improvements embedded through supervision within agencies Improvements in assessment, recording etc found in subsequent case review work.	Case review 2007

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements (QI 3.3 Recognising and assessing risks and needs)</p>	<p>26. Audit the operation of the Criminal Justice social work service's Bail Information and Supervision Services scheme to establish the take-up by and response to the Procurator Fiscal and Defence Agents of bail information and address verification services, with a view to ensuring that when parents are arrested C&YP are kept safe and have their needs met.</p>	<p>December 2008</p>	<p>WER CJ SW</p>	<p>Outcome of audit work reported to CPC</p> <p><i>*Courts should ensure bail suitability checks are undertaken in cases where the alleged offence is against children, or in the case of domestic abuse, where children may be at risk</i></p>	<p>From 05-08 ICYPSPlan – 'Monitor effective operation of bail check protocol' based on national audit and review * – now to monitor local arrangements following national reforms introduced 10.03.08</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements (QI 3.3 Recognising and assessing risks and needs)</p>	<p>27. Increase the number of cases (going to review CPCCf) with high quality comprehensive family assessments on file</p>	<p>October 2008</p>	<p>WER CS (SW)</p>	<p>Information included in CSIO report received by CPC Oct 08</p>	<p>New suggested action: Arises from LO report on case conference papers, and inter-agency case review 2007.</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements/ empower C&YP to obtain help when they need it.</p> <p>(QI 1.1 C&YP are listened to, understood and respected)</p>	<p>28. Explore and identify suitable venues for appropriate interview facilities for children/young people</p>	<p>March 2009</p>	<p>WER (police budget) Police Chief Inspector</p>	<p>Provision of appropriate interview facilities for children and young people, with scope for visual recording facilities</p>	<p>Originated from 2001-2 audit work – some arrangements were made but those premises no longer available – being reconsidered by statutory agencies</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency working arrangements</u></p> <p>C&YP get the help they need when they need it</p> <p>(QI 5.2: Leadership and direction)</p>	<p>29. Work with the ICYPSPG to ensure a robust evaluation system is in place so that C&YP involved in the Integrated Assessment Framework process are referred, when appropriate, for consideration of child protection action, as required by the Procs.</p>	<p>March 2009</p>	<p>WER as provided for the IAF project</p> <p>Head of CS</p>	<p>System in place and children undergoing IAF or with a plan in place are kept safe through child protection processes whenever necessary</p>	<p>New task – process development on-going since April 2003 following CP Co-ords August 2002 Report on operation of Procs recommends 7 and 10 Task to support ICYPSPG with IAF in progress since April 2005 and is now being actively progressed through the IAF project. New task to reflect CPC core business</p>

Continuous Improvement - Quality Assurance					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that safeguarding remains a key priority throughout service development Ensure adequate staffing levels to maintain services to the most vulnerable C&YP</p> <p>(QI 5.1 Vision, values and aims)</p>	<p>30. Receive regular quarterly reports via QA SC from lead agencies on any staffing issues impacting on CP work</p>	<p>Ongoing starting in April 2008</p>	<p>WER</p> <p>ALL (CPC LO with admin support to agenda)</p>	<p>Minutes of QA SC meetings</p>	<p>New item – agreed April 2008 to reflect current expectations.</p>

Continuous Improvement - Promotion of Good Practice

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that safeguarding remains a key priority throughout service development Ensure adequate staffing levels to maintain services to the most vulnerable C&YP</p> <p>(QI 5.1 Vision, values and aims; QI 4.4 Children;s needs are met.)</p>	<p>31. Review levels of staffing in children and families social work team to ensure adequate capacity</p>	<p>March 2009</p>	<p>WER to review</p> <p>Head of CS</p>	<p>CS (SW) reports to CPC and COs on needs -team fully staffed</p>	<p>New task arising from previous task to 'maintain' levels of staffing – in response to aspects of SWIA report and increasing numbers of CP referrals plus Getting it Right... agenda and roll-out of IAF</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure that safeguarding remains a key priority throughout service development:	32. Ensure there is a CP Lead Nurse in place and all relevant staff know who it is.	July 2008	WER NHS Nurse Director	DPH reports to CPC CP Lead Nurse appointed and quality assurance work indicates staff know who this is and how to contact him/her	CP Guidance for Health professionals – New Task as arrangements under review
Ensure staff have access to good quality supervision and support (QI 4.4 recruitment and retention of staff; QI 4.5 Development of staff)	33. NHS Shetland will formalise SLA with NHS Grampian to cover child protection within development of Managed Clinical Network	March 2009	DPH	SLA in place	New Task from Child Health CP subgroup

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that safeguarding remains a key priority throughout service development</p> <p>(QI 5.1 Vision, values and aims; QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>34. Monitor outcomes of Sexual Health Strategy to ensure the Sexual Health and Relationships Education programme includes those who might potentially be excluded from mainstream SHARE provision eg LAC, young people who display sexually abusive behaviours, and monitor to ensure inclusion.</p>	<p>Report to CPC re arrangements in place</p>	<p>WER CCP with agency support (NHS, Schools, CS)</p> <p>WER NHS, Schools, CS (SW) with support from LO as needed</p>	<p>Reported to CPC</p>	<p>New task proposed by Child Health CP subgroup as follow-up to work done under 07-08 plan</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that safeguarding remains a key priority throughout service development</p> <p>(QI 5.1 Vision, values and aims; QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>35. Hold discussions with Scottish Court Service regarding the selection of the most appropriate remote sites for C&YP vulnerable witnesses to give evidence.</p>	<p>June 2008</p>	<p>CPC Chair</p>	<p>Scottish Court Service has identified appropriate remote sites and these are available for use when needed</p>	<p>New task based on earlier work re vulnerable witnesses – agreed at CPC Dec 07</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements & Empower C&YP to obtain help when they need it *</p>	<p>37. Formalise personal safety programmes in schools</p> <p>*(QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>March 2009</p>	<p>WER</p> <p>Head of Schools</p>	<p>Schools service reports to CPC that programmes meeting agreed standards in place in all schools</p>	<p>October 2005</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements. (QI 4.2 Operational planning)	38. Monitor effectiveness of safe recruitment policies to ensure agency staff/organisations funded by agencies have appropriate disclosure/V&B checks under Protecting Vulnerable Groups legislation completed prior to commencing employment	March 2009	WER ALL agencies represented at CPC	Agency reports to CPC; updated agency policies and procedures and external/internal audit activity.	From last ICYPS Plan – agency shortcomings identified in SWIA report 2007 and for vol. sector through LO's on-going support and links work in 2007-8.

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements.</p> <p>(QI 1.3 C&YP are helped by *</p>	<p>39. Ensure all agencies have procedures in place for safe working practices that enable them to keep children safe (OS). QI 3.3, 4.1</p> <p>*the actions taken in response to concerns; C&YP's needs are met.)</p>	<p>March 2009</p>	<p>WER SIC agencies to liaise and involve Health and Safety forum</p>	<p>Agency reps other than NHS and police (who have signed off as completed) report to CPC</p>	<p>October 2005 Brought forward from 05-06 plan originally – identified through F For S matrix QA work as needed to ensure compliance with Standard 2.10</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving <u>services'</u> internal working arrangements. (QI 3.2 Information sharing and recording)	40. Review recording and storage arrangements and strengthen where necessary - include records of discussions that do not result in CP referrals.	March 2009	WER All agencies other than NHS and police who signed-off this action as completed in 07-08	Lead agency reps report to CPC on actions taken to progress this and sign-off when satisfied work is complete.	Brought forward from 07-08 plan for completion

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements. practice</p> <p>QI 3.3 Information sharing and recording; *</p>	<p>41. Continue review of supervisory arrangements for staff and strengthen where required. Ensure record-keeping and file review are covered.</p> <p>*QI 3.3 recognising and assessing risks and needs; QI 4.5 Development of staff)</p>	<p>March 2009</p>	<p>WER</p> <p>All agencies other than NHS and police who signed-off this action as completed in 07-08</p>	<p>Staff/ professionals receive the required level of supervision to undertake 'safe' CP practice – agencies report revised and monitoring arrangements to CPC.</p> <p>Monitored through internal agency audits, inter-agency self-evaluation and inspections.</p>	<p>April 2003 Carried forward from 2007-8 plan for all agencies to complete.</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure that evaluation work results in improved outcomes for C&YP, and embed best practice in safeguarding work, by maintaining and where necessary improving services' internal working arrangements. (QI 4.5 Development of staff)	42. Ensure staff awareness of CP relevant internal policies eg regarding recording, storage, supervision, safe-working practices etc	March 2009	WER All agencies other than NHS and police who signed-off this action as completed in 07-08	Lead agency reps report to CPC on actions taken to progress this	April 2007 – gaps identified earlier see Coords initial audit Reports. Brought forward from 2007-08 plan to complete

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving inter-agency working arrangements & Ensure the views of children and young people are taken into account when decisions*</p>	<p>43. Promote full involvement of C&YP and their families in child protection case conferences and similar meetings by ensuring they have had the opportunity to go through reports in advance of meetings:</p> <p>*are made that affect them</p> <p>(QI 1.1 C&YP are listened to, understood and respected; QI 3.1 Involving C&YP and their families in key processes)</p>	<p>Oct 08</p>	<p>WER</p> <p>CS (SW)</p> <p>Included in CSIO report to CPC</p>	<p>Proportion of cases where family members are able to go through case conference reports at least the day before a CPCCf increased – to 60% (following year 80%, thereafter 95%)</p> <p>Information included in CSIO report to CPC Oct 08</p>	<p>New task arising from inspections elsewhere and local QA work: Co-ords report to CPC on operation of case conferences 2004 and CSIO report to Oct 07 CPC</p> <p>Also see SWIA inspection and report</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving inter-agency working arrangements & Ensure the views of children and young people are taken into account when decisions*</p>	<p>44. Ensure views of children and young people are sought, recorded and considered at CPCCfs</p> <p>*are made that affect them</p> <p>(QI 1.1 C&YP are listened to, understood and respected; QI 3.1 Involving C&YP and their families in key processes)</p>	<p>June 2008</p>	<p>WER CSIO/CPC</p>	<p>Full involvement of C&YP and their families in child protection case conferences and similar meetings:</p> <p>CSIO reports to CPC annually; monitored through case review work and future review work planned if necessary</p>	<p>April 2006 monitored by CSIO as CPCCf Chair .</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency working arrangements</u></p> <p>(QI 1.2 C&YP benefit from strategies to minimise harm)</p>	<p>45. Support the development through ICYPSPG of a strategy for reducing the incidence of bullying of C&YP</p>	<p>March 2009</p>	<p>LO to support ICYPSPG work on this on request</p>	<p>Incidence of bullying of C&YP reduced</p>	<p>April 2007 Carried forward from previous plans –anti-bullying work now being taken forward by ICYPSPG and CPC will support</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving inter-agency working arrangements</p> <p>(QI 3.3 recognising and assessing risks and needs)</p>	<p>46. (a) Agencies provide electronically, to all who need them, templates (from Procs) for CPCCf reports.</p> <p>(b) Agencies reinforce to staff guidance in Procs regarding completion of reports and inform them that CSIO has been instructed to report to line managers wherever a report is not provided, and support through supervision.</p>	<p>(a) May 2008</p> <p>(b) Oct 08</p>	<p>WER</p> <p>CPC</p> <p>Lead Agency CPC reps</p>	<p>(a) Agencies report to CPC regarding letters or other instructions circulated.</p> <p>(b) Oct 08 CSIO report shows decrease in failures to provide written reports</p>	<p>(a) New task now versions agreed and in CP Procs – to aid completion for those using word processors.</p> <p>(b) April 2006 was start date for guidance and supervision CPC agreed June 2007 to good practice recommend'ns in Co-ords Report , expressly endorsing point 4 about informing line managers</p>

Continuous Improvement - Promotion of Good Practice					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Ensure that evaluation work results in improved outcomes for C&YP and embed best practice in safeguarding work, by maintaining and where necessary improving <u>inter-agency working arrangements</u> (QI 3.4 effectiveness of planning to meet needs)	47. Ensure all core groups have a minute taker and check that reasons for decisions are recorded.	Info to be in CSIO report Oct 08	WER CPC CS (SW) monitors through internal audit and Quality Assurance measures CSIO reports to CPC	CP Plans monitored CP Plans to ensure C&YP's needs are met. CS (SW) provide copies of all core group minutes for C&YP on the CPR to CSIO. CSIO monitors and reports to CPC annually	April 2006 Admin support in place for CPCCfs – not reliably there yet for core groups

Continuous Improvement - Training and Staff Development

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>All staff receive training in child protection appropriate to their needs</p> <p>(QI 4.5 development of staff)</p>	<p>48. TSC to complete development of management training which includes dealing with allegations against staff in discussion with SIC and NHS HR depts., and deliver courses</p>	<p>March 2009</p>	<p>WER through commissioned work</p>	<p>Step 1: TSC approves course materials and reports to CPC Step 2: Courses delivered – identify adequate trainers</p>	<p>April 2007 Carried forward for completion</p>

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>All staff receive training in child protection appropriate to their needs</p> <p>(QI 4.5 development of staff; QI 3.3 recognising and assessing risks and needs; QI 3.2 information sharing and recording)</p>	<p>49. Child protection training arranged by NHS Shetland for Consultants and, through the Community Health Partnership, for GPs.</p>	<p>Sept. 2008</p>	<p>WER</p> <p>NHS Shetland – DPH to ensure</p> <p>Monitored by TSC reported to CPC</p>	<p>Monitored by TSC and reported to TSC</p>	<p>Started April 2002</p>

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>All staff receive training in child protection appropriate to their needs Enhance awareness of sexual exploitation issues</p> <p>(QI 4.5 development of staff; QI 3.3 recognising and assessing risks and needs)</p>	<p>50. Continue to disseminate learning from workshops on child exploitation through prostitution, and knowledge of [draft] sexually harmful behaviour protocol to specific groups</p>	<p>March 2009</p>	<p>WER Time commitment by Training Co-ordinator Consultant Clinical Child Psychologist and Authority Reporter</p>	<p>Additional targeted sessions delivered to CS (SW) staff and to health visitors</p>	<p>April 2007 Arose from March 2007 workshop and from case debriefs, need to disseminate further following on from Learning from Experience day March 2008</p>

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
All staff receive training in child protection appropriate to their needs (QI 4.5 development of staff)	51. Consider evaluations from first 'Learning from Experience' conference and consider direction of future events.	October 2008	WER??? CPC Training Coordinator with TSC	Considered at TSC and reported to CPC – further actions included in CPC Business Plans as appropriate	New task – first such conference held March 08
	52. Ensure good inter-agency attendance at regular inter-agency conference to disseminate good practice - messages from recent significant case reviews and de-briefs, audits and inspections	March 2009	WER All agencies	Attendance figures of all agency delegates reviewed and approved at CPC	New – arising from development of Learning from Experience days – to ensure appropriate attendance and dissemination

Continuous Improvement - Training and Staff Development					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
All staff receive training in child protection appropriate to their needs (QI 4.5 development of staff)	53. Consider a mechanism for developing a better way to evaluate effectiveness of training	March 2009	WER TSC	Considered at CPC and mechanism in place for report back. Objective: Training impacts on staff behaviour, resulting in improved outcomes for C&YP TSC reports to CPC	New task
	54. Decide on a date for review of training Strategy agreed in 2006 to ensure it continues to meet needs and is effective.	March 2009	WER Training Co-ordinator and LO discuss with TSC and make recommendation to CPC	CPC agrees target date	New task to agree review date

Strategic Planning - Communication and Co-operation

Strategic Planning - Communication and Co-operation					
Objective	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Promote best practice by ensuring professionals have access to the right information at the right time – including relevant information about the work of CPC and appropriate information about the C&YP they work with</p> <p>QI 5.2 Leadership and direction, QI 5.3 leadership of people and partnerships;*</p>	<p>55. Agency representatives review mechanisms to promote effective communication about the work of CPC with staff in their agencies, in line with new 'workforce' section of revised Communications strategy, and report to CPC how they have embedded in internal processes.</p> <p>* QI 5.4 Leadership of change and improvement; QI4.5 Development of staff)</p>	<p>June 2008</p>	<p>WER</p> <p>Lead CPC member in each agency</p>	<p>Agency reports to CPC and sign-offs – effectiveness monitored through on-going QA and inspection work.</p>	<p>A similar item started April 2005 and was signed off by NHS and police</p> <p>All checking in light of new Communications Strategy</p>

Strategic Planning - Communication and Co-operation					
Objective	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
Promote best practice by ensuring professionals have access to the right information at the right time – including relevant information about the work of CPC and appropriate information about the C&YP they work with (QI 3.2 information sharing and recording; QI 3.3 Recognising and assessing risks and needs)	56. Review agency procedures and strengthen if necessary to ensure adequate time for briefing/file reading on handover of case to another worker/taking on a case from another area.	March 2009	WER All agencies other than NHS and police who signed-off this action as completed in 07-08	Remaining agencies report arrangements to CPC and sign-off when task complete. Monitored through quality assurance work and inspection.	April 2006 Carried forward from previous plans for completion by outstanding agencies.

Strategic Planning - Planning and Connections

Strategic Planning - Planning and Connections					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Promote joint working through joint planning, training and monitoring arrangements</p> <p>(QI 5.1 Vision, values and aims; QI 5.2 Leadership and Direction)</p>	<p>57. Review training needs following adoption by CPC and SADAT of protocol for protecting C&YP in families with problem substance use, in order to improve response to CAPSM (Children Affected by Parental Substance Misuse) (QI 4.5 development of staff; QI 3.3 recognising and assessing risks and needs; QI 3.2 information sharing and recording).</p>	<p>September 2009</p>	<p>WER</p>	<p>Programme delivered to all staff who need it</p>	<p>New – once protocol complete</p>

Strategic Planning - Planning and Connections					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Promote joint working through joint planning, training and monitoring arrangements</p> <p>(QI 5.1 Vision, values and aims; QI 5.2 Leadership and Direction)</p>	<p>58. Review CPC Constitution and amend if necessary to ensure all identified links remain robust and appropriate linkage is secured to reflect recent developments in the wider Public Protection agenda ie MAPPA and Adult Protection Committee</p>	<p>March 2009</p>	<p>WER LO</p>	<p>Amendments drafted for approval by CPC, and presentation to Chief Officers in 2009-10</p>	<p>New – arising from discussion at CPC Chairs meetings and national developments</p>

Strategic Planning - Listening to and Involving Children and Young People and their Families

Strategic Planning - Listening to and Involving Children and Young People and their Families					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure the views of C&YP and their families are taken into account in developing services</p> <p>(QI 4.3 Participation of C&YP, families and other relevant people in policy development)</p>	<p>59. Support Youth Voice and young people's media group with their proposal to develop a DVD around child protection issues as a resource for schools, youth groups and other settings.</p>	<p>March 2009</p>	<p>WER Officer time</p> <p>LO working with CS Youth Issues unit</p>	<p>DVD presented to CPC and made available to schools and youth clubs and voluntary groups</p>	<p>New – arising from work with Youth Voice and consultation commissioned through SYIS in 2007-8</p>

Strategic Planning - Listening to and Involving Children and Young People and their Families					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure the views of C&YP and their families are taken into account in developing services</p> <p>(QI 4.3 Participation of C&YP, families and other relevant people in policy development)</p>	<p>60. Consider any further work arising from consultation work on child protection undertaken for CPC by SYIS and decide on further actions if required</p>	<p>June 2007 to plan further work</p>	<p>WER LO</p>	<p>Report to CPC on work done and outcome. CPC minutes record action taken in response.</p>	<p>April 2007</p> <p>Report received and circulated. Further consideration to be given to any further action required</p>

Strategic Planning - Listening to and Involving Children and Young People and their Families					
Objective (and link to CP Quality Indicator)	What are we going to do?	When will we do it by?	What resources do we need to do this? Who will do it?	How will we know we have done it?	Notes: origin and date specific actions started
<p>Ensure the views of children and young people are taken into account when decision are made that affect them (QI 1.1 C&YP are listened to, understood and respected; QI 3.1 Involving C&YP and their families in key processes)</p>	<p>61. Monitor use of materials to assist C&YP in presenting their views to CPCCfs, and revise if necessary in light of feedback received</p>	<p>Review Oct 2008 on receipt of CSIO report to CPC</p>	<p>WER CSIO with LO support if required</p>	<p>Information included in CSIO report to CPC Oct 08 and use of materials reviewed</p>	<p>New materials approved in 2007-8 CSIO will monitor and include information in report to CPC Oct 08</p>