

24 HOUR TELEPHONE SERVICE NATIONAL IMPLEMENTATION GROUP (TIG)

Minutes of 2nd Meeting - 14 September 2006

convened by the Scottish Executive (SE) and held at Belford Menzies Hotel, Edinburgh

Present:

Maggie Tierney	-	Scottish Executive (Chair)
Gaynor Davenport	-	Scottish Executive
Peter Connolly	-	Dundee CYPCC
Ross Drummond	-	Fife CPC
Paula Godfrey	-	East Dunbartonshire
(on behalf of Mike Briggs)		
Colin Hershaw	-	Fife Police
Jim Lativy	-	Social Work Manager, Glasgow
Sara Lovelock	-	Clacks & Stirling CPC
Roy McGregor	-	Fife Social Work
Peter Reilly	-	Grampian Police
Debbie Smith	-	Aberdeen CPC
Pam Smith	-	CP Keeper Edinburgh & Lothians
Susan Dobson	-	ChildLine

1. The meeting opened with a powerpoint presentation from MessagePad, the service provider for the 24 hour telephone line piloted in the Grampian region. Kevin Rogers provided relevant background to the Grampian pilot and talked through exactly what happens when a call is received at the call centre, and how the calls are handled, depending on the needs of the enquirer.

2. Following a question and answer session, the meeting broke for lunch and Kevin left.

3. Maggie Tierney reconvened the meeting and recapped on the discussions generated from the MessagePad presentation. The main areas for consideration in future service development included issues around –

- Safe recruitment –Disclosure Scotland
- Staff training and Supervision
- Quality Control
- Complaints Handling
- Recording of calls
- Re-evaluation of free phone service
- Build in email communications and web signposting

Action: SE agreed to undertake a re-costing exercise based on free-phone. All other issues will be re-considered as a new service specification develops.

4. The minutes of the meeting of 18 August were accepted.

5. **Matters arising.**

At item 5, issues around front office/back office support may need clarification as we develop the spec.

6. **Draft Remit.** The group accepted the remit as circulated.

7. **Procurement strategy**

The group considered the procurement strategy issued and agreed the following points need to be included and strengthened.

- The duration of the contract should be over a 3 year period.
- ChildLine recommend 18 month lead time before evaluation.
- Take up will vary depending on marketing strategy.
The service should be rolled out by CPC areas and local communications strategies should be endorsed by the Child Protection Committees
- National development should not conflict with existing local practice.
- A thorough risk matrix needs to be developed
- Explore possibility of freephone service similar to ChildLine who have an agreement with all mobile companies that the number will be free to call from all networks. For contract phones, the number may still appear on bills if they are fully itemised but the cost of the calls remain free.

8. **Draft delivery and Implementation Programme**

The meeting had proved that the delivery and implementation programme should be revised. It was agreed to develop the delivery and implementation after full consideration of the issues raised at items 3 and 6 above.

9. It was agreed that the 24 hour national telephone service would benefit from a new name, avoiding words such as referral or helpline. The group discussed the possibility of calling it the Public Information and Signposting Telephone Line

Actions for Scottish Executive:

- To cost the service on a free-phone basis with 5 and 10 year projections
- To develop a risk matrix to be circulated to members for comment
- To revise delivery and implementation plan
- To provide update at CPC chairs meeting on 21 September and seek agreement for early involvement with Edinburgh, Glasgow and Grampian
- To write to CPC chairs once Ministers have agreed the tender specification and delivery and implementation plan
- To arrange next meeting end October

Actions for members:

- Peter Reilly to offer a form of words about child protection training to include in the tender.