

24 HOUR TELEPHONE SERVICE NATIONAL IMPLEMENTATION GROUP (TIG)

Minutes of 3rd Meeting - 26 October 2006

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

Present: Maggie Tierney - Scottish Executive (Chair)
Gaynor Davenport - Scottish Executive
Gillian Buchanan - Glasgow CPC
Pene Rowe - Highlands CPC
Debbie Smith - North East Scotland CPC

Apologies: Peter Reilly - North East Scotland CPC

1. **Minutes of the Meeting 14 September**

Gillian Buchanan and Pene Rowe had sent apologies and asked for the minutes to reflect that. Debbie Smith confirmed her representation of NESPC rather than Aberdeen City.

2. **Matters Arising**

Highlands CPC have agreed to join the first phase of the national roll out. Debbie Smith had obtained details on call handling and training for consideration in the service spec.

2a There was an extremely low turnout to this meeting and no apologies had been received to early invitations. The Scottish Executive later issued an apology for a technical failure resulting in 2 early invitations not being delivered to group members.

3. **Procurement – Tender Document**

The final draft was agreed with the following considerations:

All references to social work were replaced by reference to local agencies.

The requirement for a dedicated line at local level was deleted.

The pricing strategy was altered in line with the Grampian pilot

Call handling to out of hours social work was added

Hoax calls, location of incoming calls and distinction between adult and child were added to the management information requirements.

Training requirements for call centres were included

Evidence of Disclosure Scotland Checking Procedures and evidence of equivalent security clearance if Call Handlers support the telephone line from other parts of UK.

Note- this was later revised in and susistuted by compliance with good safe recruitment practices in line with Scottish Executive Guidance.

Action: Gillian Buchanan to investigate requirements for leaflets in other languages.

Action: SE to check handling of Disclosure with ChildLine and CAB

4. **Draft Delivery and Implementation Programme**

The programme was revised to include Highland CPC and for the contract to commence mid February 2007. If the contract does not start mid February then it must be postponed until after the Scottish Elections.

5. **Marketing Options**

Scottish Executive Marketing and Communications Manager was due to attend the meeting but due to the small numbers present at the meeting it was agreed to cancel this slot.

Scottish Executive explained that the use of paid advertising is not allowed at present, and that we will need to develop PR and Marketing using leaflets, posters, press, radio, etc.

It was agreed that the posters used in the Grampian Pilot should be re-launched to use nationally.

CPC's asked about the possibility of budgets to spend locally.

Action: SE to further explore marketing options and local v national PR activity.

6. **Any Other Business**

SE asked for expression of interest in evaluating tenders.
All present were keen to contribute to the process

Action: SE to inform procurement of evaluation panel members.

7. **Date of next meeting**

To be arranged after Ministers have decided the way forward.

Summary of Action Points Agreed

Action for Scottish Executive

- to further explore marketing options - local v national PR activity
- to inform procurement of evaluation panel members
- to arrange date of next meeting

Actions for members:

- Gillian Buchanan to investigate requirements for leaflets in other languages