

## **CHILD PROTECTION LINE – NATIONAL IMPLEMENTATION GROUP**

### **Minutes of the 6<sup>th</sup> Meeting – 12 March 2007**

**Convened by the Scottish Executive (SE) and held at COSLA, Rosebury House, Haymarket Terrace**

|          |                    |   |   |
|----------|--------------------|---|---|
| Present: | Maggie Tierney     | - | Scottish Executive (Chair)  |
|          | Jan Murray         | - | Scottish Executive  |
|          | Gaynor Davenport   | - | Scottish Executive  |
|          | Nicola Macnaughton | - | Scottish Executive  |
|          | June Gardiner      | - | South Ayrshire CPC  |
|          | Ross Drummond      | - | Fife CPC  |
|          | Katrina Glachan    | - | The Essentia Group  |
|          | Roy MacGregor      | - | Fife Council Social Work Services   |
|          | Maggie Mellon      | - | Children 1 <sup>st</sup>  |
|          | Margaret Luke      | - | Orkney Islands Council  |
|          | Catriona Laird     | - | Falkirk Council   |
|          | James Pinkerton    | - | Access & Duty Services Manager  |
|          | Gillian Buchanan   | - | Lead Officer, Glasgow CPC   |
|          | Debbie Smith       | - | Development Officer, NESPC  |
|          | Sandra Thain       | - | Continuous Improvement Officer,<br>ELBCPO   |
|          | Liz Johnson        | - | City of Edinburgh Council   |
|          | Joyce Nisbet       | - | Communications Manager, Children<br>& Families Division, City of<br>Edinburgh Council |
|          | Astrid Telfer      | - | Lead Officer, Edinburgh CPC   |
|          | Alwyn Bell         | - | Lothian and Borders Police  |

### **Introductions and apologies**

1. The chair welcomed members of the group.
2. Apologies had been received from Pene Rowe from Highland CPC, Donald Urquhart from Midlothian CPC, Helen Watkins from Shetland CPC, Martin Donachy from East Ayrshire Council and Douglas Watson from Scottish Borders CPC.

### **Minutes and matters arising**

3. The Scottish Executive clarified that invites to the past two meetings had only been sent to representatives of the CPCs that had initially opted in to the roll out of media activity for the ChildProtectionLine.

### **Feedback from the Essentia Group**

4. Essentia stated their remit on the ChildProtectionLine which had been agreed at the last meeting: “To provide a single point of non-geographical telephone contact for child protection enquiries from members of the public and enable people to be signposted to local services by call handlers”

5. The ChildProtectionLine received 159 calls over the first month of service. The majority of callers have been female and most thought to be over the age of 36. The majority of calls received had been from parents and neighbours of the children thought to be at risk.
6. No single media source has stood out as being the source of callers making the inquiry to the ChildProtectionLine. National press, local press, radio, the campaign website and word of mouth were all stated by callers.
7. Essentia reported that calls have been made to the line from across Scotland. The next monthly summary report (due in April) from Essentia will have details of where calls have been received from and where they have been transferred to. **ACTION:** Essentia to issue monthly summary report when available.
8. Essentia reported that there had been a number of occasions where calls had been transferred to local agencies, and local agencies were unsure of what the ChildProtectionLine was. The Scottish Executive iterated that an email had been sent out informing each local authority of the remit of the line, and that it was their responsibility to ensure that this information was appropriately dispersed.
9. There was general concern in the group from the monthly report that Essentia had missed a number of calls made to the line, and a request was made for more detail on these. **ACTION:** SE to issue further details from the group once received from Essentia.

#### **Feedback from Child Protection Committees on the first month of service**

10. There was some confusion within the group over the remit of the ChildProtectionLine and the geographical areas it applied to. The Scottish Executive clarified to the group that although media activity has been rolled out predominantly within the four key areas, the ChildProtectionLine is a resource for national use, and that it is live in all thirty CPC areas. It was emphasised that the line is a basic starter service, and that each call transferred through to local agencies from Essentia should be treated as if the agency had received that call directly. In this respect, the ChildProtectionLine should not overwhelm local agencies.
11. Concern was expressed from within the group over the information that Essentia was gathering on callers and the subjects of those calls. Lothian and Borders Police emphasised that call handlers should accumulate as much information as possible about the child in question, in particular, the child's name and address, and that details of the caller themselves were not necessary. This should ensure that services will be able to contact the child even if the individual making the call gets disconnected. **ACTION:** Remit of call handlers to be altered and protocols introduced for accumulating relevant information.
12. Committees said that they would welcome the next monthly report from Essentia including the break down in geographical area of calls.

## **Update on PR and media activity**

13. The Scottish Executive recapped the group on the PR and media activity that had surrounded the launch of the ChildProtectionLine. The activity had been 'below the line' so as not to burden local areas with a sudden increase in call numbers, and a website had been developed. **ACTION:** SE to feedback on number of website 'hits' for next meeting.
14. A number of members of the group expressed concern that the media activity had been rolled out across Scotland rather than just in the four areas that had opted in initially. It was confirmed that the Scottish Executive had bought space in 108 local Scottish newspapers and had arranged announcements for local radio, but that the majority of media activity had been carried out in the four areas. However, the Scottish Executive acknowledged that there should have been a better balance between simply highlighting the line locally across Scotland and fully rolling out in the four key areas.
15. It was clarified that the ChildProtectionLine is a national telephone service as there had been misconceptions over the line itself and the media activity.
16. The Scottish Executive announced that the second set of media activity is due to be rolled out in June, and the third around Christmas.
17. NESPCPC asked if the advertising magnet could be distributed wider than the Morning, Noon and Night stores in the North East in order to cover a wider geographical area. **ACTION:** SE to speak to IS Smarts.
18. Fife CPC asked if they could attach their local telephone number to the posters and leaflets. It was emphasised by the Executive that this should not occur, and that the line should continue to be advertised as one 0800 number.

## **Developing message-handling protocols between CP providers and Essentia**

19. Essentia emphasised to the group that their objective for the ChildProtectionLine is to transfer calls seamlessly to the appropriate area as decided at the last meeting. It is not within their remit to determine the priority of calls or their content.
20. The group discussed the development of message handling protocols. It was suggested that a representative from NHS 24 should be invited to the next meeting of the group to talk about their messaging systems. **ACTION:** SE to invite representative.
21. The group discussed what call handlers should do if they are unable to transfer a call to the appropriate area. The possibility of sending an email containing information on the contents of the call was discussed. The group agreed that this should be the next priority for CPC areas and Essentia, and it was agreed that protocols needed to be established. It was agreed that the next step should be to provide CPCs with specific action points in order to set up information transfer via email. **ACTION:** working group (SE, Police, Margaret Luke, Gill Buchanan, Essentia, ChildLine/ParentLine) to

meet in three weeks to clarify and confirm protocols, SE then to issue to CPC areas and appropriate agencies.

22. The question of how call handlers should accumulate information on the child at risk was discussed. It was agreed that the Scottish Executive should look at the pilot exercise in order to further discuss protocols on this. **ACTION:** SE to look at pilot

### **Developing internal tracking arrangements**

23. Glasgow is due to put all calls onto the system Care First in order to identify where the call is being received from and then transfer the call appropriately.
24. The group agreed that different areas will have different ways of managing information, but that it would be useful for the Scottish Executive to provide standard protocols on tracking **ACTION:** SE to discuss protocols.

### **Training for Essentia: basic CP training and orientation training**

25. The group was informed that all 26 ChildProtectionLine staff at Essentia had received the basic orientation training.
26. Call handlers are due to receive basic training on child protection, separate from the orientation training, which will be provided by Children 1<sup>st</sup>. It was agreed that CPCs should view this training pack before Essentia staff receive it in order to ensure consistency with the previous training.
27. It was agreed that further orientation training would be required once the new protocols for call handling are introduced

### **Date of Next Meeting**

28. The next meeting of the group is to be held in 6 weeks.