



Scottish Executive ChildProtectionLine



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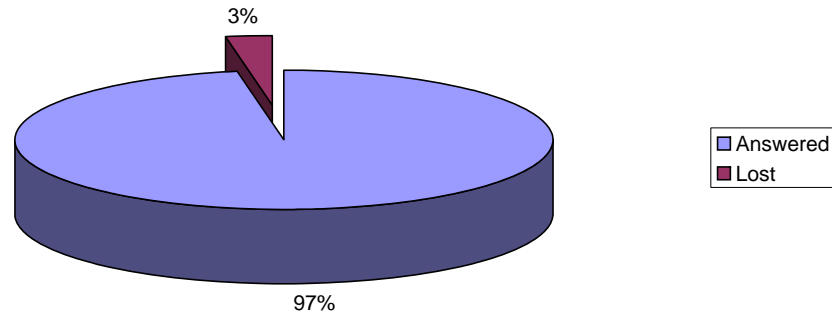
Monthly Report

Feb-08

Headlines

- The new ChildProtectionLine service launched on 12th February 2007 and has been in campaign since 18th February 2008;
- Demand increased by 230% against calls received in January with an average of 6 calls per day;
- New ChildProtection protocol and processes were launched on 1st September;
-

Call Demand



	Demand	Answered	Lost	Strike Rate
Total	175	170	5	97%
Cumulative	602	527	75	88%

Updates

Staffing

The bureau pool plus additional night-time resource have been trained.
For the duration of the Campaign a dedicated Team are in service during core operational hours.

Training

Campaign briefings have been given to all trained advisors on the service ahead of the campaign and 10 additional advisors have been trained and are now working on the service.

Monthly feedback

Information Gaps

To understand the boundaries of both the Social Services and Police.

Sources of referral for people who have been accused of a Child Protection issue.

Feedback

Many call are to voice concerns about children who's parents are abusing drugs or alcohol

A large number of calls relate to children who are being left unattended and signs of neglect

Relatives, neighbours and nursery schools are the main groups of callers expressing concern

Abuse both sexual and physical also figures highly in the content of calls to the Line

A number of callers this month have enquired about the Laws relating to smacking children

Advisors are finding that callers are often reluctant to provide their own details

Caller Profile

Of the 170 calls answered, 47 were regarding specific children (including 1 caller being outwith the remit, calling from England) while 64 were queries of a general nature for information and literature.

No single geographical area dominated call demand.

Remit

The service shall provide a single national gateway service to local child protection services across Scotland. Where a specific enquiry is received, the caller shall be directed to local agencies for ongoing liaison. The service shall endeavour to re-direct calls to other services (for example, Disclosure Scotland, ChildLine, Parentline, Samaritans) when it is clear that this is required. If the call handler is in any doubt about the safety of a child, calls will be directed to the relevant local agency to take forward. Where the enquiry is of a general nature, the operator may respond to FAQs, signpost to the online website information and send out literature materials by post.'

Scottish Executive ChildProtectionLine

Caller Profile Report

Covering period: 1st February to 29th February 2007

Key Call Outcomes

Call about Specific Child / Incident	47	(Includes 1 Caller from England and 1 test call)
Call for General Information	64	
Non-Interactive Call	59	
	170	

KEY CALL OUTCOMES	Incident in Progress	Successful transfer to CP Team	Unsuccessful transfer. Info subsequently passed to CP Team	Successful transfer to Police	Unsuccessful transfer. Info subsequently passed to Police	Caller abandoned without detail	Number given	
Aberdeen City		1	1					2
Aberdeenshire								0
Angus		1	1					2
Argyll & Bute								0
City of Edinburgh		1	3					4
Clackmannanshire			1					1
Dumfries & Galloway								0
Dundee City		2	2					4
East Ayrshire								0
East Dunbartonshire		1						1
East Lothian		1	1					2
East Renfrewshire								0
Falkirk								0
Fife		3	1				1	5
Glasgow City							1	1
Highland		1	1					2
Inverclyde			1					1
Midlothian		1						1
Moray								0
North Lanarkshire		2	2					4
Orkney Islands								0
Perth & Kinross								0
Renfrewshire		2						2
Scottish Borders								0
Shetland Islands								0
South Ayrshire		1						1
South Lanarkshire								0
Stirling								0
West Dunbartonshire		2	1					3
West Lothian		1						1
Western Isles								0
North Ayrshire		2						2
Outside scotland								0
Undisclosed National Agency							6	6
	0	22	15	0	0	1	8	

The following provides information on Non-Interactive Calls.

Abusive Call	2	7%
Cancel Call		0%
Chatline Call		0%
Distressed Caller		0%
Hoax - Adult		0%
Hoax - Child	21	78%
Incomplete Call		0%
Masturbatory Call		0%
Other	1	4%
Silent Call		0%
Test Call	1	4%
Training		0%
Wrong Number	2	7%
	27	

The following provides information specific to the child(ren).

Specific Children

Yes	47	63%
No	5	7%
Not Relevant	23	31%
	75	

Number of Children

1	27	60%
2	15	33%
3	2	4%
4	1	2%
5 +		0%
	45	

Gender

Male	15	33%
Female	20	44%
Both	10	22%
Undisclosed	0	0%
	45	

Age Bracket

0 to 5	21	39%
6 to 10	16	30%
11 to 15	14	26%
15 to 18	1	2%
Various	1	2%
Not Asked	1	2%
Undisclosed	0	0%
	54	

Area Of Concern

Acting sexually inappropriate	1	1%
Afraid to go home	2	2%
Appears hungry, tired or untidy	13	14%
Child quiet or afraid	6	6%
Description of physical harm	6	6%
Misusing drugs or alcohol	10	11%
Signs of Physical Harm	5	5%
Too much responsibility for age	2	2%
Unattended or unsupervised	18	19%
Other	32	34%
	95	

Relationship to Children

Friend	5	11%
Neighbour	15	33%
Parent	5	11%
Other Relative	10	22%
Professional Worker	2	4%
Teacher	1	2%
Other	5	11%
Undisclosed	2	4%
	45	

Successful Transfer Location

Detailed referral information can be obtained from the weekly reports.

Information Passed

Detailed referral information can be obtained in the weekly reports

The following provides information relative to General Calls

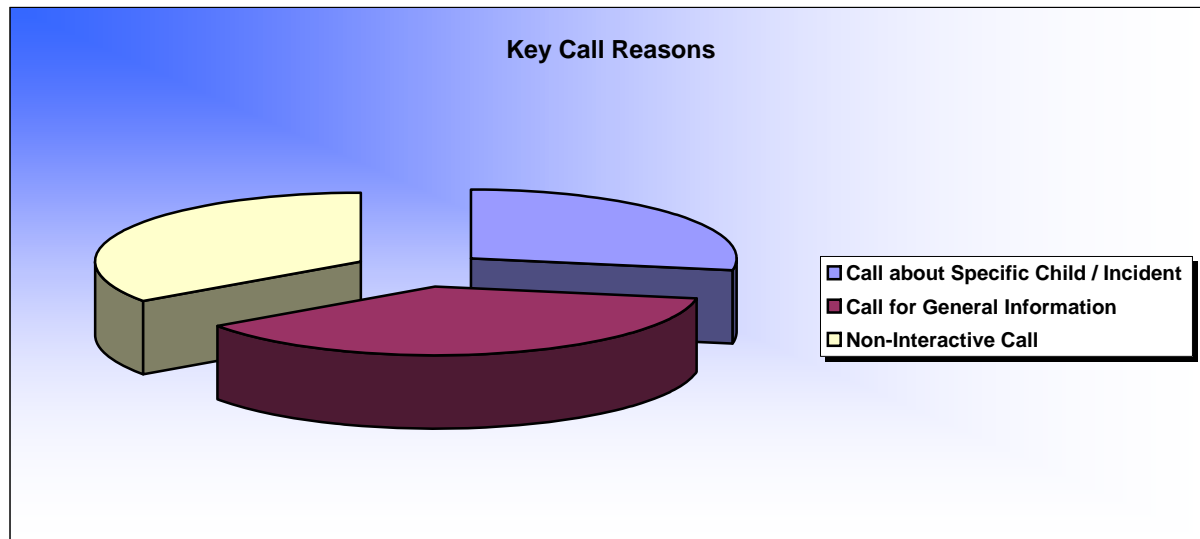
Campaign Specific	6	9%
General Information	17	27%
Literature Requested	9	14%
Referred To National	11	17%
Referred To Website	11	17%
Remit Query	10	16%
	64	

All Callers - Additional Profile Information

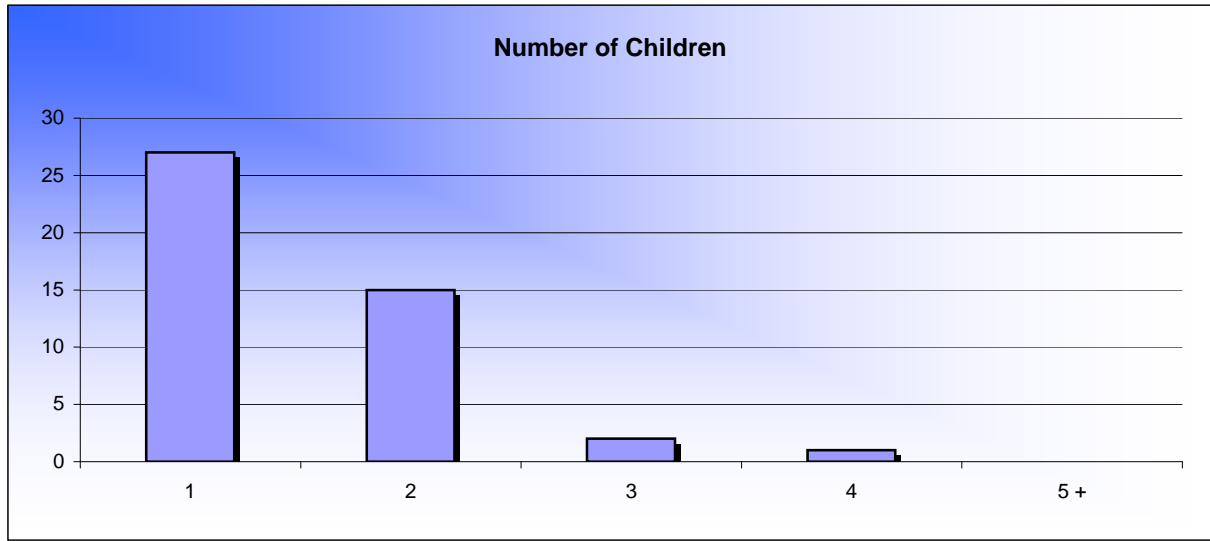
Ethnic Category		
Asian		0%
Black		0%
Mixed		0%
White	27	68%
Other		0%
Undisclosed	13	33%
	40	

Media Type		
Poster	15	16%
Press	15	16%
Radio	4	4%
Television	7	7%
Other	0	0%
Undisclosed	39	41%
Website	14	15%
Phone Kiosks	2	2%
	96	
Poster Source		
Child Protection - "Help"	11	79%
See it..Hear it..Share	3	21%
Other		
Undisclosed		
	14	
Press Source		
Daily Record	3	20%
Big Issue		0%
Local Press	7	47%
Unscheduled	1	7%
See it..Hear it..Share		
Other		0%
Undisclosed	4	27%
	15	
Radio Source		
Local	2	50%
Unscheduled		0%
See it..Hear it..Share		
Other	2	50%
Undisclosed		0%
	4	
Television Source		
Local	3	50%
Unscheduled		0%
Other		0%
Undisclosed	3	50%
	6	

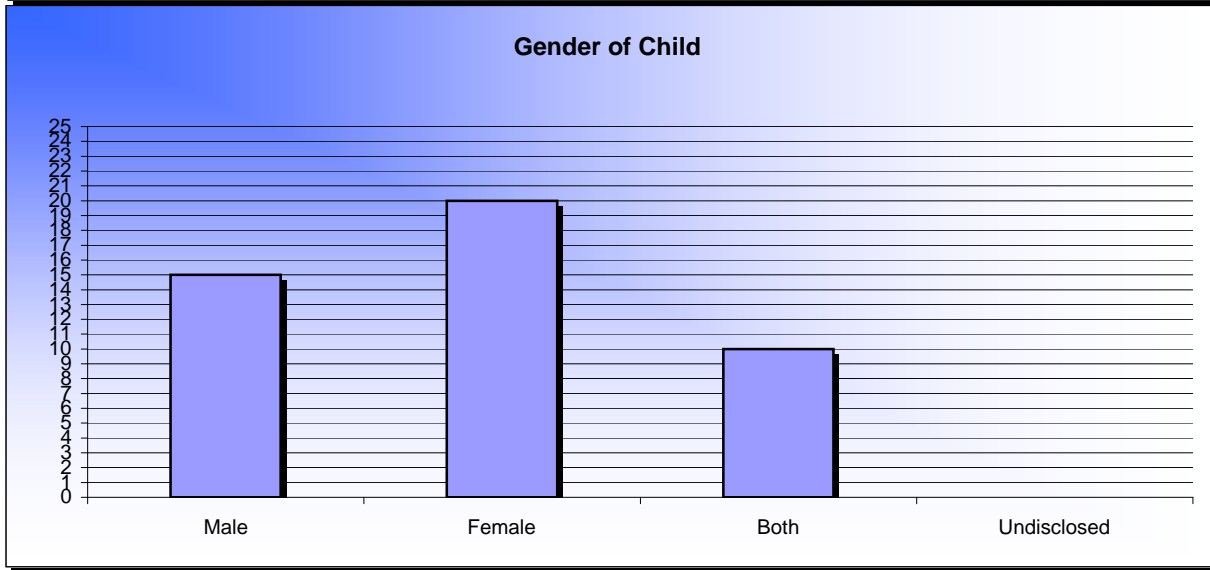
Caller Profile Graphs- February 2008

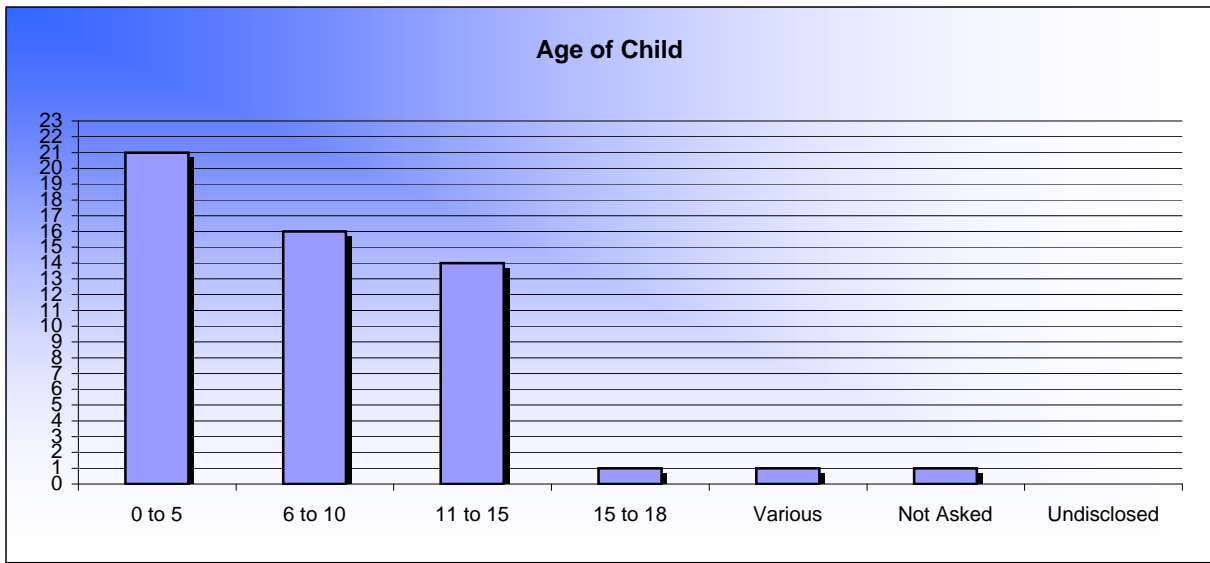


Calls in relation to specific children or incident accounted for 27% of calls. 38% of calls were for general information whilst 35% were of a non-genuine nature.

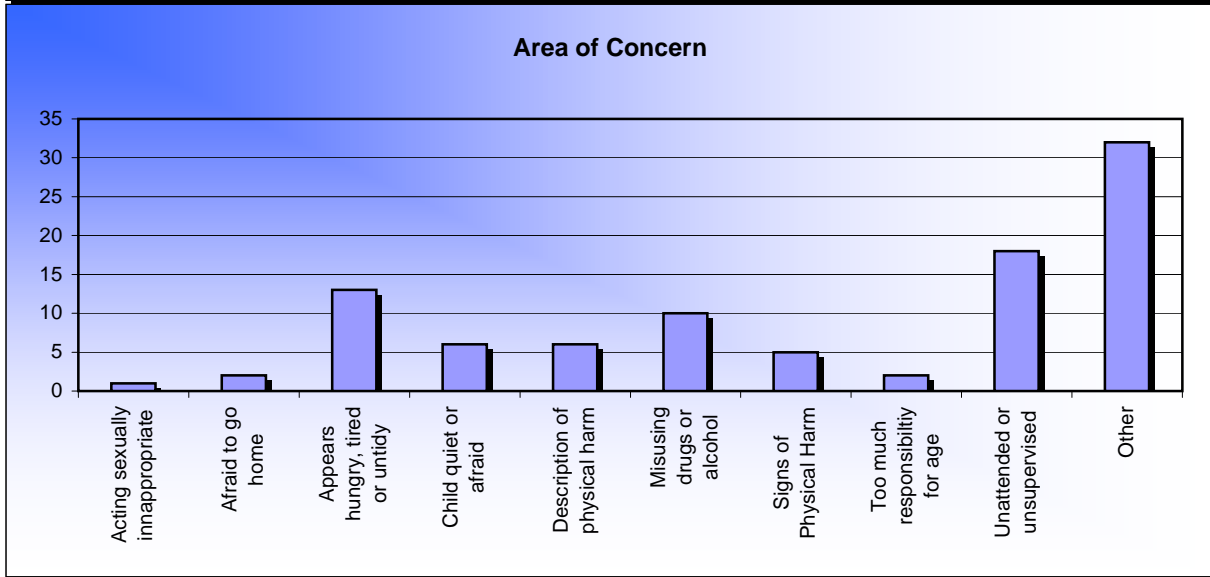


The majority were in relation to only one child at 60%.

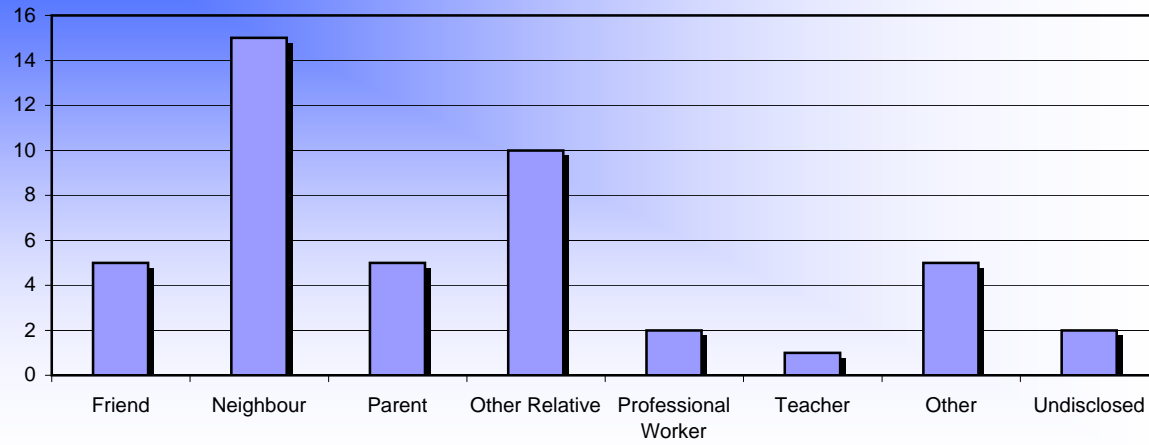




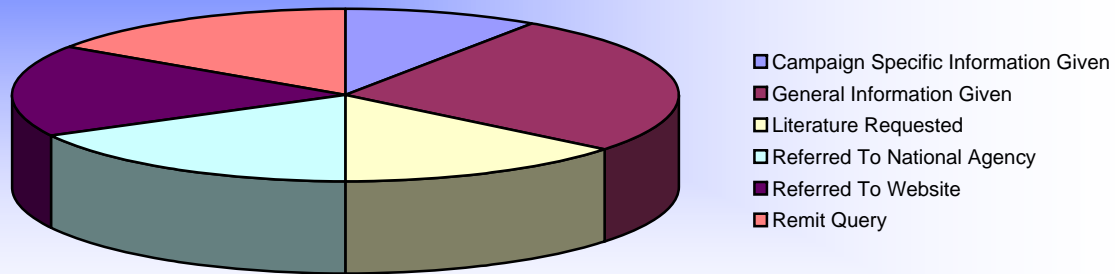
There were a variety of ages noted when discussing specific cases . There was a trend towards yuonger age groups



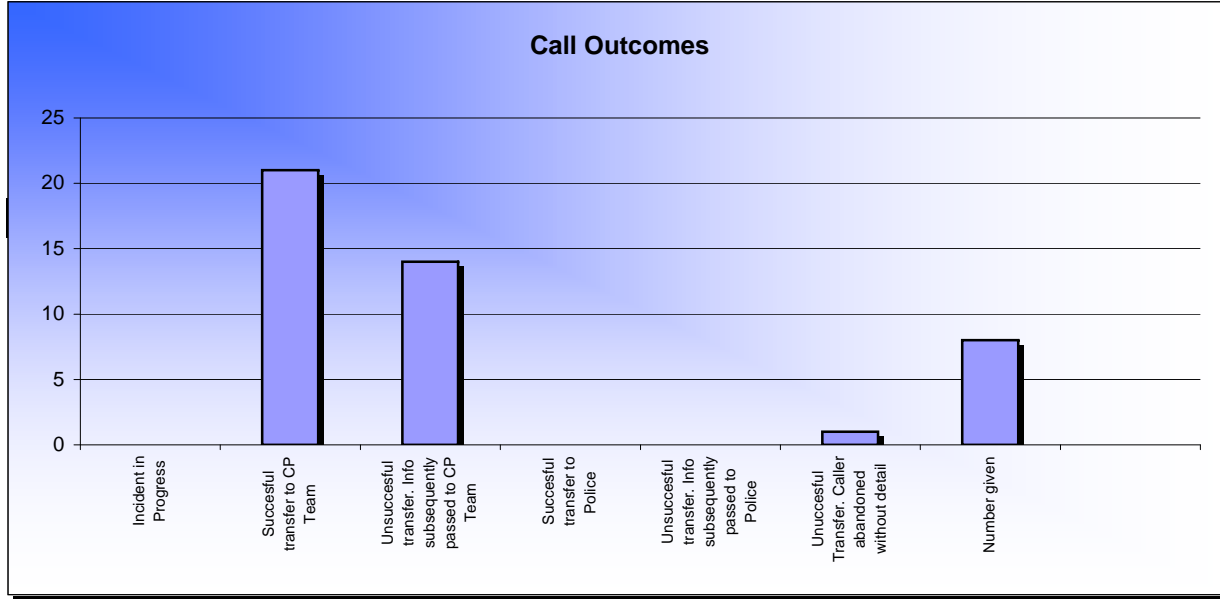
Relationship to Child(ren)



General Calls



General calls are often from Professionals at other organisations checking the remit, purpose and opening times of the CPL.



22 calls were successfully transferred to local services, with an additional 15 unsuccessful transfers where the information was passed to the relevant agency after the call.

Scottish Executive ChildProtectionLine

Sample Call Report

Covering period: 1st February to 29th February 2008

Gender: Female

Age Range: Under 18

Location: Undisclosed

Subject Narrative: 15 year old female phoning, explained that she has had consensual sex with an older individual which has now become a police matter and she is very worried about this. She wants to speak to someone about how she feels.

Outcome Narrative: Caller given the opportunity to explain why she phoned today. Discussed the service we provide and other agencies which can provide her with support. She decided that Childline would be most appropriate, telephone number for Childline given with encouragement to contact them for support.

Gender: Male

Age Range: 36 to 45

Location: Glasgow City

Subject Narrative: Caller is a policeman requesting literature about the Child Protection Line.

Outcome Narrative: Advised the caller of the CPL website - he already knew the website address. The CPL leaflets were ordered for despatch to this caller also.

Gender: Female

Age Range: 26 to 35

Location: Fife

Subject Narrative: Caller phoned to advise of her concerns about her neighbours children as she hears them constantly crying, she heard male voices in one of the girls rooms last night. She was alarmed as it was late at night and there are not normally males in the household.

Outcome Narrative: MCT to Glenrothes Social work dept attempted, however line the was busy. Caller given the appropriate department telephone number to contact, unfortunately the caller did not know her neighbours surname however all information gathered during the call was passed to a Service Leader to ensure transfer of information.

Gender: Male

Age Range: 36 to 45

Location: City of Edinburgh

Subject Narrative: Caller is concerned about two young females as she is aware that the children's parents are dealing drugs. The house and children are unkempt and are not being fed properly. The caller believes the children to also be witnessing their parents smoking crack and heroin.

Outcome Narrative: Caller did not want to be transferred to the local CP team therefore details taken and information passed on to the local CP team on behalf of the caller.

Gender: Male

Age Range: Undisclosed

Location: Glasgow City

Subject Narrative: Grandfather concerned about his four year old granddaughter. He thinks her father and stepmother are taking crack cocaine in front of her.

Outcome Narrative: MCT to local CP team attempted, however number ringing out with no reply. CP team contact details given to caller and call details passed to a Service Leader for action.

Gender: Female

Age Range: 56 to 65

Location: Midlothian

Subject Narrative: Neighbour concerned about two young boys as their mother is verbal abusing them, the caller is finding this very upsetting. Caller not wanting to give any details about herself.

Outcome Narrative: Line remit given including details of the website, information about the children and incident given to the local CP

Gender: Female
Age Range: Undisclosed
Location: North Lanarkshire
Subject Narrative: Caller is a Health Visitor who had seen our advertising but had not been informed about the service via the NHS, she wanted to know the remit of the CPL.

Outcome Narrative: Information regarding the CPL remit given, leaflets sent and website address also given.

Gender: Female
Age Range: 26 to 35
Location:
Subject Narrative: Caller had been in touch with her local social work department who had given her our number. The call is related to an ex partner who is on the sex offenders register, caller is worried about his new partners little girl.

Outcome Narrative: Caller advised of the CPL remit and suggested transfer to the local CP team if she wished to report a child protection concern. Caller did not want transferred and did not leave any identifiable details.

Gender: Female
Age Range: 56 to 65
Location: Dundee City
Subject Narrative: Aunt calling as she feels her niece is mentally abusing her two and a half year old son. The child is frightened as his mother is always shouting at him. The caller also advises that her niece is a drug addict.
Outcome Narrative: CPL remit given, caller refused transfer therefore information collated during call passed to Dundee Social Services after the call ended. Social Services advised that this is an active case and a case worker had been allocated.

Gender: Male
Age Range: Undisclosed
Location: Undisclosed
Subject Narrative: Gentleman calling as a concerned neighbour of a three year old girl, her mother uses drugs and has lots of parties in the house. Caller explained that someone had been stabbed previously in the house and he advised the police were involved. Caller refused to give any details about himself.
Outcome Narrative: Remit given, caller refused transfer therefore information gained during the call passed to Inverclyde Social

Gender: Female
Age Range: 26 to 35
Location: Aberdeenshire
Subject Narrative: Call regarding a 12yr old girl, her mother is Alcohol dependent and in a relationship with a violent partner who has previously attacked the mother and been convicted. The daughter is being left to look after herself and is very scared of the partner.
Outcome Narrative: The caller is a ex family friend who lives in the Macduff area. Remit of the CP line provided and MCT Completed to Highlands Social Work Team.

Gender: Male
Age Range:
Location: Perth & Kinross
Subject Narrative: The caller would like to send information leaflets to several of the local Angling Clubs throughout Scotland. The request is for 400 Leaflets.
Outcome Narrative: Address taken for fulfilment and advice given regarding other materials available via the website

Gender: Male
Age Range: Undisclosed
Location: Inverclyde
Subject Narrative: Thomas Doherty from Inverclyde Social Services called to confirm who Donna from CPL was. We had reported an alleged abuse to his office, but they had never heard of the CPL before.
Outcome Narrative: Explained the remit of the line to Mr Doherty, details of the CPL account manager also given.

Gender: Female
Age Range: 46 to 55
Location: North Ayrshire

Subject Narrative: Concerned neighbour calling regarding a 6yr old girl she believes is being physically and sexually abused, she is also being left in at night on her own. Caller wishes to stay Anonymous.

Outcome Narrative: Remit given and website offered. Telephone number for Irvine Social Services given and all information gained throughout the call passed to social services when the call ended as the caller refused transfer.

Gender: Female
Age Range: 18 to 25
Location: East Lothian

Subject Narrative: Caller had been in a house a few days ago, where a 2 year old boy was running around whilst people openly smoked and used Heroin and Crack Cocaine. The house was also dirty and unkempt.

Outcome Narrative: Details taken, tried to contact the CP team to transfer the caller but the line was engaged, information passed to a

Gender: Male
Age Range: 18 to 25
Location: City of Edinburgh

Subject Narrative: Uncle concerned about nephew and nieces, the mother and boyfriend take drugs all the time, kids seem untidy, hungry and neglected. The youngest child picked up a wrap of heroin and nearly consumed it.

Outcome Narrative: Line remit given and details of children and caller taken prior to attempting MCT to social services, engaged on both attempts therefore information passed to a Service Leader for action.

Gender: Female
Age Range: Undisclosed
Location: Fife

Subject Narrative: Social worker requiring background information on a call which was made to CPL on sat 23/02

Outcome Narrative: Details of caller passed on to Service Leader to follow up.

Gender: Male
Age Range: Undisclosed
Location: Fife

Subject Narrative: Caller worried about his partner (who suffers from depression) and seems to be unable to cope, he is worried about his son not being properly looked after. They do not stay together anymore.

Outcome Narrative: Tried to put the caller through to the local CP team but the line was continually engaged. Caller said he would ring the department himself. Caller was given the telephone number to call himself and advised we would also arrange for the information given to be passed to the CP team on his behalf, details passed to a Service Leader for transfer

Gender: Male
Age Range: 36 to 45
Location:

Subject Narrative: Call from a father who explained that his ex wife was denying him access to his children which he was very upset

Outcome Narrative: Caller advised of CPL remit, he did not believe his children were at risk or neglected, he just wanted access to see them, referral to parentline given.

27-Feb	Wed	13	12	92%	0.88	265	8	11	1
28-Feb	Thu	15	15	100%	1.63	390	1	13	2
29-Feb	Fri	5	5	100%	0.92	664	0	4	1
Total		58	57	98%	7.25	458	0	50	7
		166	154	93%	19.46			122	57

Date	Day	Opening Hours			Talk-Time (hrs)	Ave Talk Time (sec)	Ave Wait Time (sec)	Interactive	Non-Inter.
		Demand	Answered	Strike Rate					
03-Mar	Mon	10	10	100%	0.51	183	2	10	0
04-Mar	Tue	10	10	100%	0.94	339	12	9	1
05-Mar	Wed	14	11	79%	1.17	382	33	9	2
06-Mar	Thu	13	11	85%	1.52	498	16	9	0
07-Mar	Fri	12	9	75%	0.99	397	26	5	4
08-Mar	Sat	2	2	100%	0.71	1,269	0	2	0
09-Mar	Sun	4	4	100%	0.01	7	2	3	1
Total		65	57	88%	5.84	369	2	47	8
		231	211	91%	25.31			169	65

Date	Day	Opening Hours			Talk-Time (hrs)	Ave Talk Time (sec)	Ave Wait Time (sec)	Interactive	Non-Inter.
		Demand	Answered	Strike Rate					
10-Mar	Mon	14	13	93%	1.26	348	1	9	3
11-Mar	Tue	5	5	100%	0.68	492	1	5	0
12-Mar	Wed	19	15	79%	2.01	482	15	13	2
13-Mar	Thu	18	18	100%	2.40	479	1	13	4
14-Mar	Fri	22	19	86%	3.35	635	10	15	1
15-Mar	Sat	16	6	38%	0.56	338	64	5	1
16-Mar	Sun	10	9	90%	0.45	181	2	2	7
Total		104	85	82%	10.71	454	1	62	18
		335	296	88%	36.02			231	83

Child ProtectionLine 2007-2008

HOURLY DEMAND BREAKDOWN

TIMEBANDS

	01-Feb	02-Feb	03-Feb	04-Feb	05-Feb	06-Feb	07-Feb	08-Feb	09-Feb	10-Feb	11-Feb	12-Feb	13-Feb	14-Feb	15-Feb	16-Feb	17-Feb	18-Feb	19-Feb	20-Feb	21-Feb	22-Feb	23-Feb	24-Feb	25-Feb	26-Feb	27-Feb	28-Feb	29-Feb		
00:00-01:00											2																				
01:00-02:00																															
02:00-03:00																															
03:00-04:00																															
04:00-05:00																															
05:00-06:00																															
06:00-07:00																						2									
07:00-08:00																															
08:00-09:00											1	1								1	2						1	1	2		
09:00-10:00										1	1								1	3	1						1	1	2		
10:00-11:00									1					1				1	1	3	2	3			1	1	1	2	1		
11:00-12:00																			1	2	2	3			1	1	1	2	1		
12:00-13:00	1	1				1					1								3	1	1			1		2	1				
13:00-14:00																			2	1	2	1	5	3	2	1	2	1			
14:00-15:00					1		1	1				1					1		3	1	1		5	3	2	1	2	1			
15:00-16:00																			2	2	3	9	2	1	4	1	1	1	1		
16:00-17:00			1										1						2	2	3		4	3	1	1	2	1	1		
17:00-18:00												1							1				4	3	1	1	2	1	1		
18:00-19:00																			7	1		2		3	1	2	1	1			
19:00-20:00																			1	1	1	2		2	2	2			4		
20:00-21:00																			1	1		1						3			
21:00-22:00																							1								
22:00-23:00																								2			2				
23:00-24:00																															
TOTAL	1	1	1	0	1	1	1	1	1	1	4	2	1	1	1	0	0	2	16	21	13	23	14	10	14	11	13	15	5		

2

10

13

14

13

18

17

17

18

10

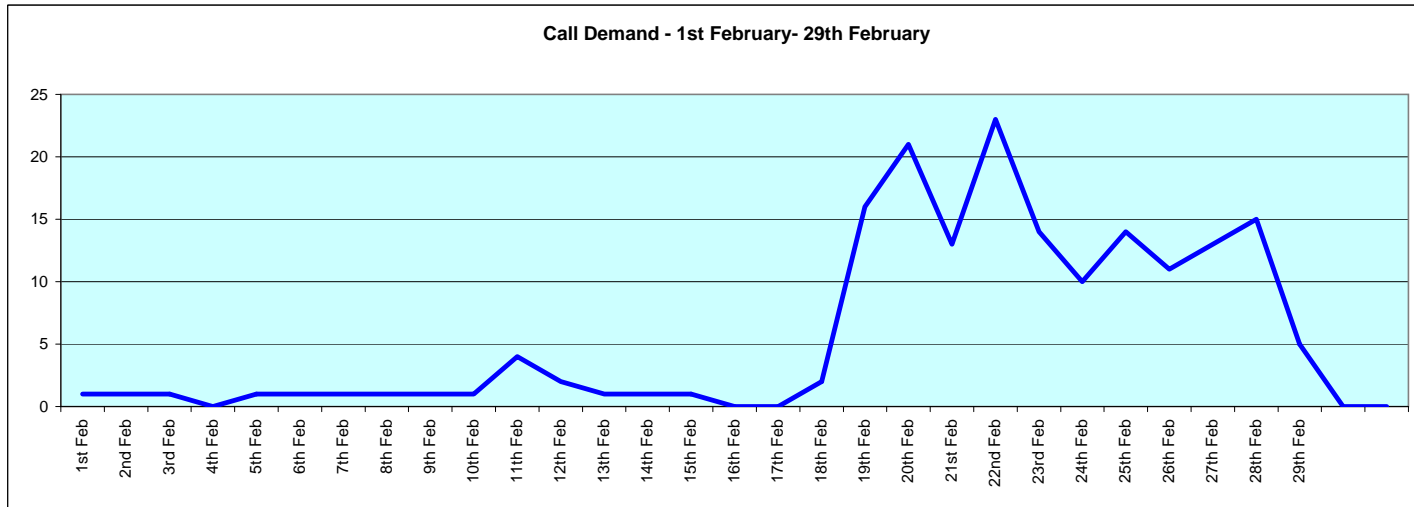
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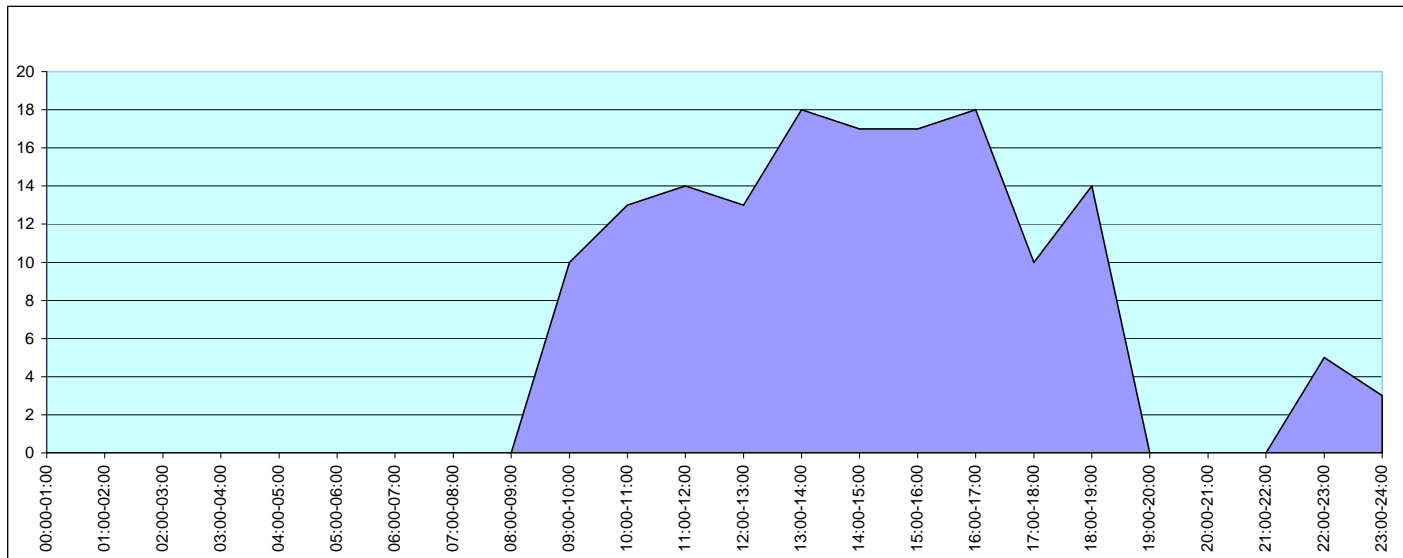
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Response Levels to ChildProtectionLine for period 1st February - 29th February 2008



Hourly Demand Breakdown for period 1st February - 29th February 2008



Response Levels to ChildProtectionLine for period 1st April - 29th February 2008

