



North Ayrshire Child Protection Committee  
Business Plan  
April 2010 – March 2011

## NA CPC BUSINESS PLAN APRIL 2010 - MARCH 2011

Progress in relation to the North Ayrshire Child Protection Committee Business Plan for 2009/10 has been reported throughout the Annual Report, under the nine key headings from the Scottish Executive's "Protecting Children and Young People: Child Protection Committee's" document. This will be published in October 2010.

Similarly, the 2010/11 Business Plan is presented under the same nine key headings. How each task was identified is stated in the "origin" column. For example, tasks may be identified through case reviews or self evaluation exercises.

### Public Information:

#### Aim

- a. to raise awareness of child protection issues within communities, including children and young people
- b. to promote the work of agencies in protecting children to the public at large
- c. to provide information about where members of the public will go if they have concerns about a child and what could happen

*(Standard 7.2, 7.3) (QI 2.1, 2.2, 4.1, 5.1)\**

#### Objective 1

**To raise awareness of child protection amongst the general public, including young people.**

Task	Timescale	Resources/Responsibility	Outcome	Origin
Launch revised NA CPC Communication Strategy.	August 2010	NA CPC Information Sub Group.	Children, young people, families, communities and agencies in North Ayrshire are targeted appropriately using an updated Communication Strategy.	Next step as identified following revision of strategy undertaken last business year.
Monitor implementation of the NA CPC Communication strategy	6 weekly	NA CPC Information Sub Group.	Children, young people, families, communities and agencies in North Ayrshire receive child protection communication timeously, effectively and according to their needs.	Part of the core remit of the Information Sub Group.
Review inventory of public information materials and address gaps.	6 weekly	NA CPC Information Sub Group	Children, young people, families, communities and agencies in North Ayrshire receive child protection communication in an effective manner.	Communication Strategy.

\* Scottish Executive Framework for Standards and HMIe Quality Indicators 'How Well Do We Protect Children and Meet Their Needs?'

## NA CPC BUSINESS PLAN APRIL 2010 - MARCH 2011

### Public Information: Continued

Objective 1 continued	To raise awareness of child protection amongst general public, including young people			
Task	Timescale	Resources/Responsibility	Outcome	Source
Update the NA CPC web site	Monthly	Child Protection Development Team	Children, young people, families, communities and agencies in North Ayrshire have access to web material that meets their needs.	Communication Strategy.
Publish NA CPC Annual Report for 2009-2010 on the web	October 2010	Child Protection Lead Officer	Children, young people, families, communities and agencies know of the achievements of NACPC and of plans for the next year.	Agreed at a meeting of North Ayrshire Child Protection Committee.
Utilise local resources such as local radio and shopping malls to promote child protection.	March 2011	NA CPC Information Sub Group  Child Protection Development Team	Children, young people, families, communities and agencies have an increased awareness of child protection.	Communication Strategy.
Display Infomercial in public areas raising awareness of child protection; to be planned in partnership with East and South Ayrshire.	April 2010 and ongoing	NA CPC Information Sub Group	Children, young people, families, communities and agencies have an increased awareness of child protection.	Part of work plan for Information Sub Group.

<b>Objective 2</b>	<b>Develop a range of ways to engage with children and young people to raise awareness of child protection</b>			
<b>Task</b>	<b>Timescale</b>	<b>Resources/Responsibility</b>	<b>Outcome</b>	<b>Source</b>
Explore opportunity to promote child protection through drama.	December 2010	NA CPC budget	Children and young people in North Ayrshire receive information on keeping safe in an age appropriate manner.	Communication Strategy
Produce and disseminate a range of promotional materials for young people	March 2011	NA CPC budget	Children and young people in North Ayrshire receive child protection information in innovative ways.	Communication Strategy
Promote and update the child protection website for young people.	6 monthly	NA CPC Information Sub Group	Children and young people in North Ayrshire receive child protection information via a website that is appropriate to their age and stage of development.	Agreed as part of implementation plan for new website.

## NA CPC BUSINESS PLAN APRIL 2010 - MARCH 2011

### Policies, Procedures and Protocols

#### Aim

- a. to ensure that constituent agencies have in place their own up to date policies and procedures
  - b. to regularly develop, disseminate and review inter-agency policies and procedures
  - c. to ensure that protocols are developed around key issues where there is agreement that this is required
- (Standard 8.1, 8.2) (QI 6.1, 6.2)*

<b>Objective 1</b>				
<b>Ensure that all agencies have child protection procedures in place</b>				
<b>Task</b>	<b>Timescale</b>	<b>Resources/Responsibility</b>	<b>Outcome</b>	<b>Origin</b>
Implement revised West of Scotland Interagency Procedures	September 2010	NA CPC	Children and young people in North Ayrshire are protected by all agencies working together in a consistent way.	2008-2010 Post Inspection Action Plan.
Undertake review of single agency child protection procedures following publication of revised West of Scotland Inter agency procedures.	September 2010	NA CPC	Children and young people in North Ayrshire are protected by all agencies working together in a consistent way.	2008-2010 Post Inspection Action Plan.
Local voluntary/community groups to be encouraged to develop child protection procedures.	6 weekly	Child Protection in the Community Sub Group	Children and young people in North Ayrshire attend community groups that use child protection procedures to keep them safe.	Part of core remit of Child Protection in the Community Sub Group.
Consider implications of the Protecting Vulnerable Groups Scheme being launched in 2010.	March 2011	Child Protection in the Community Sub group	Children and young people in North Ayrshire receive services from staff suitably vetted.	Part of 2010/11 work plan for Child Protection in the Community Sub Group.

## NA CPC BUSINESS PLAN APRIL 2010 - MARCH 2011

### Policies, Procedures and Protocols - Continued

<b>Objective 2</b>		<b>Ensure developing child protection policies and procedures are informed by learning from best practice</b>		
<b>Task</b>	<b>Timescale</b>	<b>Resources/Responsibility</b>	<b>Outcome</b>	<b>Origin</b>
Implement Significant Case Review Guidance	Ongoing	NA CPC Case Review Panel	Children and young people in North Ayrshire are better protected due to improved practice as a result of learning from case reviews.	"Protecting Children and Young People: Child Protection Committees" Scottish Executive
Revise Significant Case Review Guidance	December 2010	NA CPC	The SCR Process is modified to maximise learning in order to better protect children and young people.	Agreed at meeting of North Ayrshire Child Protection Committee.
Develop interagency guidance in relation to sharing information between adult and child services, particularly in relation to mental health.	September 2010	NA CPC	Children and young people in North Ayrshire have their needs met by appropriate information sharing and assessment processes.	Recommendation from NA CPC Initial Case Review.
Contribute to development of child protection policies and guidance documents being developed regionally and nationally.	Quarterly	NA CPC	Children and young people in North Ayrshire are protected by effective child protection policies and guidance documents being available to staff.	Part of the remit of staff within Child Protection Development Team.
Take considered action following the review of Standby that is currently underway.	September 2010	NA CPC Social Services	Children, young people and families in North Ayrshire have access to an effective out of hours service.	2008-2010 Post Inspection Action Plan.

<b>Task</b>	<b>Timescale</b>	<b>Resources/Responsibility</b>	<b>Outcome</b>	<b>Origin</b>
Develop child trafficking procedures following outcome of pilot work in Glasgow	March 2011	NA CPC	Children and young people trafficked in Scotland will be better protected as a result of interagency guidance in place.	Agreed at meeting of North Ayrshire Child Protection Committee.
Revise and improve current Multi Agency Risk Assessment and Management procedures for young people who present a risk of serious harm.	December 2010	Managing Risk, Meeting Needs Sub Group	Children and young people who present a risk of serious harm will have their needs met through a multi agency response.	Part of 2010/2011 workplan for Managing Risk, Meeting Needs Sub Group.
Develop programme of work to consider the needs of children affected by parental substance.	September 2010	CAPSM Sub Group	Children and young people affected by parental substance misuse will have their needs met through a multi agency response.	Agreed at meeting of North Ayrshire Child Protection Committee.
Consider effectiveness of internet safety information	December 2010	NA CPC	Children and young people have increased awareness of staying safe online.	Launch of Scotland's Action Plan on Internet Safety.

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### Management Information

- Aim**
- a. to have an overview of information relating to children and young people on the Child Protection Register
  - b. to ensure that CPCs receive regular management information reports, which include analysis of trends, and to identify and address the implications of these reports for services
  - c. to ensure these reports inform the inter-agency child protection strategy.
- (Standard 8.9) (QI 6.2)*

Objective 1	Ensure accurate and meaningful child protection management information is available to NA CPC			
Task	Timescale	Resources/Responsibility	Outcome	Origin
Implement the new management information framework for child protection which links to the Single Outcome Agreement	April 2010	Child Protection Lead Officer Management Information Sub Group	Children and young people in North Ayrshire receive services informed by accurate management information.	Agreed at a meeting of NACPC where new management information framework was agreed.
Effectively utilise information systems in all agencies to ensure robust systems for gathering statistics	Monthly	Management Information Sub Group	Children and young people in North Ayrshire have their information used effectively to better protect them.	Protecting Children and Young People: Child Protection Committee's" Scottish Executive
Produce management information report to NA CPC.	Quarterly	Child Protection Lead Officer	Children and young people in North Ayrshire have their information used effectively to better protect them.	Part of remit of Child Protection Lead Officer
Continue to develop the eCare framework to support effective information gathering systems.	March 2011	CareFirst Project Team	Children and young people in North Ayrshire have their information collected effectively in order to better protect them.	2008-2010 Post Inspection Action Plan

<b>Objective 2</b>		<b>Make effective use of child protection management information</b>		
<b>Task</b>	<b>Timescale</b>	<b>Resources/Responsibility</b>	<b>Outcome</b>	<b>Outcome</b>
Consider the implications of child protection management information for services, training needs, quality assurance or planning and performance.	Quarterly	NA CPC	Children and young people who are affected by child protection concerns have their needs considered.	Protecting Children and Young People: Child Protection Committees” Scottish Executive
Remit pertinent issues to Integrated Children’s Services Steering Group for consideration	Quarterly	NA CPC ICSSG	Children and young people have access to services which meet their needs.	Protecting Children and Young People: Child Protection Committee’s” Scottish Executive

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### Quality Assurance

#### Aim

- a. to ensure all agencies in the CPC develop and implement inter-agency quality assurance systems.
- b. to ensure these quality assurance mechanisms directly contribute to continuous improvement
- c. to utilise findings from inspection processes both locally and nationally

*(Standard 8.10) (QI 9.2, 9.3, 9.4)*

Objective 1	Ensure continuous improvement in child protection services			
Task	Timescale	Resources/Responsibility	Outcome	Origin
Develop and implement Action Plan following HMle Joint Inspection of Services 2010	August 2010	NA CPC	Children and young people in North Ayrshire are better protected as a result of improvements achieved following implementation of the action plan.	HMle Joint Inspection of Services to Protect Children and Young People in North Ayrshire 2010.
Continue to update quality assurance systems that are in place across agencies.	6 weekly	Audit and Evaluation Sub Group	Children and young people in North Ayrshire receive services that are continually improving.	Part of the core remit of the Audit and Evaluation Sub Group.
Implement action plans from self evaluation exercises.	March 2011	NA CPC Audit and Evaluation Sub Group	Children and young people in North Ayrshire receive services that are continually improving.	Audit and Evaluation Sub Group

<b>Objective 2</b>	<b>Progress activity from which learning can be derived.</b>			
<b>Task</b>	<b>Timescale</b>	<b>Resources/Responsibility</b>	<b>Outcome</b>	<b>Origin</b>
Audit child protection reports and CareFirst recordings.	Monthly	Child Protection Lead Officer	Children and young people in North Ayrshire receive a service that is informed by best practice findings.	Part of remit of Child Protection Lead Officer.
Undertake case file audit.	October 2010	Audit and Evaluation Sub Group	Children and young people in North Ayrshire receive services informed by best practice findings.	Part of agreed work plan 2010/11 for Audit and Evaluation Sub Group.
Consider learning from inspections	Quarterly	NA CPC	Children and young people in North Ayrshire receive services informed by best practice findings.	Protecting Children and Young People: Child Protection Committee's" Scottish Executive
Improve quality assurance systems in relation to joint investigative interview processes.	December 2010	NA CPC Social Services Police	Children and young people in North Ayrshire receive continually improving services.	Gap identified through internal evaluation and information shared at West of Scotland Joint Investigative Interview Training Steering Group.
Establish clear links with Multi Agency Resource Service and Scottish Child Care and Protection Network.	June 2010	Child Protection Lead Officer	Children and young people in North Ayrshire receive services informed by best practice findings.	National Child Protection Chairs and Lead Officers meeting.
Work in partnership with East and South Ayrshire Child Protection Committees to develop a joint plan to maximise benefit of link HMIe inspector.	June 2010	Child Protection Lead Officer Audit and Evaluation Sub Group	Children and young people in North Ayrshire receive continually improving services.	Agreed at meeting of Ayrshire Wide Chairs and Health group.

## NA CPC BUSINESS PLAN APRIL 2010 - MARCH 2011

### Promotion of Good Practice

#### Aim

- a. to ensure mechanisms are in place to identify and disseminate lessons from past and current practice, including systemic reviews of significant cases
- b. to ensure these lessons directly inform training and development
- c. to identify opportunities to share these lessons more widely

*(Standard 6.6) (QI 7.3)*

#### Objective 1 Undertake activity which identifies good practice

Task	Timescale	Resources/Responsibility	Outcome	Origin
Continue to consider the key findings and lessons to be learned from research and national inquiries	Quarterly	NA CPC Child Protection Lead Officer Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive improved services as a result of learning from inquiries.	Protecting Children and Young People: Child Protection Committee's" Scottish Executive
Continue to scrutinise child protection paperwork and identify good practice and areas for improvement.	Monthly	Child Protection Lead Officer	Children and young people in North Ayrshire receive services informed by good practice findings.	Part of remit of Child Protection Lead Officer
Undertake Initial and Significant Case Reviews where appropriate	Ongoing	NA CPC	Children and young people in North Ayrshire are better protected as a result of improved practice informed by learning from case reviews.	Protecting Children and Young People: Child Protection Committee's" Scottish Executive
Establish clear links with Multi Agency Resource Service and Scottish Child Care and Protection Network.	June 2010	Child Protection Lead Officer	Children and young people in North Ayrshire receive services informed by best practice findings.	National Child Protection Chairs and Lead Officers meeting.

<b>Objective 2</b>	<b>Disseminate findings in order to promote best practice</b>			
<b>Task</b>	<b>Timescale</b>	<b>Resources/Responsibility</b>	<b>Outcome</b>	<b>Origin</b>
Organise multi agency Child Protection Practitioner Forums to disseminate learning from inspections, research and case reviews.	Minimum twice yearly	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff who are informed of best practice findings.	Part of remit of Child Protection Training and Development Co-ordinator.
Publish multi agency staff briefings when appropriate.	March 2011	Child Protection Lead Officer Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff who are informed of best practice findings.	Agreed at conclusion of case reviews, auditing activity etc.
Use website to publish best practice findings.	March 2011	Child Protection Lead Officer Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff who are informed of best practice findings.	Communications Strategy.

## NA CPC BUSINESS PLAN APRIL 2010 - MARCH 2011

### Training and Staff Development

#### Aim

- a. maintain an overview of single agency child protection training and the implications for inter-agency training
- b. plan, review and quality assure inter-agency training and development activities
- c. ensure the provision of inter-agency child protection training for all  
(Standard 8.5) (QI 3.1 and 7.3)

#### Objective 1

Promote improved practice in staff through the delivery of training that meets their needs.

Task	Timescale	Resources/Responsibility	Outcome	Origin
Continue to ensure all agencies review single agency child protection training appropriate to their staff's needs.	6 weekly	Training Sub Group	Children and young people in North Ayrshire receive services from staff who are confident and competent.	Children and young people in North Ayrshire have access to services that are led by senior managers who are well informed about good practice in child protection.
Implement recently revised evaluation framework.	April 2010	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff who have access to training which meets their needs.	Part of 2010/11 work plan for Training Sub group. Part of remit of Child Protection Training and Development Co-ordinator.
Revise and publish a multi agency child protection training programme.	April 2010	Child Protection Training and Development Co-ordinator.	Children and young people in North Ayrshire receive services from staff who have access to training which meets their needs.	Part of remit of Child Protection Training and Development Co-ordinator.
Work in partnership with East and South Child Protection Committees in developing and delivering training.	6 weekly	Child Protection Training and Development Co-ordinator Ayrshire Wide Training Group	Interagency child protection training is developed on an Ayrshire Wide basis where possible.	Ayrshire Wide Training Group remit.

<b>Training and Staff Development cont</b>				
<b>Objective 2</b>		<b>Ensure training provided by, or commissioned on behalf of, NA CPC is of a high quality.</b>		
<b>Task</b>	<b>Timescale</b>	<b>Resources/Responsibility</b>	<b>Outcome</b>	<b>Origin</b>
Source high quality providers	April 2010	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff who have access to child protection training which meets their needs.	Part of remit of Child Protection Training and Development Co-ordinator.
Utilise evaluation methods to continually improve courses.	April 2010 – March 2011	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff who have access to child protection training which meets their needs.	Part of remit of Child Protection Training and Development Co-ordinator.
Ensure lessons and recommendations from National Inquiries are included in any NA CPC training programmes	March 2011	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff who are aware of lessons to be learnt from national inquiries.	Part of remit of Child Protection Training and Development Co-ordinator.
<b>Objective 3</b>		<b>Promote joint working through joint training</b>		
<b>Task</b>	<b>Timescale</b>	<b>Resources/Responsibility</b>	<b>Outcome</b>	<b>Origin</b>
Take account of inter agency needs when planning training	April 2010	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff across agencies who have been trained together in child protection.	Part of remit of Child Protection Training and Development Co-ordinator.
Promote all training to all agencies	6 weekly	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff across agencies who have been trained together in child protection.	Part of remit of Child Protection Training and Development Co-ordinator.
Create multi agency mix of participants on courses	Weekly	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff across agencies who have been trained together in child protection.	Part of remit of Child Protection Training and Development Co-ordinator.
Implement an interagency training programme in partnership with other key organisations (e.g. Women's Aid, addiction services).	April 2010	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff who understand the links between child protection and key issues affecting families.	Part of remit of Child Protection Training and Development Co-ordinator.

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### Communication and Co-operation

#### Aim

a. To actively demonstrate and promote effective communication within the CPC and between agencies

(Standard 8.4) (QI 9.1, 9.2, 9.3)

#### Objective 1 Promote effective communication and co-operation both within and between professionals

Task	Timescale	Resources/Responsibility	Outcome	Origin
Launch revised NA CPC Communication Strategy.	August 2010	NA CPC Information Sub Group.	Children, young people, families, communities and agencies in North Ayrshire are targeted appropriately using an updated Communication Strategy.	Next step as identified following revision of strategy undertaken last business year.
All agencies to contribute to CPC agenda	Quarterly	Constituent agencies of NA CPC	Children and young people in North Ayrshire receive services from agencies who communicate well and are well informed about child protection matters.	Agreed at NA CPC Development Day
Agree Information Sharing Protocol reviewed annually by Data Sharing Partnership.	December 2010	NA CPC	Children and young people in North Ayrshire receive services from staff across agencies who follow an Information Sharing Protocol.	Agreed at meeting of North Ayrshire Child Protection Committee.
Actively identify and progress any opportunities for joint working	Quarterly	NA CPC	Children and young people in North Ayrshire receive services from staff across agencies who learn and work together.	Agreed at NA CPC Development Day
Organise Practitioner forums in order to continue to facilitate inter agency communication	Minimum twice yearly	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff across agencies who learn and work together.	Part of remit of Child Protection Training and Development Co-ordinator.
Co-ordinate multi agency training in order to assist in improving communication	April 2010 – March 2011	Child Protection Training and Development Co-ordinator	Children and young people in North Ayrshire receive services from staff across agencies who train together in child protection.	Part of remit of Child Protection Training and Development Co-ordinator.
Monitor administration involved in attendance/report submission for child protection meetings.	March 2011	Management Information Sub Group	Children and young people in North Ayrshire receive services from staff across agencies who share responsibility for child protection.	Recommendation from Baby Peter Extra Ordinary meeting. Additionally, identified as area of interest by West of Scotland Chairs Consortium.

<b>Task</b>	<b>Timescale</b>	<b>Resources/Responsibility</b>	<b>Outcome</b>	<b>Origin</b>
Conduct stakeholder survey in relation to staff support and guidance.	March 2011	NA CPC	Children and young people receive services from staff who are well supported.	Self evaluation exercise carried forward from previous business year.

## NA CPC BUSINESS PLAN APRIL 2010 - MARCH 2011

### Planning and Connections

#### Aim

- a. to ensure links are made with other relevant bodies
- b. to promote joint working through joint planning, training and monitoring arrangements

*(Standard 8.5) (QI 9.1, 9.2, 9.3)*

Objective 1	Ensure that there are clear links between the NA CPC and other strategic planning structures			
Task	Timescale	Resources/Responsibility	Outcome	Origin
Ensure link and contribution to Integrated Children's Services Partnership.	Quarterly	Chair NA CPC NA CPC	Children and young people in North Ayrshire are supported and protected by services that share strategic planning objectives	Protecting Children and Young People: Child Protection Committee's" Scottish Executive, 2005
Ensure link and contribution to Community Planning Partnership and Single Outcome Agreement.	Quarterly	Chair NA CPC NA CPC	Children and young people in North Ayrshire are supported and protected by services that share strategic planning objectives	Protecting Children and Young People: Child Protection Committee's" Scottish Executive, 2005
Ensure representation on Violence Against Women Forum	Quarterly	Child Protection Lead Officer NA CPC	Children and young people in North Ayrshire are supported and protected by services that share strategic planning objectives	Protecting Children and Young People: Child Protection Committee's" Scottish Executive, 2005
Ensure links with Alcohol and Drug Partnership	Quarterly	NA CPC	Children and young people in North Ayrshire are supported and protected by services that share information about strategic planning objectives	Protecting Children and Young People: Child Protection Committee's" Scottish Executive, 2005
Strengthen links to new Adult Protection Committee	September 2010	NA CPC	Children and young people in North Ayrshire are supported and protected by services that share information about strategic planning objectives	Self evaluation exercise – Assessing Risk and Need, Sharing and Recording Information.
Continue to strengthen links with East and South Ayrshire Child Protection Committees.	Monthly	Chair NA CPC Child Protection Lead Officer	Children and young people in North Ayrshire are supported and protected by services that share information about strategic planning objectives	Ayrshire Wide Chairs Group remit.

## NA CPC BUSINESS PLAN APRIL 2010 - MARCH 2011

### Listening to Children and Young People

#### Aim

a. The perspective of children and young people and their families should be clearly evidenced in the work of the CPC  
(Standard 3) (QI 2.1, 5.1)

Objective				
Demonstrate that the views of children and young people are included in the work of NA CPC				
Task	Timescale	Resources/Responsibility	Outcome	Origin
Seek advice and guidance from the Child Protection advocacy worker and address issues raised	6 weekly	Children 1 <sup>st</sup> Advocacy Worker	Children and young people in North Ayrshire who have experienced the child protection system contribute their views to the work of the CPC.	Part of the remit of Information Sub Group
Consult with children and young people regarding any future projects or developments	March 2011	NA CPC	Children and young people in North Ayrshire have their views represented in the work of the CPC.	Continuous improvement.
Ensure views of children and young people are collated from those involved in the child protection process	March 2011	NA CPC	Children and young people in North Ayrshire have their views valued and taken account of by those working with them.	Continuous improvement.
Explore the use of Viewpoint in engaging and consulting with children and young people.	September 2010	NA CPC	Children and young people in North Ayrshire have their views valued and taken account of by those working with them.	Agreed at meeting of North Ayrshire Child Protection Committee.