

Children and Young People (Scotland) Act 2014  
Touchpoint Programme

# Third Sector Touchpoint

For Third Sector organisations likely to be:

- delivering 'targeted support' to children and young people
- funded by grant aid or commissioned to provide these services



A Public Social Partnership Project by:



Introduction

# Readiness for Getting It Right For Every Child

Third Sector

The Children and Young People (Scotland) Act 2014 includes provisions relating to the implementation of the Getting it right for every child approach (Part 4 (Provision of Named Persons), Part 5 (Child's Plan) and Part 18, section 96 (Assessment of Wellbeing)). The duties and responsibilities set out in these Parts of the Act are expected to come into force in August 2016.

Compliance with the legislation can only be achieved through significant transformational change supported by culture, systems and practice change.

A Touchpoint Programme was designed to assist local Community Planning Partnerships implement the GIRFEC approach and prepare for compliance with the legislation. The Touchpoints are a series of processes and checklists that relate to the provisions in Parts 4, 5 and 18 (section 96) of the Act.

We have taken the generic tool developed by colleagues in Scottish Government and adapted this to reflect the main areas strategic and operational managers from Third Sector organisations need to focus on to assist them in preparing for the implementation of the Act.

Some of the areas covered in the Touchpoints can be progressed as a single third sector organisation.

However, given the need to work in partnership to achieve the aspirations of GIRFEC, other areas of the Touchpoints will require dialogue with local CPPs and Health Boards to agree processes and practice.

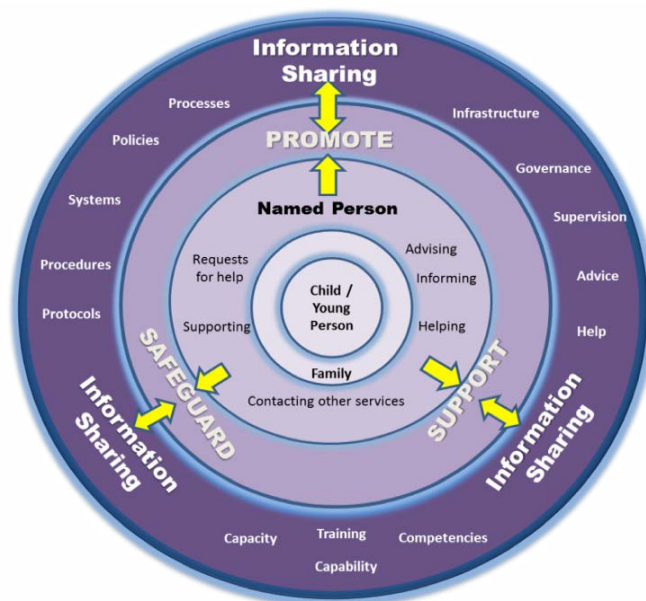
The Scottish Government also plans to develop and share practice support materials that will assist the implementation of practice relating to the GIRFEC approach. These will be available through the Scottish Government’s website later this year.

If you require general information on the GIRFEC approach there is more information here; <http://www.gov.scot/Topics/People/Young-People/gettingitright>

A full copy of the Children and Young People (Scotland) Act 2014 is available here; <http://www.legislation.gov.uk/asp/2014/8/contents/enacted>

Statutory Guidance will be available later in 2015.

This Touchpoint has been developed to assist Third Sector organisations likely to be delivering “targeted support” to children and young people and which are likely to be funded by grant aid or commissioned to provide these services.



## Touchpoint 1

# Wellbeing

This Touchpoint is number 1 in a series and is designed to assist Third Sector organisations in preparation for implementation of Parts 4, 5 and 18 of the Children and Young People (Scotland) Act 2014.

Touchpoint 1 covers;

- Assessing the wellbeing of children
- Identifying a wellbeing concern
- Recording a wellbeing concern

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
1.1	<p>Practitioners consistently consider the wellbeing needs of those who use their service.</p> <p>The wellbeing of a child or young person should be assessed by reference to the extent to which the child or young person is or, as the case may be, would be:</p> <p>Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included</p>	<p>1.1.1. The concept of wellbeing is understood by all within the organisation.</p> <p>1.1.2. The organisation has mapped their contribution to meeting the wellbeing needs of those who use their services.</p> <p>1.1.3. The culture of the organisation promotes a focus on the wellbeing of children regardless of the client base.</p> <p>1.1.4. All practitioners working in the organisation have an understanding of wellbeing in terms of the eight wellbeing indicators and how they may apply to those who use the services.</p> <p>1.1.5. Managers and practitioners understand the factors which inhibit the wellbeing of those who use their services and can demonstrate how this influences service planning.</p> <p>1.1.6. Managers and practitioners understand the roles of other services and how working in partnership can support improved wellbeing for children, young people and families.</p> <p>1.1.7. Relevant staff working in the organisation have an understanding of the National Practice Model and how it can be used to assess wellbeing in all planning processes for individual children, young people and families.</p> <p>1.1.8. The organisation supports the appropriate involvement of the child/young person and parents. There are systems in place that show assessment processes give due regard to their view.</p>			

# Wellbeing

Continued...

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
1.2	<p>Throughout a child's or young person's contact with your organisation, staff use the GIRFEC National Practice Model when assessing a child's wellbeing.</p> <p>Use of the 5 practitioner questions will support decision making.</p> <p>Consideration of wellbeing should be part of routine practice.</p>	<p>1.2.1. Have relevant staff been trained to use the GIRFEC National Practice Model and is this embedded in practice?</p> <p>1.2.2. Does your system enable recording of:</p> <ul style="list-style-type: none"> <li>• Assessment of wellbeing</li> <li>• Need for additional support</li> <li>• Need for a 'targeted intervention'?</li> </ul> <p>1.2.3 Have you agreed whether chronologies are necessary? If they are, how will they be developed and managed?</p>			
1.3	<p>A wellbeing concern is identified.</p> <p>(A wellbeing concern can be identified by anyone who has contact with a child.)</p>	<p>1.3.1 Is there a shared understanding of what may constitute a wellbeing concern?</p> <p>1.3.2. Do all staff understand what is appropriate and proportionate when a wellbeing concern is identified?</p> <p>1.3.3. Are all staff aware of the distinction between a wellbeing concern and a child protection concern and the relevant action required where there is a child protection concern?</p> <p>1.3.4 Have you agreed how you will record wellbeing concerns on your own internal system?</p>			

## Touchpoint 2

# Named Person

This Touchpoint is number 2 in a series and is designed to assist the Third Sector organisations in preparation for implementation of Parts 4, 5 and 18 of the Children and Young People (Scotland) Act 2014.

Touchpoint 2 will cover;

- Communicating with the Named Person service\*
- Information sharing

\*The Named Person service is responsible for ensuring that a Named Person is made available to children and young people and for providing advice and support for Named Persons.

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
2.1	Staff and volunteers know how to raise concerns about the wellbeing of children with Named Persons.	<p>2.1.1. Are your staff/volunteers aware of the Named Person service and how they would contact the Named Person should they have a wellbeing concern regarding a child or young person?</p> <p>2.1.2. Do you have processes in place to ensure staff identify and record the names of all Named Persons for children, young people and families to whom you will be providing support?</p> <p>2.1.3. Are there secure processes in place which allow onward sharing of sensitive personal information to the Named Person Service by staff in your organisation?</p>			
2.2	Staff and volunteers know the agreed process for sharing information with the Named Person Service.	<p>2.2.1. Do your staff know the processes and protocols for contacting the relevant Named Person Service, including during holiday periods or when an individual Named Person is sick or on leave?</p> <p>2.2.2. Is there guidance / support and / or training available for staff to help them determine what information they should share when contacting a Named Person with a wellbeing concern?</p> <p>2.2.3. Do staff in your organisation use the five practitioner questions to support their decision-making process?</p> <ol style="list-style-type: none"> <li>1. What is getting in the way of this child or young person's wellbeing?</li> <li>2. Do I have all the information I need to help this child or young person?</li> </ol>			

# Named Person

Continued...

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
		3. What can I do now to help this child or young person? 4. What can my organisation do to help this child or young person? 5. What additional help, if any, may be needed from others?  2.2.4. Do you have an agreed format / process for providing wellbeing information to the Named Person Service?			
2.3	<p>A communication (email + attachments/ phone call/ report or any other means) is directed to the Named Person advising of a wellbeing concern.</p> <p>The communication should be saved/ recorded and stored within a secure environment.</p> <p>Your organisation may be contacted by a Named Person who may wish to share information regarding a child or young person who uses your service. Systems should be available to support both sharing and receiving information.</p>	<p>2.3.1. Do you have an agreed process in place for sending/receiving wellbeing information?</p> <p>Points to consider:</p> <ul style="list-style-type: none"> <li>• Has your organisation agreed how email is to be used to send / receive wellbeing information e.g. generic email box or a named individual within your organisation email box, secure email?</li> <li>• Has your organisation got a single point of contact for other agencies? If so how is this communicated to the Named Person Service and others?</li> <li>• Has your organisation agreed how attachments will be managed?</li> <li>• Has your organisation set up a secure, space / folders for saving emails and attachments?</li> <li>• Is access controlled?</li> <li>• Do you use access controls based on roles?</li> <li>• Does your system enable access for management and audit?</li> </ul>			

# Named Person

Continued...

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
2.4	Third Sector staff should discuss the sharing of information with the Named Person Service with child/ young person and where appropriate the child's parents, as far as practicable, and have due regard to their views.	<p>2.4.1. Do you have a process for considering the views of the child/ young person, and the parents as appropriate at the point of sharing information with the Named Person Service?</p> <p>2.4.2. Do you have information available to children, young people and parents which outlines your policy on information sharing and how this affects the support they will receive?</p> <p>2.4.3. Does your organisation have guidance available to assist in situations where a child/ parent disagrees with your decision to share information with the Named Person Service?</p> <p>2.4.4 Are arrangements in place to record reasons for sharing or not sharing information?</p>			
2.5	At points of transition individual Named Persons will need to be advised of changes in circumstances to the support a child, young person or family receives from your organisation (staff changes, end of support etc).	<p>2.5.1. Are there clear processes in place to manage information sharing for all transitions?</p>			



## Touchpoint 3

# Child's Plan / Lead Professional

This Touchpoint is number 3 in a series and is designed to assist the Third Sector organisations in preparation for implementation of Parts 4, 5 and 18 of the Children and Young People (Scotland) Act 2014.

Touchpoint 3 will cover:

- Understanding 'targeted intervention'
- Instigating a Child's Plan
- Role of the Lead Professional

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
3.1	<p>The Named Person identifies a wellbeing need that is not capable of being met or met fully other than by the means of a targeted intervention.</p> <p>A Child's Plan will be used to manage the wellbeing needs of any child or young person who requires a targeted intervention – which is support not provided generally to all children through universal services.</p> <p>Note; The Named Person may act as the Lead Professional and actively manage the Child's Plan.</p>	<p>3.1.1 Do you have you an agreed process in place for identifying support which would constitute a "targeted intervention"?</p> <p>Points to consider:</p> <ul style="list-style-type: none"> <li>• Has your organisation agreed which services and support provided are 'generally available' to children?</li> <li>• Has your organisation ensured that the Named Person is aware of these services and supports, and is able to access them easily and effectively through established processes / pathways?</li> <li>• Has your organisation agreed which services you provide which you consider to be a "targeted intervention" and how these are to be accessed?</li> <li>• Has your organisation ensured that the Named Person is aware of these services and is able to access them easily and effectively through established processes / pathways?</li> <li>• Does your organisation work in partnership with the Named Person Service, agencies who will be providing the 'Lead Professional' role and other relevant stakeholders?</li> <li>• Are your staff able to effectively contribute to multi-agency planning processes?</li> </ul>			

# Child's Plan / Lead Professional

Continued...

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
3.2	The principles of the GIRFEC National Practice Model should be applied by all parties when considering the wellbeing needs of the child and the relevance of the proposed targeted intervention.	<p>3.2.1. Do all key personnel have a clear understanding of the GIRFEC National Practice model and how the principles can be applied to meeting the identified wellbeing needs of the child?</p> <p>3.2.2. Have all relevant staff been trained to enable them to participate and contribute to both the single planning process and the multi-agency assessment of wellbeing?</p>			
3.3	Following the use of the National Practice Model the assessment, analysis and planning should be recorded to eliminate, reduce or mitigate risks to the child's wellbeing and confirm the appropriateness of the targeted intervention.	<p>3.3.1. Are your systems designed to facilitate recording of assessment, analysis and planning information compatible with the eight wellbeing indicators and the principles of the GIRFEC National Practice Model?</p> <p>3.3.2. Do you have other systems and processes in place that support assessment and review of the impact of your targeted intervention on the wellbeing of the child?</p>			
3.4	Where appropriate, a prospective Lead Professional will be appointed to prepare the Child's Plan.	<p>3.4.1. Do all key personnel have a clear understanding of the Lead Professional role?</p> <p>3.4.2. Have you considered whether staff within your organisation will perform the role of Lead Professional?</p> <p>3.4.3. Has your organisation identified which of your own staff are appropriate to perform the Lead Professional role?</p> <p>3.4.4. Have the appropriate staff been made aware of the role and function of Lead Professionals?</p>			

# Child's Plan / Lead Professional

Continued...

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
		<p>3.4.5. Where there is an identified training need has this been addressed or are there plans to address this?</p> <p>3.4.6. Is there is a management structure and network of support established for Lead Professionals within your organisation?</p> <p>3.4.7. Will Lead Professionals have appropriate systems and processes in place which appropriately support their functions, including those required for the handling of sensitive personal data they are likely to have responsibility for at times?</p> <p>3.4.8. Do you have a resolution policy agreed within your organisation and with key partners if a Lead Professional cannot be agreed between practitioners and services involved with the child and their parent?</p> <p>3.4.9. Do you have clear, agreed governance structures and resolution processes in place which explain what will happen if there is not agreement between the Named Person Service, Lead Professionals or other key stakeholders?</p> <p>3.4.10. Have you had any dialogue with partners including those delivering the Named Person service about identifying and resolving tensions such as those described above?</p> <p>3.4.11. Are you involved in local structures which may allow you to raise and resolve these issues?</p>			

# Child's Plan / Lead Professional

Continued...

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
3.5	The Lead Professional ensures that the views of the child and the child's parents are ascertained and, as far as practicable, taken into account when preparing the Child's Plan.	<p>3.5.1. Do you have a process for obtaining the views of the children and parents when preparing a Child's Plan?</p> <p>3.5.2. Do you have guidance available to assist in situations where the child/ parent disagree with a decision/assessment made when preparing a Child's Plan?</p> <p>3.5.3. Do you have guidance/ advice available for children and parents on such matters?</p>			
3.6	The Lead Professional ensures that the views of such other persons as they consider appropriate, are ascertained and far as practicable, taken into account when preparing the Child's Plan.	<p>3.6.1. Do you have a process for obtaining the views of others when preparing a Child's Plan?</p> <p>3.6.2. Do you have guidance available to assist in situations where other persons disagree with a decision/assessment when preparing a Child's Plan?</p> <p>3.6.3. Do you have agreed protocols and processes in place and available for other persons on such matters?</p>			
3.7	In preparing the Child's Plan the Lead Professional acts on behalf of the Named Person service, which is responsible in law for the preparation of the statutory Child's Plan. To assist the Named Person, the Lead Professional ensures that the plan conforms to locally agreed formats and in turn that it is compliant with all legislative requirements.	<p>3.7.1. Do the systems and processes in place to facilitate the preparation of a Child's Plan include the facility to record the contents of the Child's Plan as specified in the Act and the Child's Plan Order Data Set? Points to consider:</p> <ul style="list-style-type: none"> <li>• ICT and other recording processes are robust to enable effective preparation of a plan;</li> <li>• That staff are trained, confident and competent in the use of these processes;</li> <li>• That processes are able to facilitate the sharing of Plans and elements of the content of Plans with partners, including the child and parent.</li> </ul>			

# Child's Plan / Lead Professional

Continued...

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
	The Lead Professional reports to the Named Person on progress made or not made by all relevant agencies or parties in carrying out required action and on the extent to which outcomes are achieved.	<p>3.7.2. Are staff aware that the timescale for reviewing the plan must be compliant with the Child's Plan Order and/or other regulatory requirements as appropriate?</p> <p>3.7.3. Are arrangements in place to assist the Lead Professional report on progress to the Named Person?</p>			
3.8	The timely sharing of relevant and proportionate information to assess wellbeing and consider needs co-ordinated by the Lead Professional.	<p>3.8.1 Do your systems/ processes enable timely sharing of relevant and proportionate wellbeing information with:</p> <ul style="list-style-type: none"> <li>• The Named Person;</li> <li>• The child;</li> <li>• The parent</li> <li>• Other such persons as required or considered appropriate.</li> </ul>			
3.9	Advice, information, support and help is sought and provided as appropriate and others are involved to support, promote and safeguard the child's wellbeing in line with statutory guidance.	<p>3.9.1. Do those undertaking the Lead Professional role within your organisation have the capacity, competencies and organisational support required to fulfil their role, including access to policies, procedures, protocols, advice, supervision, information?</p> <p>3.9.2 Are all practitioners within the organisation and partner organisations aware of the Lead Professional role, the purpose and function of a Child's Plan and their own role in fulfilling their organisation's duties in respect of Child's Plans?</p> <p>3.9.3. Are there systems and processes to manage statutory requests for help to assist the Lead Professional in fulfilling their role including:</p> <ul style="list-style-type: none"> <li>• Requesting assistance;</li> <li>• Processing received requests for assistance;</li> <li>• Considering and responding to requests; and</li> <li>• Ensuring that Child's Plan fulfils its requirement to address the child's wellbeing needs when requests for assistance are declined?</li> </ul>			

# Child's Plan / Lead Professional

Continued...

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
3.10	<p>The Lead Professional ensures that the Named Person* is consulted when reviewing the Child's Plan.</p> <p>*applies when the Named Person is not the person managing the Child's Plan</p>	<p>3.10.1. Do you have a process for Lead Professionals consulting with the Named Person when reviewing a Child's Plan?</p> <p>3.10.2. Do you have guidance available to assist in situations where the Named Person disagrees with a decision/assessment by a Lead Professional or others?</p> <p>3.10.3. Do you have agreed protocols and processes in place and information available to others to explain these processes?</p>			

## Touchpoint 4

# Strategic Management Implementation

This Touchpoint is number 4 in a series and is designed to assist the Third Sector organisations in preparation for implementation of Parts 4, 5 and 18 of the Children and Young People (Scotland) Act 2014.

Touchpoint 4 will cover:

- Strategic planning to manage the change

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
4.1	Your organisation has a vision about how it will help implement the GIRFEC approach when it is rolled out across Scotland on a statutory basis.	<p>4.1.1 Is the programme of change reflected in the current policy and organisational environment such as your organisational business plan?</p> <p>4.1.2 Have you defined success criteria for your implementation of GIRFEC and compliance with the Act?</p>			
4.2	The change strategy has been agreed by the sponsoring group (Executive Management/ Board of Governors).	<p>4.2.1 Do you have an established governance framework that is fit for purpose such as a Programme/ Project Board?</p> <p>4.2.2 Do you have an agreed change plan, which will deliver compliance with the relevant sections of the Act and commencement dates?</p> <p>4.2.3 Is the change plan owned by a member of the Executive team?</p> <p>4.2.4 Have you agreed key roles and responsibilities for the programme within current corporate priorities?</p> <p>4.2.5 Are senior managers aware and supportive of the change to process/ procedures and working practices?</p>			
4.3	The required skills and capabilities for this programme are available, and take account of the organisation's current commitments and capacity to deliver.	<p>4.3.1. Do you have a dedicated resource available within your organisation to support the changes required?</p> <p>4.3.2. Are the staff responsible for the development and management of your IT systems aware of potential changes to practice?</p> <p>4.3.3. Does the organisational work-plan reflect the need to plan for these changes and include them in scheduled activity?</p>			

## Touchpoint 4

# Strategic Management Implementation

Continued...

Ref	Activity	Readiness Assessment	Current Position	Action Required / Completion Date	Lead Responsibility
4.4	There is a framework for managing issues and risk to this programme.	<p>4.4.1 Do you have a risk and issues register which is actively used?</p> <p>4.4.2 Have you identified key risks and actions/ activities to manage them?</p> <p>4.4.3 Do you have an agreed escalation route when issues/ risks are identified?</p>			
4.5	Key stakeholders have been identified.	<p>4.5.5 Have you identified all of your key stakeholders (internal/ external)?</p> <p>4.5.6 Do you know how you will assess their support and commitment to the programme?</p>			
4.6	Both an internal and external Communications Strategy has been agreed.	<p>4.6.1 Are you familiar with the various communication channels available to you?</p> <p>4.6.2 Have you identified your different stakeholder groups such as groups you need to inform / directly engage with?</p> <p>4.6.3 Do you have a Communications Plan to facilitate communication which is timely, consistent and coordinated and delivers the key messages to specified audiences?</p> <p>4.6.4 Do you have a nominated communications lead to plan and manage the communications of all key messages?</p>			



Please note: this document will be updated in line with any changes to the draft statutory guidance.