NHS 24
Corporate Parenting Plan
2017 -2020

Created by:

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<th>Role</th>
<th>Name</th>
<th>Title</th>
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<tbody>
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<td>Anne Marie Knox</td>
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<td>Sheena Wright</td>
<td>Director of Nursing &amp; Care</td>
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NHS 24 CORPORATE PARENTING PLAN

INTRODUCTION

NHS 24 is the national contact centre organisation for NHS SCOTLAND and is responsible for providing a range of telehealth services to people across Scotland. NHS 24 also supports and facilitates developments in telehealth and telecare to improve the health and wellbeing of the population. Delivery of safe, effective and person centred care to the people of Scotland is the absolute priority for NHS 24. Our services are delivered across a range of channels including telephone, online, web chat, text, email and social media, on a ‘Once for Scotland’ basis to complement the face to face delivery of NHS Scotland’s health and care services.

NHS 24 works in close partnership with all Health Boards, including the Scottish Ambulance Service, to provide essential services to patients in need of urgent advice and care during the out-of-hours period when GP surgeries are closed.

We have also in recent years developed a range of scheduled care (in-hours) services to support patients and colleagues in partner health boards across Scotland. We deliver a first level of triage which signposts patients to self-care, advice, or information.

NHS 24 employs a range of staff including call handlers, nurse advisors, pharmacists, mental health advisors, dental nurses and special phone line advisors.

OUR SERVICES INCLUDE:

111

NHS 24 has been providing a national Unscheduled Care service since 2004. Our Unscheduled Care Service handles approximately 1.5 million calls per annum. During the out of hours period (Out of Hours period: 18.00 – 08.00hrs Monday to Friday, during the weekends and public holidays) patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area. In 2014, we successfully moved to the new free phone telephone number 111. This improves access to our unscheduled care service. The number is easy to remember, and free to call from landlines and mobiles, helping to reduce inequalities for the people of Scotland.

Scottish Emergency Dental Services

This service delivers advice and support on dental health and dental services to the people of Scotland during the out of hour’s period.

Health Information

We deliver a growing range of health and care digital services. Last year, we handled almost three million contacts to the service via online, web chat, text, social media and the telephone
Breathing Space and Living Life

Breathing Space is a free, confidential phone and web based service for people in Scotland experiencing low mood, depression or anxiety. The service aims to give people support to help improve their present situation and so prevent the development of more serious problems.

NHS Living Life is an NHS 24 telephone service offering Cognitive Behavioural Therapy (CBT) and Guided Self-help (GSH) using a CBT approach. The therapist and client work together in changing the client’s behaviours, or their thinking patterns, or both of these.

THE CHILDREN AND YOUNG PEOPLE (SCOTLAND) ACT 2014 - THE ACT AND NHS 24

The Children and Young People Bill was introduced to Scottish Parliament in April 2013, and was passed by Royal Assent on 19th February 2014, becoming the Children and Young People (Scotland) Act 2014.

The Act addresses a range of areas relating to the wellbeing of children and young people and contains a number of provisions and duties that apply to public bodies, including health boards.

NHS 24 is specifically named within the Act with implications for the organisation across several elements of the legislation, including children's rights, assessing and supporting wellbeing in line with the Getting it Right for Every Child (GIRFEC) framework and the consideration of sharing information relating to individuals with the Named Person Service.

Another key area for the organisation within the Act is that section which outlines the responsibilities and duties related to Corporate Parenting. NHS 24 is specifically named within the Act as a Corporate Parent, and as such must demonstrate planning and activities designed to meet its responsibilities in this area.

CORPORATE PARENTING

Corporate Parenting is defined as: ‘an organisation’s performance of actions necessary to uphold the rights and secure the wellbeing of a looked after child or care leaver, and through which physical, emotional, spiritual, social and educational development is promoted’ (Statutory Guidance on Corporate Parenting; Scottish Government 2015).

Under the provisions of the Children (Scotland) Act 1995, ‘Looked After Children’ are defined as those in the care of their local authority. The vast majority of looked after children have become ‘looked after’ for care and protection reasons. Some will have experienced neglect or mental, physical or emotional abuse. Some parents are unable to look after their children because of their own substance misuse or poor parenting skills.

Children and young people with complex disabilities sometimes need to be looked after in specialist residential schools. Similarly, vulnerable unaccompanied minors seeking asylum and young people who have been illegally trafficked into the UK may also become looked after to ensure their well-being. A small minority become looked after following involvement in the youth justice system.

When a child or young person becomes ‘looked after’ the state assumes duties and responsibilities to safeguard and promote their welfare and wellbeing; yet despite the extensive framework of law and policy, many looked after children and care leavers experience some of the poorest personal outcomes of any group in Scotland.
Latest available Scottish Government statistics report that there are over 15,000 Looked After children, with over 4,000 Care Leavers.

Corporate Parenting represents the principles and duties on which improvements can be made for these young people. Under this new legislation, the Scottish Government has now extended corporate parenting duties to a wider group of public bodies and establishing statutory requirements for corporate parents to plan and report on their activities.

**APPLICATION OF THE CORPORATE PARENTING ELEMENT OF THE ACT**

Within the Children and Young People (Scotland) Act, Section 57 describes the population of children and young people to which Part 9 (corporate parenting) applies.

The Act states that:

(1) This Part applies to:

   (a) Every child who is looked after by a local authority, and
   (b) Every young person who:

      (i) Is under the age of 26, and
      (ii) Was (on the person’s 16th birthday or at any subsequent time) but is no longer looked after by a local authority.

Provision 1(a) means that a corporate parent’s duties apply equally to all looked after children, regardless of their age, gender, location or placement type.

Provision 1(b) means that a corporate parent’s duties apply equally to all care leavers, up until their 26th birthday.

All corporate parents should be clear that the duties set out in Part 9 (in particular section 58 (Corporate Parenting Responsibilities) apply to individual eligible children and young people.

In so far as it is consistent with the exercise of their other functions, every corporate parent should view their duties in relation to the specific needs of individual looked after children and care leavers.

**CORPORATE PARENTING RESPONSIBILITIES**

Within the Act, the corporate parenting responsibilities are set out as:

It is the duty of every corporate parent, in so far as consistent with the proper exercise of its other functions:-

(a) To be alert to matters which, or which might, adversely affect the wellbeing of children and young people to whom this Part applies.

(b) To assess the needs of those children and young people for services and support it provides.

(c) To promote the interests of those children and young people.

(d) To seek to provide those children and young people with opportunities to participate in activities designed to promote their wellbeing.
(e) To take such action as it considers appropriate to help those children and young people:

(i) To access opportunities it provides in pursuance of paragraph (d)
(ii) To make use of services, and access support, which it provides.

(f) To take such other action as it considers appropriate for the purposes of improving the way in which it exercises its functions in relation to those children and young people.

PREPARING OUR CORPORATE PARENTING PLAN

Corporate Parents must prepare a plan and report on how they have exercised their corporate parenting responsibilities. Plans and reports should be published in a way that the organisation considers appropriate and may be published together with, or as part of, any other plan or document.

The legislation (Section 60) requires all corporate parents to collaborate with each other, in so far as is reasonably practicable, when exercising their corporate parenting duties. To date, in preparing our plan, NHS 24 has had discussions with other National Boards either directly or via attendance at national groups, and will continue to explore collaboration further in the coming months.

We have also linked with two key third sector agencies:

- Who Cares Scotland delivered a training session and workshop for key managers and practitioners. They have also provided education materials and case studies, which are available to all staff via our Public Protection page within the Knowledge Lab.

- The Centre for Excellence for Looked after Children in Scotland (CELCIS) have met with NHS 24 on two occasions, providing advice and guidance in the development of our plan. NHS 24 now has an entry within the directory of corporate parents managed by CELCIS on behalf of Scottish Government. We have also created a corporate parent electronic mailbox to aid communication with other corporate parents. In addition, we have signed up to the CELCIS quarterly newsletter to keep up to date with developments in this field.

Data from Scottish Government via Children's Social Work Statistics, as well as general population data relating to contact with NHS 24 services and information from our public protection referrals, have helped inform the development of our Corporate Parenting plan. Going forward further, more detailed, information will be sought from our public protection referrals to better inform work in this area.

NHS 24's Corporate Parenting Plan is presented on the following pages.
# NHS 24 CORPORATE PARENTING PLAN

<table>
<thead>
<tr>
<th>Legal Duty</th>
<th>Activity</th>
<th>Lead</th>
<th>Timescale</th>
<th>Outcome</th>
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</table>
| 1. To be alert to matters which, or which might, adversely affect the wellbeing of children and young people to whom this Part of the Act applies | A. All frontline staff receive Public Protection (PP) training at induction and complete mandatory elearning modules annually.  
B. PP Policy and Process are in place and reviewed annually.  
C. All PP education materials and process documents to be reviewed annually to ensure compliance with corporate parenting responsibilities.  
D. The NHS 24 Public Protection page within the Knowledge Lab links to Corporate Parenting information and case studies, including links to scenarios within Who Cares website: available to all staff and reviewed annually. | Nurse Consultant Safeguarding Children and Young People | A-D. Annually as of March 2018 |
| 2. To assess the needs of those children and young people for services and support it provides | A. This is core business for all callers to NHS 24 and is achieved through routine telephone triage by frontline staff; in addition, when a concern is identified NHS 24’s public protection process is initiated.  
B. Collate data from public protection referrals to help inform about the needs of this group. | Service Delivery and all frontline staff  
Nurse Consultant Safeguarding Children and Young People | A. Business as Usual  
B. Oct 17-March 18 and annually thereafter |
| 3. To promote the interests of those children and young people | A. Work with organisations across all sectors that represent the interests of care experienced young people to explore the role of NHS 24 in promoting the interests of those children and young people.  
B. Volunteer annually to support Who Cares? Scotland with their activities. | Participation and Equalities Co-ordinator | A. Commenced December 2017  
B. Annually from Dec 2017 |
4. To seek to provide those children and young people with opportunities to participate in activities designed to promote their wellbeing

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<tr>
<td>A.</td>
<td>Work with young people, including those who are care experienced, to pilot a Forum with the aim to inform and engage young people, and find out how they wish to participate in the development of NHS 24 services.</td>
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<tr>
<td>B.</td>
<td>Work with organisations across Scotland to provide care experienced young people with volunteering opportunities through our NHS 24 Youth Forum.</td>
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<tr>
<td></td>
<td>Participation and Equalities Team</td>
</tr>
<tr>
<td>A.</td>
<td>Work commenced and for review December 2018</td>
</tr>
<tr>
<td>B.</td>
<td>Work commenced and for review December 2018</td>
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</tbody>
</table>

5. To take such action as it considers appropriate to help those children and young people to access opportunities, make use of services, and access support which it provides

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<tr>
<td>A.</td>
<td>Provide visits to NHS 24 premises, to meet with staff and to share information about the services that NHS 24 and partners provide.</td>
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<tr>
<td>B.</td>
<td>Promote NHS 24 services through workshops and presentations</td>
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<td>C.</td>
<td>Offer and deliver sessions on what makes a good job application and include information on how to prepare for interviews and ways in which to answer competency based questions at interviews. Provide information on pay, earnings and deductions.</td>
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<tr>
<td></td>
<td>Participation and Equalities Team</td>
</tr>
<tr>
<td>A.</td>
<td>March 2019</td>
</tr>
<tr>
<td>B.</td>
<td>March 2019</td>
</tr>
<tr>
<td>C.</td>
<td>December 2018</td>
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### D. Become a Saltire Awards organisation - celebrate and recognise the contribution of young care experienced volunteers, and help them achieve Saltire Awards certificates for the volunteering they do with NHS 24.

<table>
<thead>
<tr>
<th>Task Description</th>
<th>To take such other action as it considers appropriate for the purposes of improving the way in which it exercises its functions in relation to those children and young people.</th>
<th>December 2018</th>
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<tr>
<td><strong>A.</strong> Maintain contact with CELCIS for ongoing advice and guidance.</td>
<td><strong>A.</strong> Maintain contact with CELCIS for ongoing advice and guidance.</td>
<td>Nurse Consultant Safeguarding Children and Young People</td>
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<tr>
<td><strong>B.</strong> Seek to further collaborate with other corporate parents.</td>
<td><strong>B.</strong> Seek to further collaborate with other corporate parents.</td>
<td>A. Business as usual, B. Business as usual</td>
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### 7. Review Plan and Write report

<table>
<thead>
<tr>
<th>Task Description</th>
<th>A. Report progress through the NHS 24 Equality and Diversity Mainstreaming Report.</th>
<th>Nurse Consultant Safeguarding Children and Young People and Participation and Equalities Manager</th>
</tr>
</thead>
</table>
REFERENCES:

The Children and Young People (Scotland) Act 2014

The Children and Young People (Scotland) Act 2014: Statutory Guidance on Part 9: Corporate Parenting
www.gov.scot

Children's Social Work Statistics Scotland, 2015-2016

Knowledge Lab Public Protection page

FURTHER INFORMATION:

CELCIS (Centre for Excellence for Looked After Children in Scotland) [www.celcis.org]

Who Cares? Scotland [www.whocaresscotland.org]

Saltire Awards [https://saltireawards.org.uk/]

SCCYP (Scotland's Commissioner for Children and Young People) [www.sccyp.org.uk]