

## THE CHURCH OF SCOTLAND SOCIAL CARE COUNCIL

Meeting held in  
Charis House, Edinburgh  
Wednesday 9<sup>th</sup> September 2015  
1:30am to 3:00 pm

### Minute

|                   |   |
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| <b>Present:</b>   | A list of those present is attached at appendix 1   |
| <b>Apologies:</b> | Apologies were noted and are attached at appendix 1 |

|             | Agenda Item   | Action   |
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| <b>8.</b>   | <p><b>Opening and Worship</b><br/>The Convener welcomed Council Members to the September meeting with a particular welcome to Rev Ken Russell, who was attending Council for the first time and Fraser Horn the Chair of the Advisory, Consultative &amp; Negotiating Group (ACNG).<br/>The meeting was constituted with a prayer and Rev Arrick Wilkinson read from the gospel of Matthew.</p>   |  |
| <b>9.</b>   | <p><b>Apologies</b><br/>See annex 1 attached</p>  |  |
| <b>10.</b>  | <p><b>Declarations of Interest</b><br/>The Convener asked members if they had any interest to declare on any of the day's agenda items. No declarations were made.</p>  |  |
| <b>11.</b>  | <p><b>Minutes of the Social Care Council - 11/12 June 2015</b><br/>The minute was approved and changes made.</p>  |  |
| <b>12.</b>  | <p><b>Matters Arising</b></p> <ul style="list-style-type: none"> <li>• CEO to contact the purse bearer to ensure the Lord High Commissioner visits a CrossReach service during CrossReach week – in CEO diary.</li> <li>• CEO to draft letter to CoSLA and Scottish Government for the Moderator as per Deliverance no 5 at the 2015 General Assembly</li> <li>• Finance and Resources' instruction manual is being proof read, Executive to develop an operating manual.</li> <li>• Church and Society's Education Committee – Valerie Thomson said it would be helpful for CrossReach to be represented on the group</li> <li>• New representative on Scottish Church Housing Action will be the Social Care Mission Officer once in place</li> </ul> | <p>CEO</p> <p>CEO</p> <p>Convener</p> <p>CEO</p> |
| <b>13.</b>  | <p><b>Standing Items</b></p>  |  |
| <b>13.a</b> | <p><b>Executive Committee Minutes – 24<sup>th</sup> June, 29 July, 26 August</b></p>  |  |

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|             | <b>2015.</b><br>The papers were noted   |     |
| <b>13.b</b> | <b>Key Issues Arising from the Executive</b>  |     |
|             | <b>Belmont Castle</b><br>CEO said that the 3 month deadline given to Dundee City Council had now passed and it appeared that no attempt had been made to carry out the list of work required by the Council as landlord. CEO has instructed the legal Department to prepare papers for a legal challenge as the Council were in breach of contract.   |     |
|             | <b>Review of Governance</b><br>CEO said that it had been some time since the Governance structure had been implemented and a review of those changes had been discussed at the June Council, a summary had been included with the June minute. Irene McGugan, Tom Chadwick and Richard Begg confirmed that the comments accurately reflected the discussions of the groups.<br>The Convener asked if members were being asked to attend too many meetings given that Finance and Resources Group (F & R) and Executive Committee meet monthly as it could be a long day for members on both groups. She said that our frequency of attendance at the Council of Assembly Finance Group had been reduced and asked if that should be mirrored by F & R. Members were of the view that F & R should continue to meet monthly in order to identify issues and respond quickly. Irene said that Quality, Compliance and Improvement Group met every 2 <sup>nd</sup> month, but have agreed that they would meet more frequently should issues require it. William Wallace welcomed the issues from the Executive Committee being highlighted on the agenda, but said that with full Council being reduced to 4 meetings per year Members could easy to lose touch with the issues. CEO said that all papers were placed on the CrossReach Portal to allow all Members to view them. |     |
|             | <b>Recruitment Changes and Monitoring</b><br>Convener said that the pilot would continue to establish reasons why interest in advertised vacancies does not translate into applications.  |     |
|             | <b>Schools Reconfiguration</b><br><b>School Site</b><br>Viv said there were 4 possible sites in East and West Dunbartonshire Council areas with our original preferred site, which the Council refused to give planning permission for at Auchentoshan being up for sale and the Council were finding it difficult to sell. CEO to write to the Council again to establish if there was any movement on this issue; 1 further site in East Renfrewshire came to light through Bill Usher and is being followed up. Viv said that the Estates team, supported by David Reid, were working hard to identify sites. Occupancy was still high with C & F still projecting breakeven.<br><b>Houses</b><br>We require 8 houses, we have 4 at present which are operating well, 1 in Dunbartonshire has been granted change of use with plans for a further house before Christmas and 2 in the New Year.  | CEO |
|             | <b>Geilsland Site</b> Viv advised that Beith Community Trust had been successful in securing Scottish Government Funding and would be proceeding to purchase Geilsland.   |     |

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|      | <p><b>Data Protection Issues</b><br/> CEO said that the Daily Record newspaper had contacted CrossReach regarding photographs sent to them of an unlocked office in Geilsland with service users' files in envelopes. He said that the Police had been contacted and established that Geilsland had not been broken into, but it is still not known who took the photographs. The Daily Record have not divulged its source nor printed the story. CEO said that we had made 70 people redundant, however there was strict guidance on returning fobs and keys by people who have left our employment. 121 have advised the Information Commissioners Office (ICO) of the breach and 121 will undertake an investigation into the incident and depending on the outcome the Church could receive a fine. He said that all service users' files from Geilsland had been moved to Charis House prior to the incident and the he and the Convener had attended the Church's Governance Committee to brief them on the situation.</p> <p>The CEO said that he has set up a Data Protection Action Group to take forward the various issues such as encryption of laptops; confirmation from Service Managers that confidential and sensitive information was being stored in a locked room; long term storage options were also being assessed by the archivist who was developing a retention schedule and providing advice not just on storage but on the retention of records.</p> <p>He said that 121 and CrossReach will undertake a joint audit of the 8 data protection principles to ensure all areas are fit for purpose. Jennifer Campbell from the Church of Scotland Law Department would give a presentation today to members and this issue could have implications for other areas of the Church and Council members.</p> |  |
|      | <p><b>Simpson House Training</b><br/> Convener said that the service had been struggling over the last few years to breakeven and Executive agreed that the service should close, but allow those who had completed their first year to complete the course.</p>   |  |
|      | <p><b>Historical Abuse</b><br/> Convener said that a letter had been received from the Scottish Government regarding the development of a Survivors Fund and CrossReach were meeting Pauline Weibye from Church of Scotland on Friday 25<sup>th</sup> September to discuss a one church approach.</p>  |  |
| 13c. | <p><b>Income and Expenditure Summary Periods 5,6 and Balance Sheet Periods 5,6,7</b><br/> <b>Richard Begg</b><br/> Richard said that</p> <ul style="list-style-type: none"> <li>• Operationally we had an overdraft to the Church of £50k but last year it was £6m.</li> <li>• Central Services were on budget.</li> <li>• Children and Families were a doing well but this was a timing issue and we still have a further 2 years of the restructuring programme for the schools.</li> <li>• There was a negative variance for STOP services, but lots of analyses and investigation on trends was being undertaken to try and enable projections to be made for the future. Allan said that there had been clusters of deaths which had had a</li> </ul>   |  |

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|      | <p>huge impact in income, but the occupancy in CrossReach residential homes was 96% vs 86% in private or Council homes. He said that the average stay in our care homes was 3.3 years vs 2.4 years in others and the team were working to obtain a median stay figure in our homes</p> <ul style="list-style-type: none"> <li>• Legacies were doing well, although some were restricted, work was being done to establish how they could be used</li> <li>• Ian said that the 2016 budget would come to December Council for approval.</li> </ul>   | I Wauchope |
| 13e. | <p><b>Council of Assembly</b> <b>Convener</b></p> <p>The Convener said that the Council Secretary Pauline Weibye will retire next year and a working group has been reviewing/agreeing the job description which will go to September Council of Assembly. There have been extensive budget discussions, particularly on Ministries Council because there are less Ministers than planned for there was a surplus in their budget for Councils to bid for different pieces of work. She were optimistic that 75% of the costs to employ the Social Care Mission Officer would come from a bid to this fund.</p> |            |
| 13f. | <p><b>Church and Society (C &amp; S)</b> <b>Valerie Thomson</b></p> <p>Valerie attended C &amp; S in the morning and said that the Church of Scotland wants to bring about change over the next 10 years and C &amp; S Council want to hear from 10,000 people about what will make the biggest difference in every part of Scotland to help C &amp; S prioritise work for the future. She also said that there had been detailed discussions about the refugee crises as there had been across the whole church. <i>Ask Valerie about the post cards</i></p>   |            |
| 13g. | <p><b>Guild</b> <b>Brenda Graham</b></p> <p>The Guild annual meeting had been held on 4<sup>th</sup> September with over 2,000 people attending including Sally and Peter. Brenda said that she was disappointed as the last 2 meetings set up to discuss how the Guild and CrossReach can more closely had been cancelled. D Gunstone to check that the meeting on 14<sup>th</sup> September was still going ahead. Following the meeting I Whyte confirmed that the meeting on 14<sup>th</sup> September had been cancelled.</p>  |            |
| 13h. | <p><b>Scottish Church Housing Action</b></p> <p>CEO said that Clare Fleming had been unable to attend the Council meeting and it would be the Social Care Mission Officer, once in place that would attend these meeting.</p>   |            |
| 13i. | <p><b>Priority Areas</b> <b>Irene McGugan</b></p> <p>Irene said that the next meeting was on 24<sup>th</sup> September.</p>   |            |
| 13j. | <p><b>Church Involvement Group</b></p> <p>No meeting since June, awaiting outcome of bid from Church of Scotland for Mission Care Officer.</p>  |            |
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| 14.  | <p><b>Presentation and Discussion – Mission and Discipleship</b><br/> <b>Rev Colin Sinclair, Convener</b><br/> <b>Rev Dr Alister Bull, Secretary</b></p> <p>Colin said that the focus of Mission and Discipleship Council was to stimulate and support presbyteries and congregations with their work being captured in 3 words - Connect, Resource and Inspire which aims to;</p> <ul style="list-style-type: none"> <li>• Resource God's people in the Church of Scotland, for</li> </ul>   |            |

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|            | <p>worship, witness, mission and discipleship.</p> <ul style="list-style-type: none"> <li>• Enabling and empowering the church to share God’s love in the name of the Father Son and Holy Spirit and be mindful of the changing contemporary culture of Scotland</li> </ul> <p>He said that their work is characterised by events, publications and online resources which was available to all congregations with an Exploring Faith Launch Event in St Andrews on 22<sup>nd</sup> October 2015.</p> <p>Colin’s presentation is attached.</p> <p>Viv said that she welcomed the collaborative working with CrossReach Post Natal Depression (PND) Services and the Mission Forum on producing a toolkit for the wellbeing of the whole family as PND was still a hidden mental health issue.</p> <p>The Convener thanked Colin and Alister for their presentation and said she was encouraged by how much synergy there was and how we could achieve much more together. She said that she had used the presbytery statistics at a discussion at her own Church and they had been very useful.</p>  |            |
| <p>15.</p> | <p><b>Presentation on Data Protection Jennifer Campbell</b></p> <p>Jennifer said that the Data Protection Act 1998, came into force in 2001 and is how the UK implements the European Union’s Data Protection Directive. She said that a new law was planned for 2016 and she expected that compliance would be more onerous. The aims of the Act were that anyone who processes personal information must comply with the 8 data protection principles and individuals have the right to find out what personal information is held about them. The Information Commissioners Office (ICO) upholds those rights and if organisations do not comply they could be fined. She said that it is helpful to get consent from our service users to hold information about them and for us to give background on why we retain information. She would be happy to work with CrossReach to help draft a statement for service users. Jennifer’s recommendations were:</p> <p>Conduct an audit of your current data handling:</p> <ul style="list-style-type: none"> <li>• Draw up a list of all areas you are holding personal data</li> <li>• For each, consider whether staff can observe better practice in line with the 8 principles and those listed in the ICO’s report</li> <li>• Always take better care with data classed as sensitive</li> <li>• Ensure that all are aware that data should not be used for any broader purpose</li> <li>• Need to review building security</li> <li>• Access to IT – password security, encryption</li> <li>• Home working</li> <li>• Training</li> <li>• Clear Desk Policy – nothing left lying around</li> <li>• Carryout a review of any historical records that you hold in either electronic or manual form:</li> <li>• Archive records you are obliged to keep</li> </ul> | <p>CEO</p> |

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|     | <ul style="list-style-type: none"> <li>Consider deleting or destroying any records that are no longer required</li> <li>Take care when disposing of confidential waste</li> <li>Consider deleting any information that you would be embarrassed to disclose if you received a data request</li> </ul> <p>Jennifer's presentation is attached<br/>Convener thanked Jennifer for her presentation and her willingness to work with CrossReach.</p>  |     |
| 16. | <p><b>Re – Launch of CrossReach Portal Kevin Bryant &amp; Berni Brown CrossReach IT</b></p> <p>Kevin Bryant said that he would reset password for those who had not used the portal for some time and when members receive his email they should quickly change the password to something that they could easily remember; use a strong password by adding numbers and using upper and lower case letters he reminded members not to write passwords down.</p> <p>William asked if a reminder email could be sent advising when new reports had been posted on the Portal. The CEO said that the emailing of papers, followed up by hard copy would be reassessed and that it may be that in the future papers won't be emailed out, but this whole area needs to be reviewed in light of the breach and he would update them at the December meeting.</p>  | CEO |
| 17. | <p><b>Presentation on Volunteer Summit Viv Dickenson, CrossReach</b></p> <p>Viv said that the aims of the day were:</p> <ul style="list-style-type: none"> <li>To look at how consistent our support and induction was across the organisation</li> <li>To develop a volunteer strategy, to invest and support volunteers</li> <li>To celebrate the diversity, gifts and talents volunteers bring</li> <li>To understand more what motivates volunteers and address any barriers</li> </ul> <p>Viv said that we have around 300 volunteers who help in our services with 120 volunteer counsellors in the Tom Allan Centre alone, 1,200 congregational contacts and 31 Council members. She said we would welcome Council members' views/comments on volunteering and they could do this by following the link below.<br/><a href="http://www.smartsurvey.co.uk/s/CrossReachVolunteerSummit/">http://www.smartsurvey.co.uk/s/CrossReachVolunteerSummit/</a><br/>Viv's presentation is attached.</p> |     |
| 18. | <p><b>AOCB Recovery Volunteers</b></p> <p>Calum said that service users in recovery from drugs and drink can volunteer with a service. He said that this was the 3<sup>rd</sup> year of this successful course, with recovery volunteers able to empathise with service users. A graduation event is held at the end of each course and this year it is being held on 11 December to which all Council members were invited. Richard asked if/how we could co-opt such volunteers into Council??</p>  |     |
| 19. | <p><b>Date and Time of Next Meeting</b></p> <p>Wednesday 9<sup>th</sup> December 2015, Charis House, Edinburgh</p>  |     |
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Signed: .....  
Convener

Signed:.....  
Chief Executive Officer

Secretary of the Council

Date: .....

Date: .....

Appendix 1

**Social Care Council  
9th Sep 2015**

**Sederunt:**

Dr Sally Bonnar Convener  
Rev Richard Begg, Vice Convener  
Rev Hugh M Stewart, Vice Convener (pm)  
Mrs Sheelagh Carradice  
Prof Tom Chadwick  
Mr Jo Elliott (am)  
Mrs Brenda Graham  
Mr Fraser Horn (ACNG Chair)  
Mr Douglas Hope  
Mr David Matheson  
Mrs Irene McGugan  
Mrs Susan Pym  
Rev Thom Riddell  
Mr Ian Russell (am)  
Rev Ken Russell  
Rev Ramsay Shields  
Mr Angus Swan (am)  
Mr Bill Steele  
Mrs Valerie Thomson (pm)  
Dr William Wallace  
Rev Arrick Wilkinson

**Apologies:**

Mr Adrian Bark  
Mrs Martha Bogle  
Mrs Clare Fleming  
Mrs Mary Ford  
Rev David Gray  
Mrs Kathleen MacPherson  
Mr Ali MacRae  
Rev Sheila Moir  
Mr Grant Petrie  
Mrs Sheila Robertson  
Mr Bill Usher

**In attendance:**

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| Mr Peter Bailey    | (Chief Executive Officer)                                  |
| Mrs Mari Rennie    | (Director of Human Resources & Organisational Development) |
| Mr Allan Logan     | (Director of Services to Older People)                     |
| Mr Ian Wauchope    | (Director of Finance & Resources)                          |
| Mr Calum Murray    | (Director of Adult Care Services)                          |
| Mrs Diane Gunstone | (Minute Secretary)   |