

**NHS 24
BOARD MEETING**

**31 AUGUST 2023
ITEM NO 10.3
FOR APPROVAL**

**2020-2023 CORPORATE PARENTING AND
UNITED NATIONS CONVENTION ON THE RIGHTS OF CHILDREN (UNCRC)
PROGRESS REPORT AND 2023-2026 ACTION PLAN**

Executive Sponsor:	Maria Docherty, Executive Director of Nursing & Care
Lead Officer/Author:	Theresa Lyttle, Lead Nurse Public Protection
Action Required	The Board is asked to note and approve the 2020-2023 Corporate Parenting and UNCRC Progress Report and Action Plan 2023-2026 for submission to Scottish Government and publication on NHS 24 Website.
Key Points for this Committee to consider	<ul style="list-style-type: none"> • First combined statutory report to include Corporate Parenting and UNCRC. • Support the Children and Young People's Health and Wellbeing Agenda the ongoing work required to meet children's rights and wellbeing.
Governance process	<p>The report was developed by the Children and Young People Health and Wellbeing Steering Group which reports via National Clinical Governance Group.</p> <p>Presented to the Clinical Governance Committee on 8th August 2023 who recommend Board approve for publication.</p> <p>National Clinical Governance Group on 31st July 2023 and shared with the Executive Management Team on 18th July 2023.</p>
Strategic alignment and link to overarching NHS Scotland priorities and strategies	<ul style="list-style-type: none"> • Strategic Objectives 2023-2026 • Annual Delivery Plan • The Children and Young People (Scotland) Act 2014 • United Nations Convention on the Rights of the Child (UNCRC) • The Equality Act 2010 • Trauma Informed Practice
Key Risks	As it stands the Children's Rights and the UNCRC is currently non-statutory guidance however, the Scottish Government are committed to protecting the rights of children and young people and remains committed to the

	incorporation of the UNCRC to the maximum extent possible, and in Scots law as soon as practicable. This will mean children will be able to challenge in a court of law if NHS 24 fail to address and uphold their rights.
Financial Implications	There are no financial implications known - existing resource.
Equality and Diversity	Meets Equality Diversity Impact Assessment and Children's Rights Wellbeing Impact Assessment.

1. RECOMMENDATION

- 1.1 The Board is asked to note and approve the 2020-2023 Corporate Parenting and UNCRC Progress Report and Action Plan 2023-2026 for submission to Scottish Government and publication on NHS 24 Website.

2. TIMING

- 2.1. A plan is in place for 2023-2026, this will form strategic objectives over the next three years, with annual reporting via the National Clinical Governance Group (NCGG).

3. BACKGROUND

- 3.1. The purpose of this report is to provide detail on how NHS 24 have made progress in the 2020-2023 period regarding their legislative duties under The Children and Young People (Scotland) Act 2014 and compliance with national guidance. This is our 3rd NHS 24 reporting; however, as agreed with Policy Leads NHS 24 have our first combined report that incorporates both the United Nations Convention on the Rights of Children (UNCRC) and Corporate Parenting.
- 3.2. Part 1 of the Act sets out the duties on Public Bodies in relation to the UNCRC and includes a range of areas relating to the wellbeing of children and young people. Part 9 relates to our Corporate Parenting duties which applies to every child who is looked after by a local authority, and every young person, who is under the age of 26, and was (on the person's 16th birthday or at any subsequent time) but is no longer looked after by a local authority.

4. ENGAGEMENT

- 4.1. Executive Director of Nursing, Nursing and Care Leads, Service Delivery Leads, Human Resource Leads.

5. FINANCIAL IMPLICATIONS

- 5.1. There are no financial implications known.

C©RPORATE PARENTING

and United Nations Convention on the
Rights of Children (UNCRC) progress report
and 2023-2026 Action Plan





Contents

Foreword	3
Purpose	4
Introduction	4
The Children and Young People (Scotland) Act 2014	4
The Promise	5
Progress Report 2020-2023	6
About NHS 24	6
Fairness: Digital and telephone-based health and care services	7
NHS 24 Advanced Nurse Practitioners	7
Contact records and call volumes	8
NHS 24's Engagement Team	14
Equality & Human Rights Steering Group	14
NHS 24's Youth Forum	15
Investing In Volunteers	16
16 Days of Activism Against Gender-Based Violence	16
Volunteers' Week 2022	16
NHS 24 Equality Outcomes 2021 – 2025	17
How NHS 24 Promotes the Interest of Care Experienced Children and Young People	18
Collaborative working	21
Breathing Space Service	24
Public Protection	26
Organisational Development, Leadership & Learning	28
Workforce Management	30
2023-2026 Plan	30

Executive Summary

The purpose of the report is to provide detail on how NHS 24 have made progress in the 2020-2023 period regarding their legislative duties under the Act.

The Children and Young People (Scotland) Act 2014 is introduced, and the Equality & Human Rights Steering Group, NHS 24's Youth Forum, Investing in Volunteers, NHS 24 Equality Outcomes, Care Experienced Week, Care Day, Community Engagement, Breathing Space, Mental Health resources, and NHS 24's Corporate Strategy are outlined. The report also includes a list of actions and objectives for the next five years.



FOREWORD

"At NHS 24 we are committed to our role as a Corporate Parent and ensure that our efforts to understand and develop the need to have services, information, policies, and processes designed to ensure the rights of children are promoted and enshrined in everything we do to achieve better health outcomes for all children and young people.

We will seek to achieve this both as a health and social care provider and as an employer. We are looking forward to our continued work in collaboration with young people, Scottish Government, fellow corporate parents, third sector organisations and our staff as we strive to maximise shared learning across Scotland."

Maria Docherty, Director of Nursing & Care, Executive Lead

PURPOSE

The purpose of this report is to provide detail on how NHS 24 have made progress in the 2020-2023 period regarding their legislative duties under The Children and Young People (Scotland) Act 2014 (the Act). This is the third NHS 24 reporting; however, as agreed with Policy Leads NHS 24 have produced this first combined report that incorporates both the United Nations Convention on the Rights of Children (UNCRC) and Corporate Parenting duties.

Part 1 of the Act sets out the duties on public bodies in relation to the UNCRC and includes a range of areas relating to the wellbeing of children and young people. Part 9 relates to Corporate Parenting duties which apply to every child who is looked after by a local authority, and every young person, who is under the age of 26, and was (on the person's 16th birthday or at any subsequent time), but is no longer, looked after by a local authority.



INTRODUCTION

The Children and Young People (Scotland) Act 2014

To ensure that NHS 24 embed the rights of children and young people in everything we do, NHS 24 will continue to work collaboratively with our patients, families, young people and Health and Social Care partners. NHS 24 will contribute to improving urgent care, by helping the public, carers, their families and health and care professionals to access the correct service, make the right decision, at the right time, using the right information.

NHS 24 will continue with efforts to understand and develop the need to have services designed to achieve better outcomes for children and young people who are looked after, and care experienced. We will seek to achieve this both as a health and social care provider and as an employer.

As Corporate Parents NHS 24 have the following responsibilities in relation to young people who are looked after and care experienced, with their rights at the heart of everything we do:

- to be alert to matters which, or which might, adversely affect the wellbeing of children and young people
- to assess the needs of those children and young people for services and support it provides
- to promote the interests of those children and young people
- to seek to provide those children and young people with opportunities to participate in activities designed to promote their wellbeing
- 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
- to take such other action as it considers appropriate for the purposes of improving the way in which it exercises functions in relation to those children and young people.



THE PROMISE

Scotland has made a Promise to ensuring the well-being of children and young people with care experience. This Promise was made in response to the realisation that the current care system is not effective. By the year 2030, Scotland aims to fulfil this Promise, which involves fundamentally changing the way the care system operates.

The central focus is to prioritise love and safe relationships within the care system and to make sure that children can remain with their families whenever it is safe and feasible. Additionally, Scotland is determined to address broader social and structural inequalities that hinder families from thriving, ensuring that no child or family is left behind. Integral to this approach is the empowerment of children, young people, and families in decisions that shape their lives. Their perspectives are not just heard but valued and integrated at every juncture. Ultimately the overarching aspiration is to establish an accessible and sustainable care system that remains highly responsive to the dynamic needs of children and families.

NHS 24 has a pivotal role to play in advancing The Promise objectives. We have fostered collaboration with our Youth Forum and Who Cares Scotland to ensure that care experienced voices are heard, and their opinions help shape our policies and processes, ensuring that children's rights are embedded throughout. NHS 24 will continue to significantly contribute to The Promise, ensuring that care experience children and young people receive the respect, support, and care they rightfully deserve.





ABOUT NHS 24

NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Research highlights that children living in poverty are more likely to have health issues (including mental health problems), gain fewer qualifications and experience stigma and bullying at school [See: The life chances of young people in Scotland: report to the First Minister Published 3 July 2017 ISBN 9781788510547]. They are also at higher risk of being care experienced.

A Children's Health and Wellbeing Steering group (CH&WSG) sponsored by NHS 24 executive team was formally assembled in 2022 and reports via their National Clinical Governance Group (NCGG). This group is underpinned by NHS 24 strategic intent in a human rights-based approach, including the national approach to Getting it Right for Every Child (GIRFEC) reflecting the United Nations Convention on the Rights of the Child (UNCRC), Corporate Parenting duties, and in line with The Promise. Initial support for this group has been provided by the Scottish Government Policy Leads for GIRFEC and Who Cares? There are regular informal professional meetings with other corporate parents from Health Improvement Scotland (HIS), The Care Inspectorate and National Education Service (NES). This allows the sharing of organisational approaches and provides a network of support.

Covid 19 did impact the initial set up and intended work of the above group in 2020-2023, however, over the last year the group has commenced work to embed a children's rights wellbeing impact assessment across the organisation and include within the equality and diversity impact assessments, this will keep children at the focus of everything NHS 24 deliver. Furthermore, they have strategically supported work aiming towards a reduction in Abusive Head trauma (AHT) or "shaken baby syndrome" which is a devastating form of child abuse. Such injuries that can occur include intracranial injury, retinal haemorrhage, and spinal fractures. Study and research highlight that AHT is preventable, and ICON within NHS Inform, this was part of a collaboration project with our NHS Tayside colleagues and NHS 24 have plans to scope out how to include ICON within clinical processes.

The work of the group has informed NHS 24 action to mitigate the impact of the cost-of-living crisis including the output from the Scottish Government published "Bright Start Bright Futures delivery plan 2022 – 2026" which has informed our organisational strategy on tackling child poverty. Furthermore, the NHS 24 new Workforce Strategy includes a commitment for the organisation to continue to be an inclusive employer, where our workforce is reflective of our communities, to better deliver on our position as an Anchor Institution, and the promotion of community wealth building.

Fairness: Digital and telephone-based health and care services

In terms of children's rights all processes within NHS 24 are consistent, fair, without discrimination and views from children and young people are taken at the time of a call (age appropriate). NHS 24 processes are evidenced based, aligned with current best practice, and governed by the NHS 24 Clinical and Operational Process Review Group (COPRG).

Clinical support is provided to all NHS 24 staff as appropriate, clinical and non-clinical staff use a digital hierarchical system which prioritises presenting symptoms according to acuity

and clinical support is available to all grades of staff when managing calls. Decision support key words are used within the system to identify the appropriate decision support process to be used, further supported with clinical supervision. This process allows appropriate risk assessment and identifies or excludes immediate life-threatening situations, whilst ensuring all callers, patients and families are given access to the right service at the right time and appropriate referrals are made timeously within the out of hours and in hours period.

NHS 24 Advanced Nurse Practitioners

The NHS 24 advanced nurse practitioner (ANP) is an experienced, highly qualified health and care practitioner role, underpinned by a master's level qualification which encompasses the four pillars of: clinical practice, leadership and management, education, and research, with demonstration of core capabilities and area specific clinical competence in a variety of health settings and departments. The NHS 24 ANP has a dual, autonomous, and independent role, utilising highly specialised skills while in making complex decisions based on assessment, diagnosis, and interpretation of test results. ANPs may independently prescribe appropriate medication, evaluate, or refer to other specialists, if necessary, for everyone from cradle to grave.

There are 2 qualified ANPs and 3 Trainee ANPs within the team. All the ANPs have completed their basic training in children in common illnesses and management of these. One ANP has completed and passed a Level 11 module specific to Paediatrics which encompassed assessing, diagnosing and treatment of babies to young adults.

They have completed sessions from the Public Protection team within NHS 24 and also Learning Disability and Mental Health where the community mental health team from Ayrshire and Arran attended and had discussions around vulnerable children and young adults. The ANP team also work in different health boards in Primary care as well as NHS 24 and they are required to complete e-learning modules in relation to children and young adults in both settings to ensure they are up to date with the relevant and current guidelines.

Key Progress

- Peer monthly call reviews
- Evolve competencies e.g., Learning Disabilities, Mental Health, and Public Protection
- Compassionate Conversations
- Paediatric Tele-education
- Intermediate and Paediatric Life Support

NHS 24 Digital Services

Progressing ANP vision strategy Phase 2 and 3 to raise awareness of updates, reinforce common conditions

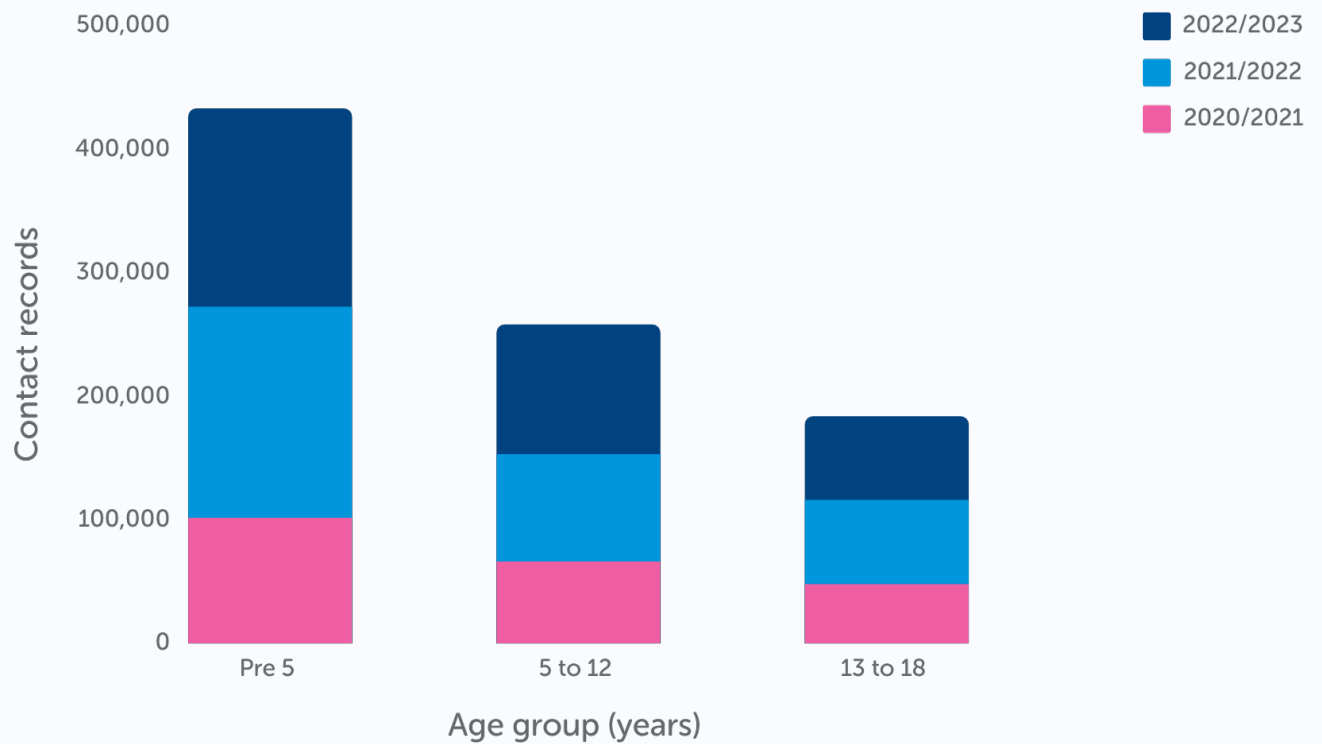
- Continuous Professional Development education workshops
- Prescribing
- Video consultations

Human Resources

- Regular 1-2-1 to set realistic goals, aim and objectives
- Annual declaration of NHS 24 Transforming Roles competencies including Primary Care during appraisal
- Complete professional body manual mandatory requirements



Overall Records by Age Group



*2020/2021 to 2021/2022

was a 51% increase

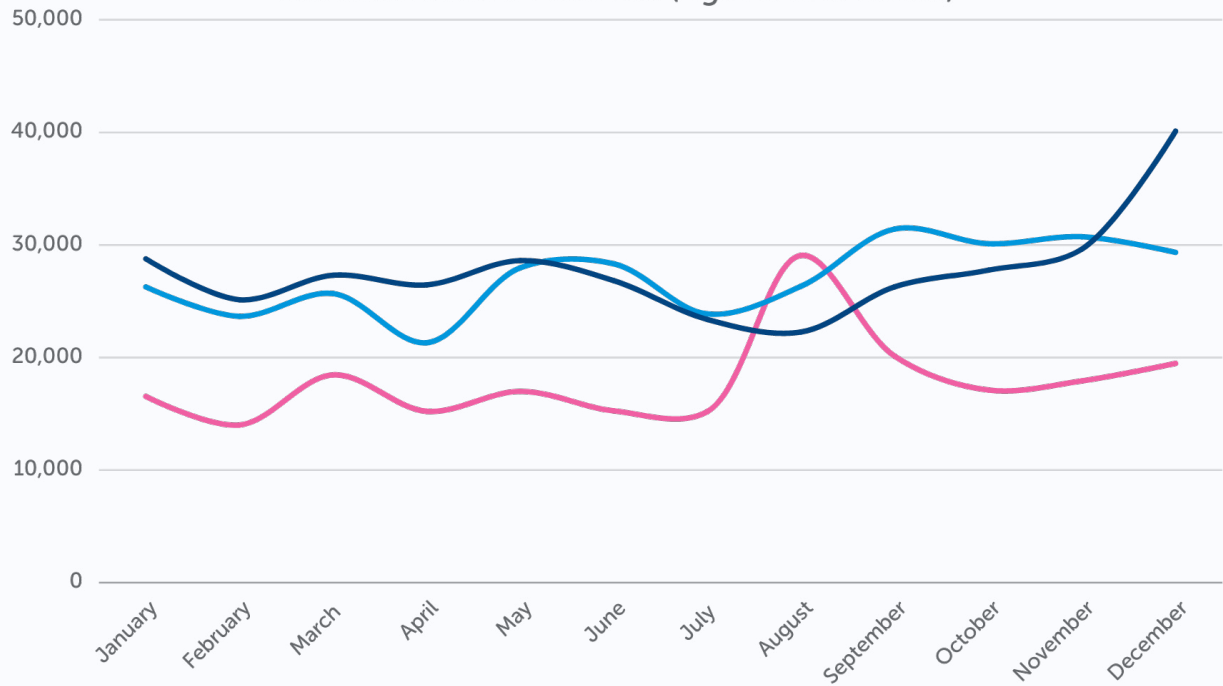
2021/2022 to 2022/2023

was a 2.3% increase

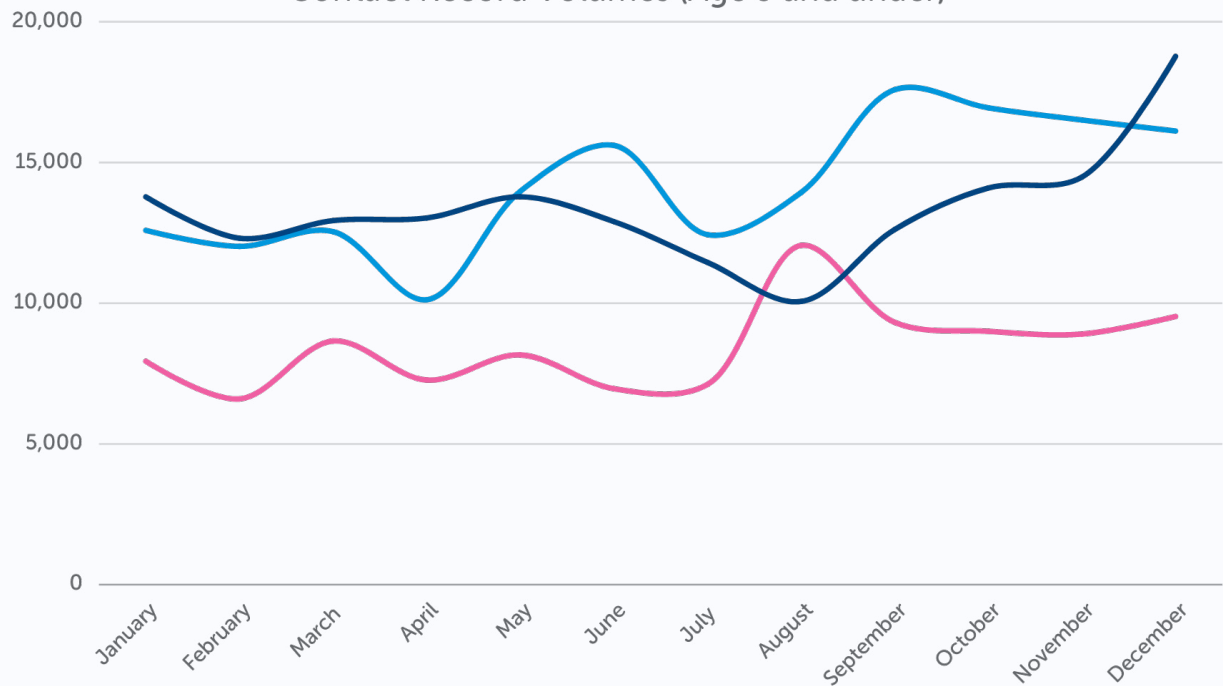
Total Calls 2017/2020 to 2020/2023

was a 9.49% Increase

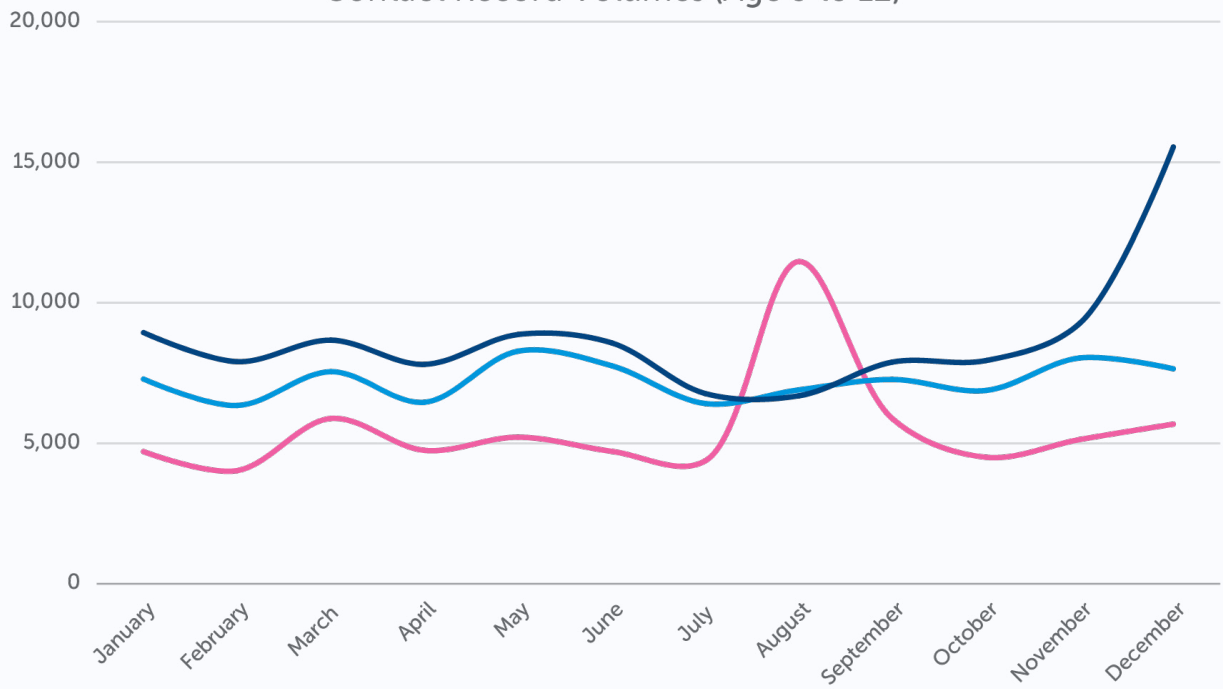
Contact Record Volumes (Age 18 and under)



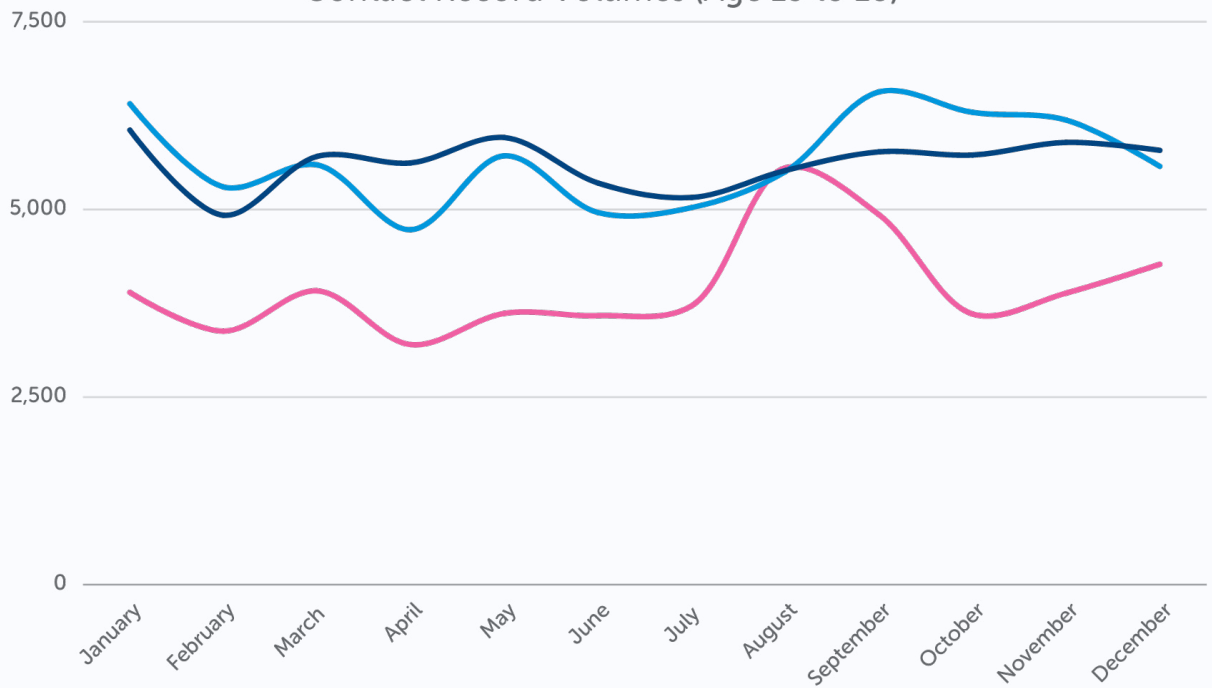
Contact Record Volumes (Age 5 and under)














































Contact Record Volumes (Age 5 to 12)



Contact Record Volumes (Age 13 to 18)



Under 5	Outcome/ endpoints				
			2020	2021	2022
		Totals	101,468	170,375	160,202
		999	4,701	8,748	6,943
		A&E/ MIU	14,073	18,918	20,791
		Contact GP Practice	2,666	4,594	7,588
		Contact Midwife	44	12	
		Contact Optician	18	43	48
		Dental	816	1,087	1,226
		Flow Navigation Centre	90	3,823	5,605
		GP Telephone Advice	34,298	79,948	22,737
		Home Visit	15	14	31
		Other Professional	140	77	35
		Pharmacy	2,120	2,385	2,359
		Pre-prioritised	1	2	1
		Self-care	22,479	24,552	18,939
		Urgent Care Centre	19,983	26,148	73,871
		Not Assigned	24	24	28

Outcome/ endpoints		2020	2021	2022
	Totals	58,656	77,273	94,205
	999	1,230	1,835	2,008
	A&E/ MIU	10,081	10,946	9,333
	Contact GP Practice	2,012	2,787	4,683
	Contact Optician	37	68	81
	Dental	4,438	4,535	4,761
	Flow Navigation Centre	199	9,525	12,574
	GP Telephone Advice	14,359	22,127	10,672
	Home Visit	45	26	52
	Other Professional	6	8	11
	Pharmacy	1,515	1,330	1,435
	Pre-prioritised	1		
	Self-care	13,713	11,234	9,619
	Urgent Care Centre	10,939	12,779	38,902
	Not Assigned	81	73	74

13 to 18		Outcome/ endpoints			
		Totals	2020	2021	2022
		999	47,623 1,251	67,882 1,544	67,493 1,723
		A&E/ MIU	6,797	7,755	7,968
		Contact GP Practice	3,078	5,179	5,656
		Contact Midwife	83	92	104
		Contact Optician	30	86	66
		Dental	2,668	2,876	3,293
		Flow Navigation Centre	56	165	220
		GP Telephone Advice	10,949	15,125	8,401
		Home Visit	85	84	88
		Other Professional	119	231	277
		Pharmacy	890	1,091	1,066
		Pre-prioritised		1	1
		Self-care	9,715	10,155	7,993
		Urgent Care Centre	9,702	11,484	19,122
		Not Assigned	40	47	42

NHS 24'S ENGAGEMENT TEAM

NHS 24's Engagement Team is responsible for the day-to-day management of stakeholder engagement, equalities and human rights, and community engagement. This includes working within the framework set out by associated legislation and NHS Scotland standards.

The Engagement Team more generally facilitates equality impact assessments and works with people and staff, third sector organisations and partner Health Boards to meet and maintain community engagement and equalities standards. The team also supports the organisation with its corporate parenting responsibilities.

Equality & Human Rights Steering Group

A new Equalities, Inclusion and Rights Steering group formed in 2023 supports NHS 24 in its legislative duties. Formation of the group followed the successful implementation of a short life working group. The groups support the development of the new organisational Strategy, through consideration of potential priorities relating to our Annual Delivery Plan, strategic ambitions, and the broader health and care landscape, and advise on strategic responsibility, scope, and recommendations for NHS 24 programmes of work aligned with, but not restricted to:

- The Equality Act 2010
- The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 as amended
- The Human Rights Act 1998
- Patient Rights (Scotland) Act 2011
- Fairer Scotland Duty (2018)
- Planning with People (2021)

The purpose of the working group is to review, assess and make relevant recommendations on ways in which we can strengthen governance of equality and human rights issues relating to our staff and the people who can and may not be able to access our services.



NHS 24's Youth Forum

The Youth Forum was established in 2018 in response to NHS 24's commitment to ensure that young people were given greater opportunities to get involved in the design, development, and improvement of its services. The Youth Forum seeks to engage with, and listen to, a diverse range of young people aged 16 to 26 from across Scotland.

The pandemic lockdown and subsequent restrictions put in place to control the spread of Covid-19 meant that NHS 24's forums were unable to physically get together during 2021 and 2022.

NHS 24 has continued to engage with the Youth Forum members using other methods, such as hosting meetings using video conferencing. It is recognised that some people may be unable to take part in meetings hosted this way and alternative ways to stay in touch, such as over the phone or by email, were offered. Members were offered one to one support to help improve their understanding of the digital platforms used to stay connected.

To help ensure that the public voice continues to be heard and valued, during 2020, the NHS 24 Public Partnership forum (PPF), along with our Youth Forum members, discussed and agreed the following principles:

- **Principle 1** - NHS 24 PPF and Youth Forum members will have a more active role within the organisation, and meaningfully contribute to projects throughout the discovery, development, and evaluation phases.
- **Principle 2** - NHS 24 PPF and Youth Forum members will have increased opportunities to present back their ideas and views, and their feedback will be listened to.
- **Principle 3** - NHS 24 PPF and Youth Forum members will be supported to be ambassadors for volunteering within NHS 24 and empowered to encourage others to contribute and make an impact to NHS 24's work.

To support these principles in 2021-22, members were given the opportunity to express areas that they were interested in getting involved in for future agenda items and were also asked to feed into various programmes of work which included:

- NHS 24 Strategy Development – members fed in what is important to them and how they feel NHS 24's services and resources could be improved.
- Feeding into the Engagement plan for the promotion of our new mental health content on NHS inform.
- Our Youth Forum members contributed to discussions around how social media channels could potentially improve awareness of NHS 24 services amongst young people.
- The Youth Forum reviewed the top tips for staff when engaging with care experienced individuals and a Youth Forum member created a message to be added to the campaign content on Care Experienced week.

In May 2022, NHS 24's Youth Forum members were asked how they prefer to access mental health information, resources, and services. Their feedback was shared with the Communications Team for future promotion of mental health information.

Members were also asked to review the Mind-to-Mind NHS inform content and asked what additional topics should be covered in any future phases of this Programme of work.

In July 2022, the Youth Forum took part in a session run by a member who, for their role as a Member of the Scottish Youth Parliament, wished to explore the barriers young people can experience when accessing mental health support. The information gathered has also been shared internally.

This equality outcome is still relevant and further progress will be reported in our Equalities mainstreaming report in 2025

Investing In Volunteers

NHS 24 has been an Investing in Volunteers (iV) accredited organisation for over 10 years. iV is the UK quality standard for all organisations that involve volunteers in their work. In Scotland, iV is delivered by Volunteer Scotland. iV aims to improve the quality of the volunteering experience and seeks to support organisations to acknowledge the contribution made by volunteers.

NHS 24 is currently working towards reaccreditation of the iV award for the next three-year period. The process of accreditation supports organisations to review and improve volunteer programmes. It is also an opportunity to highlight the effectiveness of an organisation's work with volunteers. Accredited organisations receive an award and logo from Volunteer Scotland. The use of this logo during volunteer recruitment can help to attract more interest in volunteer opportunities.

NHS 24's commitment to achieving the iV accreditation demonstrates our dedication to making our Youth Forum volunteers experience the best it can be. Our young volunteers help us by sharing their views, insights, and experiences and these help us to develop services that better meet the needs of young people living in Scotland.

16 Days of Activism Against Gender-Based Violence

A member of the Youth Forum who is passionate about raising awareness of Gender-Based violence worked with the Communications Team to draft social media content. These messages were posted on NHS 24's social channels between 25 November and 10 December 2022.

The member who has supported the Gender-Based violence work also took the opportunity to feedback on their experience of drafting social media content to the Youth Forum. This was to help other members understand how they may contribute to and be involved in future pieces of work.

Volunteers' Week 2022

Volunteers' Week ran from 1 to 7 of June in 2022. During that week NHS 24 was able to raise awareness of our volunteering opportunity for people aged 16 to 24 by giving a member of the Youth Forum, a platform to talk about their experiences of being a member. Content was added to campaign pages on NHS inform and to NHS 24's social media messages.



NHS 24 Equality Outcomes 2021 – 2025

NHS 24 is committed to improving access and information about mental health services. A key priority set out in Equality Outcome Three is that young people experiencing mental ill health in Scotland are better informed about and have improved access to NHS 24 mental health services available to support them.

NHS 24 has prioritised 5 activities to achieve this:

- Activity 1:** Establish baseline measures for awareness of, and access to, NHS 24 mental health services in relation to young people.
- Activity 2:** Take action to improve the experience of young people who may benefit from accessing NHS 24 mental health services. Engagement with young people and people/organisations that represent their interests has highlighted the following:
- Young people are likely to seek access to mental health support online however, digital mental health services should consider the differences in attention span across age groups. Young people reported being less likely to spend time reading passages of text and were more likely to seek support from online forums.
 - Young people prefer quick, easy to understand and relatable information that offers practical solutions.
- Activity 3:** Take positive action to increase awareness of NHS 24 Mental Health services amongst young people and organisations/people who support them. This may include the production of bespoke materials targeted specifically at engaging young people.
- Activity 4:** Work in partnership with organisations that represent the interests of young people, organisations that support improved mental health awareness and health and care partners to achieve this outcome.
- Activity 5:** Regularly involve and consult young people in the design, development, and improvement of NHS 24's mental health services to help ensure that NHS 24 considers the experiences of young people.

Progress towards Equality Outcome Three: Mental health information for young people

Student Health Campaign

In 2022 NHS 24 engaged with Further and Higher Education institutes in Scotland, to ensure all students and young people have awareness of services and how to access them.

To ensure accessibility and reach, a digital toolkit was designed to enable institutions to embed student health messages within their organisations. Key messages were about mental health, registering with a GP, and accessing health information. In addition to disseminating the digital toolkit, NHS 24 raised awareness of services by carrying out face to face engagement across Scotland and attending 20 college and university events and distributed 'Together Let's Care' campaign and Breathing Space resources.

The universities and colleges we attended had a higher proportion of students from overseas and /or of students residing in an area of socio-economic disadvantage. Accessibility to services was promoted with the students, including the non-English IVR (Interactive Voice Response) of the 111 service, translated materials, and BSL (British Sign Language) resources.

5000 printed leaflets were provided to an institution enabling all new students to receive essential information about their healthcare. Leaflets were also provided to student services and associations for students who were unable to attend the in-person events. Ten articles highlighting the importance of student health, focusing on young people's health and mental wellbeing were published in the local press – this is intended to support families and young people.

HOW NHS 24 PROMOTES

the Interest of Care Experienced Children and Young People

Care Experienced Week 2022

NHS 24 supported Care Experienced Week (23 to 31 October) with the creation of a campaign page on NHS inform – this was live throughout the month of October – and with an internal staff briefing.

Our key partner [Who Cares? Scotland](#) provided the content and resources to support the development of the campaign page on NHS inform. A member of our Youth Forum who is care-experienced also contributed to the content by providing a quote about their experiences.

To raise awareness of the week with NHS 24 staff a 7-minute briefing was created. This highlighted NHS 24's role as a corporate parent, talked about what being care experienced means and provided the top ten tips for engaging with care experienced people. The voice of care experienced people was key to this training briefing and the top ten tips were refreshed in conjunction with care experienced people with our Youth Forum and PPF. The finished briefing was reviewed by care experienced people prior to publication in our staff newsletter and intranet.

NHS 24 is proud to be a corporate parent. Members of staff attended Who Cares? Scotland's Love Rally in Glasgow on 23 October 2022 to support and march for a lifetime of love and care for care experienced people. Staff spoke to participants and listened to the challenges and barriers people of all ages face when they are care experienced. NHS 24 is committed to working with other corporate parents and is a founding member of the Who Cares? Scotland Collaborative Corporate Parenting Network that launched in January 2023.

Care Day 2023

NHS 24 Celebrated National Care Day, externally by raising awareness through social media. Internally a care experienced staff member who is passionate about advocating for the community and challenging the stigma authored an article for NHS 24 internal news section highlighting some challenges faced and took the opportunity to celebrate all staff members that were care experienced. Attached to the article was NHS 24 internal briefings on corporate parenting, keeping the promise and top 10 tips when engaging with care experienced people/ the staff member was supported by NHS 24's nursing director who shared some words to celebrate Care Day.

"It is fundamental to the moral basis of care provision and critical to the protection of people's dignity in healthcare that we support every effort to reduce stigma around all care experienced individuals this includes children, young people, and adults."

In celebration of "care day" in February 2023 a member of the engagement team attended at the Who Cares? Scotland "Ceilidh". NHS 24's participation demonstrated our support to young people who are looked after, and care experienced.



questions about your health



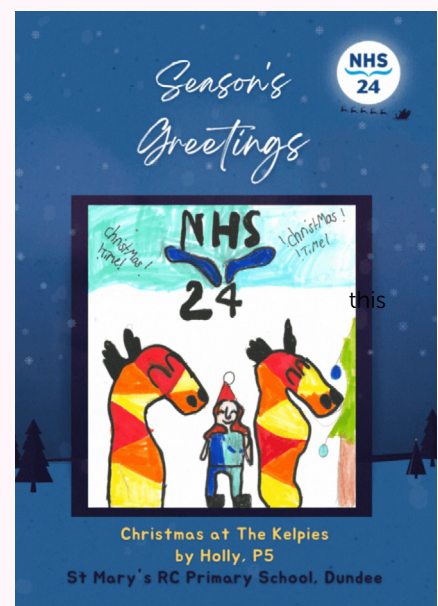
Community Engagement

To support young people NHS 24 have attended schools' careers fairs and information sessions. Staff engaged with young people around NHS 24's service and highlighting employment paths and opportunities available.

NHS 24 in 2022 supported the University of Abertay Psychology Student careers networking session. Students had the chance to network with employers and gain an insight and understanding of what organisations look for in a candidate when recruiting. Information regarding job opportunities, our services and competency-based interview were shared with students.

Christmas card competition

To mark the opening of our new centre in Dundee, we were delighted to give all Primary 5 to 7 pupils in Dundee the opportunity to take part in our Christmas card competition. The theme was "I'm dreaming of a Scottish Christmas" and pupils were asked to draw an NHS worker and put them outside their favourite place in Scotland at Christmas time. We received excellent entries, and the winning design was submitted by a pupil from St Mary's R C Primary. Information about NHS 24 services was provided to all the primary schools who took part in the competition, helped raise awareness of our Dundee centre and of the services we provide.



Corporate Strategy development

The process of developing a Corporate Strategy is as important as the strategy itself, as it is only truly fit for purpose if people have been given the opportunity to influence the setting out of the organisation's goals and guiding framework.

The engagement underpinning the development of NHS 24's Corporate Strategy to be published in 2023 sets out an ambition to listen to and gather experiences and perspectives from a very broad range of internal and external stakeholders so the new strategy meets their needs.

Based on the evidence gathered, and on recommendations made in the Redesign of Urgent Care Equality Impact Assessment, we identified and engaged with groups who are more likely to access NHS 24 services, and more likely to experience inequalities when accessing NHS 24 services.

As part of our gathering views phase of development, we have engaged a wide range of stakeholder groups. These were influenced by the target groups identified in the Scottish Government's Child Poverty Delivery Plan and included young people and families with children.

People were able to share their views in several ways, allowing even those who often find it difficult to engage with public services to get involved. Alongside focus groups and one-to-one interviews, we developed online surveys to capture people's feedback. An easy ready version of this survey was developed and promoted through learning disability networks. We attended school and college sessions to gain feedback and insights on what mattered the most to young people and

engaged with families to ensure children's and young people's voices were heard throughout.

A report setting out the findings from these engagement sessions was shared with NHS 24's Board. All insights are appropriately considered as the strategy develops.

Following on from the gathering views phase, NHS 24 has developed a draft strategy which will go out for wider public consultation in 2023. Accessible versions of the draft strategy will be available. All insights gained from families, children and young people have been presented to the Children and Young People Health and Wellbeing Steering Group.



Mind to Mind

In November 2021 Scottish Government commissioned NHS 24 to design, build and support a digital site providing mental health and wellbeing resources for the population of Scotland. In May 2022, the new [Mind to Mind](#) microsite launched on NHS inform.

The site hosts 35 videos featuring people talking about ways to support mental wellbeing from lived experience and professional perspectives. A marketing campaign for the site ran throughout June 2022. An evaluation of Mind to Mind was commissioned internally and reported on in October 2022.

The redesign of mental health services aims to improve access to mental health care and support for people who need this -

including prevention and self-management support. We will improve access by expanding existing services and developing new digital channels and resources. Young People views were sought in the development of mind-to-mind content.



COLLABORATIVE WORKING

NHS 24 has engaged and worked with Who Cares? Scotland to be alert and promote the interest of care experienced people. NHS 24 has ensured that all training sessions provided by Who Cares? Scotland have been attended and insights shared across the organisation. NHS 24 staff have recently attended training events on the following topics:

- Mental Health and Corporate Parenting
- Sex, Relationships and Sexual Health
- Health in the Care Experienced Community

The training was valuable as it links directly with the organisation's activities.

Digital Self-help guide promotion

The self-help guides and Scotland's Service Directory (SSD) and have many community and wellbeing services that are useful in the care of children and are aimed at parents and those caring for children to assess the symptoms of children. Since late 2022 the NHS 24 app has been available for free download to both iPhone and Android devices with some of the most used guides available alongside the directory of services.

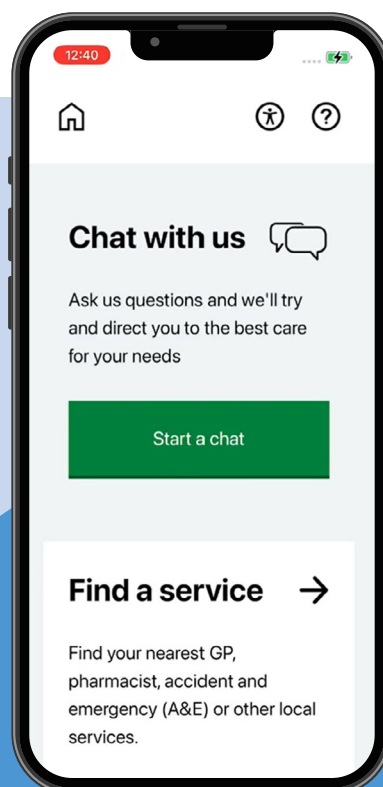
The NHS inform website also offers a range of mental health self-help guides to support early intervention for people at the mild to moderate stage of the patient journey. These Cognitive Behavioural Therapy (CBT) guides cover a range of topics including:

- Anxiety
- Depression
- Obsessive Compulsive Disorder (OCD)
- Problems with anger
- Post and complex post-traumatic stress disorders
- Self-esteem.

These guides were introduced to support the Scottish Government's Digital Mental Health Strategy and have been created with support from psychologists and counsellors from a range of NHS Boards across Scotland. They raise awareness of the resources for people aged 16 to 24. We identified organisations that work with this cohort. We contacted them via email or online feedback forms to highlight the availability of the guides and asking that they share the information within their networks.

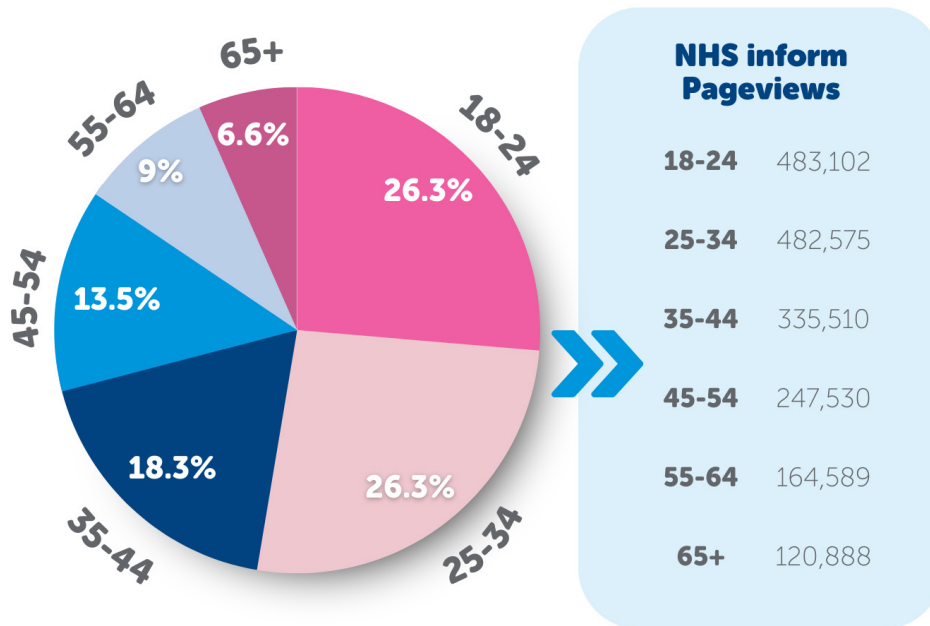
NHS 24 Online

NHS 24 Online app allows you to find your nearest services and to assess your symptoms.



Mental health and wellbeing content on NHS inform

Google analytics show that between the period of April 2020 to March 2023, young people aged 18 to 24 achieved 483,102 page views on NHS inform - accounting for 26.3% of all page views relating to Mental Health and Wellbeing in that period.



Mental Health (MH) and Learning Disabilities (LD)

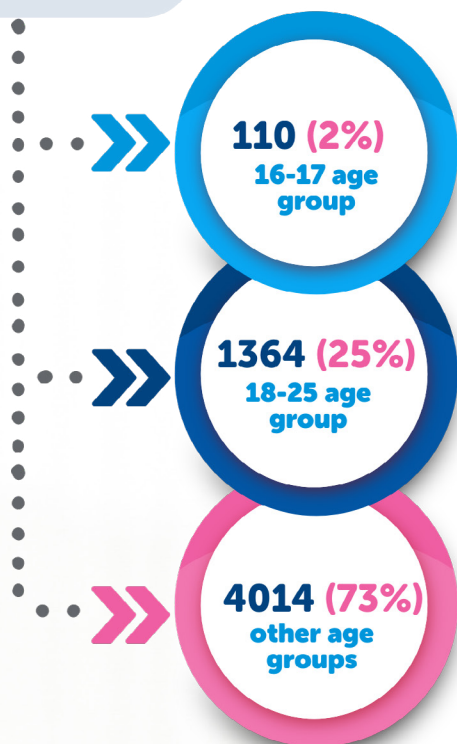
The MH and LD team are engaged in several activities which support children and young people. Some of these are joint pieces of work with internal and external partners.

- Increased incidence of overdose noted in public protection referrals for young people, data is being collected to measure this and is reported via our Mental Health and Clinical Care Governance Group which is chaired by the Lead Nurse for Mental Health and Learning Disabilities.
- NHS 24 are engaged with Child, Adolescent, Mental Health Services (CAMHS) to establish care pathways, and to ensure all NHS 24 staff receive contemporary learning and development
- A Trauma implementation steering group has been established with a substantive Practice Development Nurse now in post demonstrating NHS 24 commitment to a trauma responsive organisation. Kibble (a specialist provider of services for young people facing adversity or trauma) is a key stakeholder in the trauma implementation steering group
- NHS 24 is engaged strategically around the Scot Review with consideration given to children and young people and the mental health act
- The Mental Health Hub (MHH) are collating data relating to cost-of-living crisis and feeding back to Scottish Government, this will include children and young people who identify this as a contributing factor to their call
- The MH and LD team are engaged at a national level with Excellence in Care for mental health and learning disabilities considering children and young people accessing unscheduled care
- Engaged nationally with annual health checks for all adults who have a learning disability, including young people.

NHS 24 continue to support the national program of Distress Brief Intervention (DBI) which benefits all from aged 16 who are experiencing distress

DBI from October 2021 to September 2022 from PHS which is the latest collated data they hold. Over this time NHS 24 referred 5488 people in total to DBI and of this:

Referrals to DBI 5488



BREATHING SPACE SERVICE

Breathing Space is a free, confidential phone service available to anyone in Scotland, over the age of 16 feeling low, stressed or anxious. The service currently receives around 12,000 calls a month.

Loneliness and social isolation are major public health issues that can significantly impact physical and mental wellbeing. In Scotland, kindness is recognised as a key element in tackling these issues and ensuring communities are more connected and cohesive. The Scottish Government's first national strategy to tackle social isolation and loneliness and build stronger social connections was published in 2018. The report outlines the reality that social isolation and loneliness permeates all ages, stages and groups in our society.

Young people

Children and young people increasingly report feelings of loneliness. The challenges associated with the coronavirus pandemic also meant that external agencies were unable to visit schools to provide talks about wellbeing. Breathing Space developed a video for schools, where questions provided by school pupils about mental health were answered by Breathing Space, with advice included from NHS 24's Youth Forum and a young player from Glasgow City FC. Our new webchat service is also proving popular with young people with the general statistic that 8 in 10 of people who use webchat are in this age group. It can be a popular and preferential way for young people to receive support should they experiencing distress

The Breathing Space service offers webchat. Analytics of this channel between July 2020 and September 2021 tracked usage of the service broken down by age ranges. This showed people aged 19 to 24 to be joint highest users of the service. Gender split shows that women are much more likely to use the service (355 chats) compared with men (77 chats). Ongoing provision and support of Breathing Space webchat, evaluation highlighted 36% of users were in under 25's and specifically supported those in hard-to-reach areas, such as those with communication difficulties



Our Breathing Space (NHS 24) service works in partnership with educational establishments, public health and third sector organisations, as well as sporting organisations to support young people with their mental health and wellbeing.

The Breathing Space theme, 'You Matter, We Care' encourages young people to talk about their emotional wellbeing and to seek help when necessary. There are many ways in which Breathing Space supports young people and those supporting young people, all of which is ongoing. The rights of children and young people will continue to be considered in the engagement work that the service completes across the country.

Educational Establishments	<p>Schools, Colleges, and Universities</p> <p>'Take some Breathing Space' benches:</p> <ul style="list-style-type: none"> • Schools • School for young people with additional support needs • Colleges • Universities <p>Breathing Space Information Sessions:</p> <ul style="list-style-type: none"> • Young People • Pastoral Support Staff <p>Fresher's Fairs:</p> <ul style="list-style-type: none"> • Colleges and Universities <p>Breathing Space resources are sent to all establishments upon request.</p>
Public Health	<p>Awareness Raising Days and Events:</p> <ul style="list-style-type: none"> • Breathing Space Day • Mental Health Awareness Week • Suicide Prevention Week
Third Sector	<p>Breathing Space Information Sessions to staff supporting young people within a variety of settings.</p> <p>Breathing Space information/promotional materials sent to organisations supporting young people.</p>
National Boards	<p>NHS Youth Forum</p> <p>NES</p>
Sporting Bodies	<p>Scottish Football Association, Scottish Rugby, Netball Scotland</p>
Sporting Partnerships	<p>Football, Rugby, Golf, Netball</p>

PUBLIC PROTECTION

All NHS Boards have responsibility in working within the Scottish Government’s aim of continuously improving outcomes for children, young people, and vulnerable adults. All NHS employees, GP practices, and independent contracted practitioners are supported and directed to the actions they need to take when a child or adult is at risk of harm. Furthermore, includes evidence that communication between services such as NHS 24, where there are multiple and/or complex health needs, are planned and co-ordinated.

NHS 24 receive limited Key Information Summary (KIS) visible in relation to children/ adults currently at risk/on protection plans/on compulsory measures of supervision or individuals that are reported missing when there is significant concern. This has the potential for a lesser compliance at NHS 24 in recognising a timely and appropriate assessment/triage/ referral pathway. This has been highlighted to Scottish Government Policy Leads and work is underway in addressing this issue, with the potential for all healthcare professionals to make more use of KIS as a platform for sharing crucial information around all public protection matters.

Figures over the period April 2020 – March 2023 on children and young people child/welfare Public Protection referrals

Year	Total
2020-21	2035
2021-22	4181
2022-23	5513

Information we have been able to collate as part of the protection/welfare referrals for Care Experienced Individuals

Apr 2020 – Mar 21
63 Care Experienced
Top 3 reasons -
35 child mental health
9 Substance Misuse, and
4 Parental mental health
Apr 2021- Mar 22
277 Care Experienced
Top 3 reasons -
131 child mental health,
42 Parental mental health, and
24 Physical Injury
Apr 2022 – Mar 23
234 Care Experienced
Top 3 reasons -
113 child MH,
25 Parental mental health and,
18 Physical Injury

Towards the end 2003 of Q3 there was a spike in mental health referrals for children and young people. This was an increase of 56% from the same period the previous year. Overdose and deliberate self-harm (bladed instruments, ingestion, and attempted strangulation) being the reason. The Public Protection team have collected the data monthly and report through the Mental Health Clinical Care Governance Group. Further analysis over Q4 suggests that most referrals raised for overdose and self-harm were attributed to females. The Public Protection team have noted that 26 of the referrals over Q3 and Q4 were for care experienced children and young people.





ORGANISATIONAL DEVELOPMENT LEADERSHIP & MANAGEMENT

The Training and Clinical Education team provide robust core induction programmes for all frontline staff. These induction programmes vary in length from 2-4 weeks, dependant on the skillset. As part of these programmes, we deliver public protection content which is evidence in our facilitated sessions, processes, and system/call scenario practice.

Our Mental Health Hub Core Induction Programme consists of key sessions on Children and Young People's Mental Health and Public Protection. These sessions are delivered by subject matter experts and incorporate patient experiences of accessing mental health services. These equip our mental health services staff with an understanding of child, adolescent, and family development, engagement with and adaptations required to meet the needs of children and young people.

All related relevant mandatory eLearning and taught session are contemporary and aligned with current legislation. Where possible these taught sessions are facilitated by the experts within the Public Protection team. All staff receive regular updates through Team Talk (internal communication messaging), seven-minute briefings and operational huddles to any changes in national guidance/policy/legislation.

Essential Learning

The Essential Learning suite of modules, hosted on TURAS, contains the following relevant topics, and are deemed as essential for staff to complete. **The learning within these modules supports NHS 24 staff with the knowledge, skills, and practices at a base level, to consider the wellbeing and rights of children and young people within their day-to-day work and interactions.** The following is provided as examples from within the Essential Learning suite:

E-learning Module	Target audience
Public Protection: <ul style="list-style-type: none">- For staff who do not deliver telehealth/telecare/webchat services- For staff who do deliver telehealth/telecare/webchat services	Completed upon Induction relevant to role and refreshed every 2 years
Whistleblowing:- <ul style="list-style-type: none">- For all staff- For line manager- For senior managers	Completed upon Induction relevant to role and refreshed every 2 years
Dignity at Work:-	All staff upon induction
Mental Health and Suicide Prevention	All staff upon induction and refreshed every 2 years
Equality and Diversity Awareness	All staff upon induction and refreshed every 2 years
Recognition of an Acutely Ill Child	Staff in front line and clinical roles, refreshed annually

The new corporate induction programme that was launched in April 2023 for all new employees joining NHS 24. It takes a values-based approach and provides resources and tools to support the new employee throughout their first 12 months with the organisation. It aims to quickly build familiarity, establish a sense of belonging, relationship building and engagement, ensuring the new employee has the necessary information and introduction to their specific role and team.

Early Careers

The NHS 24 Workforce Strategy and Plan, 2022 – 2025 commits to **“developing programmes for those who are care experienced, veterans, minority ethnic groups and others”** and to **“provide more opportunities for secondments, internships, apprenticeships, shadowing and volunteering”**.

NHS 24 is currently participating in an internship opportunity with the Robertson Trust and their “Journey to Success” programme. The programme aims to overcome financial and social barriers to help young people aged 16-25, to overcome financial and social barriers to gain the university education and career they aspire to. It is aimed at individuals underrepresented in higher education, including those who are care experienced, young carers, from a minority ethnic group, have a disability or from households with low income. The internship is a 6-week placement in the summer of 2023 and aims to offer work experience and skills that can be applied afterwards to the young person’s academic course and beyond. We are currently at the recruitment stage and hope to have two interns from the programme join us for 6 weeks between June – September 2023.



WORKFORCE MANAGEMENT

As at 01/04/2023, NHS 24 have employed 165 16–24-year-olds. Since 2020, we have employed two modern apprentices but currently have none employed as of 01/04/2023.

Workforce management has supported several school sessions by providing support to young people with CV writing, interviews skills and confidence building. Part of the plan is to continue this work going forward. Student friendly rotas have been introduced along with a continued focus on a variety of part time and full-time contracts available.

Advertising current vacancies with CEMVO - Stats show that 84% of Gen Z employees expect formal training provided by their employer. This has been considered and Day 1 induction training has been rolled out for all.

Disability Confident Leader

NHS 24 successfully obtained Disability Confident Leader status in 2022. This accreditation shows disabled people that NHS 24 recognises the value that they can bring to the organisation. Furthermore, NHS 24 has introduced training and promotion of the reasonable adjustment policy in the last twelve months. Overall supporting the organisation to consider adjustments that remove barriers to employment for staff, including employment for staff who look after disabled children.

2023-2026 Plan

Objectives 2023-2026	Actions	Lead
NHS 24 to use its position as an anchor institution to help improve the experience of people more likely to experience disadvantage when seeking employment	To develop and implement new routes into employment through working with diversity and inclusion specialist organisations and other public sector bodies	Engagement Recruitment
	To develop coaching sessions for interviews/ applications to support diverse groups	
	To provide more opportunities for secondments, student placements, associates, internships, apprenticeships, shadowing, and volunteering	
	To attend recruitment fairs hosted by secondary schools to raise awareness of employment opportunities in NHS 24	
To explore further opportunities for young people	Development and implementation of a strategic review of recruitment, this will make the recruitment process more inclusive for all as the process will be more focused on values and behaviours rather than experience	Workforce Management Engagement
	Engagement with a variety of employability partners including the Job Centre with a focus on supporting young people into employment and building relationships with partners across all local areas	Recruitment

Objectives 2023-2026	Actions	Lead
To explore further opportunities for young people (continued)	Re-engage with the Princes Trust and Robertson Trust to develop a workshop to support young people into employment within NHS 24 and to support with interview skills, CV writing and confidence building. Engaging with CEMVO to continue advertising vacancies and set up workshops to support young people into employment	Workforce Management
	To further internship opportunities, alignment of Modern Apprenticeships with key roles within NHS 24, and creation of career pathways. This approach will be supported by engagement work being conducted by our colleagues in Workforce in building effective relationships with local schools, colleges, and universities.	Engagement Recruitment
To ensure services for children and young people are tailored in a way that supports getting it Right For Every Child (GIRFEC), keeping The Promise, and fulfilling our duty across several elements of legislation and statutory duties.	Youth Forum and NHS 24 will continue to provide children and young people with opportunities to participate in activities designed to promote their wellbeing. Engaging with young people and ensure our Youth Forum is representative of the Scottish population. Meaningful opportunities for participation and skills development will be available.	Engagement
	A Children's Rights Wellbeing Impact Assessment to be scoped out for inclusion into NHS 24 Equality and Diversity Impact Assessment.	
To explore the role of NHS 24 in promoting the interests of children and young people.	To support annual Who Cares? Scotland's activities. Promote the interests of care experienced children and young people on social media and raising staff awareness of the disadvantages and barriers experienced by care experienced young people in several ways, including by publishing articles on the intranet.	Engagement
Supporting our care experienced staff	To form a care experienced network, this will provide staff opportunities to network and inform decisions that affect the care experienced community	Engagement
NHS 24 staff to be alert to matters which might adversely affect the wellbeing of children and young people	To ensure all frontline staff to receive Public Protection Training at induction and complete and mandatory eLearning	Public Protection Practice Education
	Public Protection Processes are in place and reviewed appropriately.	Service Delivery

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If you have a **textphone** dial **18001 0800 22 44 88**.

If you wish further information on the contents of this report, please email us at **NHS24.engagementteam@nhs24.scot.nhs.uk**

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