ANNUAL REPORT FOR YOUNG PEOPLE

#proudcorporateparents

SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

INTRODUCTION TO OUR REPORT

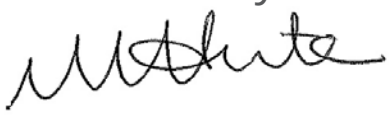
Welcome to our first Annual Report for young people - this is to give you an update on what we have achieved in the first year of our Corporate Parenting Plan 2017/20.

You can find out what we have been doing against our six commitments to make things better for you.

This is just a snapshot of what has been going on in the last year, if you want more information about our work or our plans, you can visit our corporate parenting website for young people - www.mycorporateparents.co.uk or our general website www.scra.gov.uk which has a dedicated section for young people.

We hope you enjoy this report and find it useful.

Please get in touch with any comments or questions, we would love to hear from you.



Neil Hunter
Principal Reporter/Chief Executive Officer

#YOYP2018

OUR COMMITMENTS TO YOU

We will do our best to meet your needs and promote your rights

We will give you as much time and good information as we can

You are the most important person in your Hearing and we will do all we can to make you feel it

Our Hearing Centres will be safe, comfortable and friendly

We will work with young people to help get things right

We will work with other Corporate Parents to make sure we are all doing our best for you

YEAR 1 PROGRESS

IN 2017 WE HAVE:

- Reviewed our 'your rights' flyer with young people and made it easier to read
- Created a section on our Corporate Parenting website all about your rights in the Hearings System
- Taken part in #rightshour on Twitter every week
- Focused on the needs of LGBT young people with training for managers and staff
- Promoted your rights with partners during training sessions
- Trained foster carers on your rights in Hearings

IN 2017 WE HAVE:

- Reviewed and improved some of our information leaflets with young people
- Published a new privacy information leaflet for young people written by one of our Modern Apprentices
- Prepared draft standards for communicating with young people
- Routinely offered Pre-Hearing visits and included flyers with Hearing letters to promote them
- Launched a film for people attending Hearings with learning difficulties
- Tested easy read letters for people with learning difficulties

IN 2017 WE HAVE:

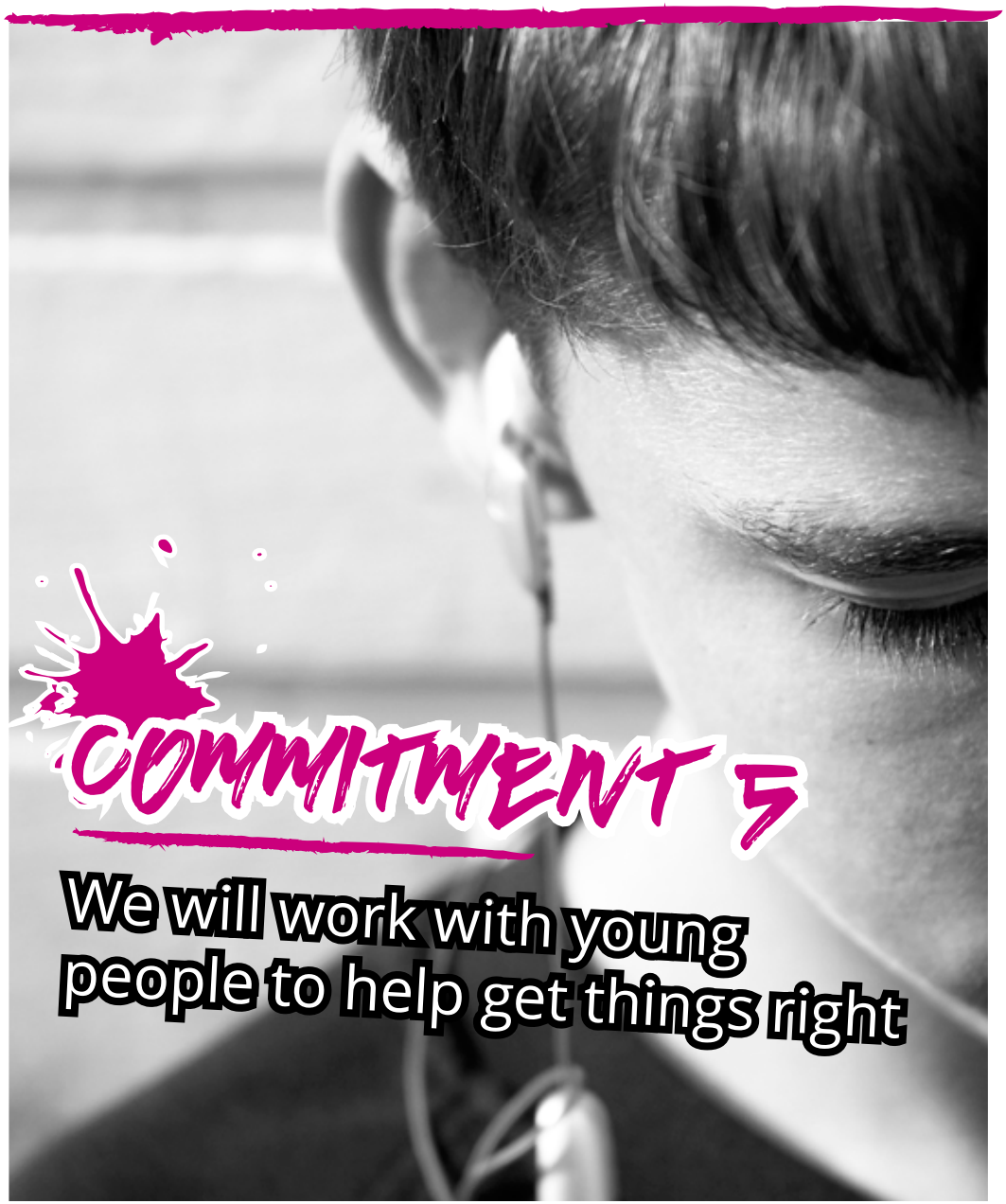
- Launched a customer care guide for all staff that focuses on your needs and how we can meet them
- Tested new methods to help you have your say, including using emojis in Hearings
- Worked with partners to make sure your views are heard in ways that suit you
- Promoted a variety of ways that you can seek support and advice before, during and after your Hearing
- Trained every Reporter in Corporate Parenting and how it is so important to their role

IN 2017 WE HAVE:

- Continued to promote Pre-Hearing visits for children and young people
- Improved the information and visuals on our website about our Hearing Centres
- Introduced Corporate Parenting training for all staff which will continue into 2018
- Revamped five Hearing rooms across Scotland with input from Hearings experienced young people
- Hosted ‘Doors Open Day’ in one of our Hearing Centres to make our services more open and accessible

IN 2017 WE HAVE:

- Continued to run our Modern Apprenticeship programme and work experience placements
- Involved young people in the recruitment of Board Members, Reporters and other SCRA staff
- Appointed a Development Worker to create a young people's board for the Hearings System to make sure your voice is heard
- Encouraged young people to share their views via online blogs and feedback surveys
- Asked young people to visit sheriff courts to tell us what would improve the experience of going to court
- Involved young people in our Digital Strategy



IN 2017 WE HAVE:

- Launched a Corporate Parenting website for young people with Children's Hearings Scotland
- Attended consultation events and engagement jams with young people from across Scotland
- Published research on 16 and 17 year olds in the Hearings System
- Held training sessions for partners including social workers, panel members and foster carers on improving your participation
- Led a multi-agency group to create a young people's board for the Hearings System
- Worked with partners to agree what a Better Hearing would look like and how we make it happen

communications@scra.gsi.gov.uk

January 2018

SCAN THIS