



SCRA CORPORATE PARENTING PLAN 2018-19



#YOYP2018



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WELCOME TO OUR PLAN



I am pleased to share with you SCRA's Corporate Parenting Plan for 2018/19. This is the second year of our three year Corporate Parenting Plan (2017–20). We hope we have already made some great progress and are determined to make more!

In January 2018 we published our first annual report for young people. Hopefully this gave you a good feel for some of the corporate parenting work that we had been doing across the country.

Like last year, the plan is split into six commitments and lets you know what we will be doing for each one in the year ahead. It explains how we will work to improve our service and your experience of the Children's Hearings System.

We hope you find our new plan helpful. We are always keen to hear from you – let us know how we are doing and what we can do to make things better.

Remember, you can keep up to date with all our corporate parenting news at www.mycorporateparents.co.uk

Thank you

Neil Hunter
Principal Reporter/Chief Executive Officer



COMMITMENT 1. WE WILL DO OUR BEST TO MEET YOUR NEEDS AND PROMOTE YOUR RIGHTS



- With you, we will review our leaflet for young people about 'going to a Hearing'.
- We will review how you have your say in a Pre-Hearing Panel.
- We will make sure that it is clear and easy for you to make a complaint to us if you are unhappy.
- All of our staff will be trained in how to treat people fairly and how to include you to make sure we understand how best to meet your needs.
- We have some staff who have a special role to make sure you are treated fairly and included. They are called our equality ambassadors. They will have extra training to be able to support all our staff to do what is best for you.
- We will make sure you have information about your rights in easy to understand ways.
- We will work hard to protect and promote your rights.

COMMITMENT 2. WE WILL GIVE YOU AS MUCH TIME AND GOOD INFORMATION AS WE CAN



- We will work with young people to co-design a communications charter. This will set out what you should expect from us in all our communications with you.
- We will introduce easy read letters to help you understand things more clearly.
- We will display information in all of our Hearing centres making it clear what extra supports we offer and how to ask for them.
- We are reviewing our timescales (called the Blueprint) to make sure you don't have to wait too long for decisions, meetings and information.
- We will keep working with partners to make sure we get up to date information about your case as quickly as possible to help us do this.

COMMITMENT 3. YOU ARE THE MOST IMPORTANT PERSON IN YOUR HEARING AND WE WILL DO ALL WE CAN TO HELP YOU FEEL IT



- We are working with our partners to introduce 'Standards for Better Hearings'- this means making things better for you and promoting your rights – it is one of SCRA's top priorities for the year.
- We will introduce an 'Emoji' app on tablets to help you to get your views across in your Hearing.
- We will review our corporate parenting guide for staff to make sure our service to you is the best it can be.
- We will do all we can to support sibling relationships and suitable contact – we will work with others to ensure it is always discussed with you when decisions are being made.
- We will try different ways to learn about your needs and listen to what you feel is best for you.

COMMITMENT 4. OUR HEARING CENTRES WILL BE SAFE, COMFORTABLE AND FRIENDLY

- We will work with you and our partners to check that we are getting it right when we make our Hearing rooms more child and young people friendly – and then use this learning to keep on going!
- There are some new laws that mean people and organisations who hold information about you need to be upfront about what they will do with your information. You have a right to ask about the information we hold and we will try to make this as easy as possible for you.
- We will make a short film showing a Pre-Hearing visit so you know what to expect when you come to your Hearing.
- We will make the pictures of Hearing centres on our website more interactive by using a 360 degree camera to give a better feel for the place.
- We will work with partners to encourage and support you to come in for a visit before your Hearing to have a look round and get familiar with the centre.



COMMITMENT 5. WE WILL WORK WITH YOUNG PEOPLE TO HELP GET THINGS RIGHT



- We will actively support the launch of Our Hearings, Our Voice - a young people's board for the Hearings System.
- We will work towards achievement of LGBT Youth Scotland Charter to make sure we are open, inclusive and supportive to people regardless of their sexual identity.
- We will make a film around Your Voices - film clips with young people talking about their experiences of going to a Hearing.
- We will continue to look for Scottish Government funding for our successful Modern Apprenticeship scheme.
- We will be sensitive to what you may have experienced in the past in all of our participation work and make sure that we are there to support you.
- We will co-produce a guide about respecting children and young people's differences. We want to celebrate our differences!

COMMITMENT 6. WE WILL WORK WITH OTHER CORPORATE PARENTS TO MAKE SURE WE ARE ALL DOING OUR BEST FOR YOU



- We will focus on Year of Young People at our 2018 Staff Event to continue to place children's rights and needs at the centre of our work.
- We will work with the Scottish Courts and Tribunals Service to try to understand what it feels like for young people going to court and what we could do to make it better.
- We will continue to share our information materials with partners to help them to support you in coming to Hearings - what your rights are, ways to participate, how to make a complaint etc.
- We will work with agencies and organisations to promote contact between siblings and promote the Stand Up For Siblings movement.



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