

SCRA's Corporate Parenting Plan 2019/20



Welcome to our plan



Welcome to SCRA's 2019/20 Corporate Parenting Plan!



The third and final plan against our three year strategy. We set out six commitments in 2017 and we have been working hard to achieve them. A lot has happened, a lot has changed and hopefully a lot has improved.

We want to take this year to really ensure that everything that we have been doing has been fully embedded and is making the difference that we hoped it would. And of course, to keep us on our toes, we have added in a few extras – we have asked you to feedback, and you have - so we are responding through some of our new actions, and hopefully you will recognise some of this.

Next year we will be refreshing our commitments to continue on the ever-improving, exciting journey of corporate parenting, so if there is anything that you think we should consider, please give us a shout.

We hope you enjoy reading it!

Neil Hunter
Principal Reporter/Chief Executive Officer



Commitment 1. 😊

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

- We will relaunch a new look leaflet for young people about 'Going to a Hearing' to make sure it meets our communication standards for children and young people.
- We will review how you have your say in a Pre-Hearing Panel to find a way that works best for you.
- We will make it easier for you to complain if you have not been happy with something that we did (or didn't do).
- We will ask you in advance if there is anything we can do to make you feel more comfortable at your Hearing.
- We will let you know your rights before, during and after your Hearing by communicating these in a variety of ways. There is a section on the website to help.

Commitment 2. 😊

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



- We will send you supporting information about Hearings - before your Hearing and after it - and you can let us know if there is anything else that would help.
- We will make ourselves available to you, in person and by telephone to discuss any questions or worries that you might have.
- We will encourage you to come in for a Pre-Hearing visit to see where your Hearing will be, find out more about what will happen and to answer any questions that you have.
- We will test Court information packs for children and young people who may have to attend Court.
- We will publish an Annual Report for Young People every year.

Commitment 3. 😊

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



- We will continue to work with our partners to implement 'Standards for Better Hearings'- this means making things better for you.
- We will develop ways to measure if the changes have made things better - or if they have just changed things.
- We will work with you to understand what you need to feel more comfortable and more in control in your Hearing.
- We will try different ways to learn about your needs and listen to what you feel is best for you. We will always do our best to make this happen and explain things to you all the way through.
- We are working with others to better understand some of the options to help you to take part in your Hearing.

Commitment 4. 😊

Our Hearing Centres will be safe, comfortable and friendly

- We will make improvements to more of our Hearing rooms to make them more child and young people friendly.
- We will create a sensory garden for children, young people and visitors to our Hearing centre in Stirling.
- We will put sensory tool boxes in all of our Hearing rooms for you to use if you want.
- We will explore the use of technology in Hearing rooms - and try it out to see if it helps - we would like to give you options.
- 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 to make Hearing rooms more accessible and comfortable for those with disabilities.

Commitment 5. 😊

We will work with young people to help get things right

- We will work with you to understand what would help you to get the most from your Hearing - and then try it out to see if it helps.
- We will actively support and work with Our Hearings, Our Voice - a young people's board for the Hearings System.
- We achieve the 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 for young people with autism and sensory difficulties who are coming to a Hearing.
- We will recruit and appoint a new Modern Apprentice.
- We are working with young people with autism to make our Hearing suites autism friendly - and the changes we make will make things better for everyone.
- We will work with a team of researchers to understand from you some of the barriers to taking part in your Hearing and look at what we can do to make this better.

Commitment 6. 😊

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

- We will work with the Pride in Justice Network to improve our services for LGBT people.
- 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 write a report on children and young people's experiences of attending Court and use this report to influence positive change.
- We will work with Education Scotland and the Police to ensure a better understanding of what it means for you to go to a Children's Hearing.
- We will work with Children's Hearings Scotland (the Panel Members) and other partners to try new ways to help you to take part in your Hearing.
- We will support Care Day every year.



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