

A blackboard with a yellow border and yellow paint splatters. The text is written in white chalk.

SCRA's Corporate Parenting Plan 2020-2023

Welcome to our plan

A very warm welcome to our 2020-2023 Corporate Parenting Plan.

This plan has been developed around SCRA's three aims; **Care**, **Connect** and **Protect**. We have taken these aims and have described in this plan what we are going to do, as Corporate Parents, to meet them.

To help us to write this plan, we have been working closely with children and young people with experience of care, up to date research, surveys and the recent recommendations from the Independent Care Review.

To find out more about how we engage with children and young people, click [here](#).

We are determined that by 2023, we will achieve our aims by listening, working together and taking action to make positive change for children and young people experiencing the Hearings System.

We would love to hear from you so please get in touch if:

- there is anything that you would like to see in our plan that you think we have missed
- there are any areas you would like to support us to develop
- if you have any questions

You can contact Lisa.bennett@scra.gov.uk



SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

Aims from our Corporate Plan:

Care Delivering a service that feels right for each child, young person and family that experiences it.

Connect Working together to receive the right referrals, for the right children, at the right time.

Protect Making high quality and timely decisions on referrals, using the right information that's relevant, clear & secure.

We Care by delivering a service that meets your individual needs and rights.

We know how important it is that you are treated fairly when you come to your Hearing. We are committed to delivering our service in a way that treats you with care, kindness and respects you.

- We will make sure all our staff show you kindness and care when you come to your Hearing.
- We will have information in every Hearing Centre to make sure you know how you should be treated. We will have ways for you to tell us/complain if feel you haven't been treated fairly.
- Some of our Hearings centres have been re-designed to help you to feel safe, comfortable and welcome – we want all of our centres to feel like this and will be working on more – with your help.
- We will let you know what the options and choices are before you come to a Hearing so that you can tell us what would help you when you are there.
- We are all different, unique and valued – we will do our best to meet your needs and support you to take part in ways that suit you.
- We understand that it can be really stressful coming to a Hearing and we want to make this as comfortable as possible for you. We are working hard to make our service the best and kindest it can be.

We Connect by working with you and our partners to make sure our service is as good as it can be - for you, our staff and the environment.

We recognise the importance of relationships in all that we do, our approach to what we do will focus on our connections - to children, young people and their families, our staff, our partners, the community, and the environment.

- We will work with Our Hearings Our Voice – a national Board of children and young people, to help us measure how well we are doing – and help us to improve.
- We will continue to work with children and young people in local communities to help us to improve the way that we deliver our service in our local Hearings centres.
- We will work with Our Hearings Our Voice as well as other young people to help us to develop a digital service to support you to prepare for your Hearing, give your views, describe how you want it to run and how you want to participate.
- We will ensure our staff have training to use a range of ways to communicate with Infants, children and young people.
- We know that the environment is important to you and your future, we are challenging ourselves to work greener and consider the environment in all that we do e.g. how we travel, how we have meetings – using technology instead of travelling.
- The local environment is important to how we live and feel, we will work with you to improve how we can make this better – around our centres, in our centres and in the local community.

We Protect by: making decisions to help keep you safe, supporting you to take part in your hearing, making sure your rights are met and that all the information that we use is clear and secure.

Your safety and welfare are important to us and the decisions that we take are to help protect you. We work with local communities to make sure that everyone understands their part in keeping you safe.

- When you are coming to a Hearing there will be options available for you to participate in a way that you are able to and that you feel comfortable with. We will let you know in advance what these are so that you can tell us what would help.
- If you have received a letter from us or know that you are coming to a Hearing you may have some questions – we will make sure we are available to you (or your supportive adult) so you have these answered in a way that you understand.
- We will work with our partners to make sure that we work to the timescales that we promise and that we keep you up to date with all of the information that you need.
- We will work with young people to review the way that we provide information and make improvements from your suggestions.
- You have told us how important your privacy and confidentiality is – we will work with partners to make sure we are working in ways that respect your right to privacy and confidentiality within the Children's Hearings System.
- We recognise, promote and protect your rights and will be working to embed the UNCRC into our policies and practice.

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Published Spring 2020



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