

# Easy Read Information for Parents/Carers



## #KeepingThePromise



# Welcome

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This information guide has been produced by the Scottish Children's Reporter Administration, sometimes called SCRA for short.

You might have heard of the Independent Care Review or The Promise. This guide provides you with some information about what we are doing to Keep The Promise and make the Children's Hearings System better.

If you would like more information about Children's Hearings, we also have a number of other easy read guide on our website [www.scra.gov.uk](http://www.scra.gov.uk)



**the promise**  
scotland



SCOTTISH  
**CHILDREN'S REPORTER**  
ADMINISTRATION

# What have we been doing?

We have listened to all the voices in the Independent Care Review and also to the voices of young people from Our Hearings, Our Voice and their 40 Calls to Action. This has helped us develop our Keeping The Promise Route Plan. It contains lots of information. If you would like to read it in full, it is available on our website.

Children Young People Parents & Carers Resources Contact Us

## Keeping The Promise

SCRA's **vision** is that children and young people will be listened to, protected and supported to have a positive future where they are safe, valued and respected.

We are committed to Keeping The Promise. In order for us to demonstrate our commitment, plan our journey and show our activity to get there, SCRA has developed our **Keeping the Promise Route Plan**. The Route Plan contains the high level activity we will do to Keep The Promise.

Our Keeping The Promise 2021-24 Route Plan contains two interlinked strands of work – Improvement and Reform. Our Route Plan focusses mainly on improvement. SCRA is also actively involved in **reform** through our work as a member of the Hearings System Working Group. We will work with partners in key organisations and with children and families to redesign the structures, processes and legislation of the Children's Hearings System.

Route Plan  
[Read the plan](#)

Our Strategy  
[Read more](#)

Get in touch  
[Send an email](#)

# Will it make the Hearings System better?

Yes. We are committed to making change and improvement happen. We are part of the Hearings System Working Group which has been set up to look at how we can re-design Children's Hearings.

This group will look at what changes are needed in the law. This will take time. Until the re-design happens, we are going to do lots of other work to improve the system we have.

## What is going to happen?

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- We are going to improve our information materials, such as the letters that are sent to you.
- We are going to continue making our Hearing centres more child friendly and accessible.
- We are going to make more information available about your rights.

We are going to provide more information in different formats such as British Sign Language and sub titles.

To make this happen, we will work with Hearings-experienced children, young people and their parents/carers. Their voice will be at the centre of everything that we do.

## What will the benefits be?

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- Everyone in our organisation will work with children and families with kindness.
- Hearings are fair to everyone, feel safe and uphold your rights.
- Everyone coming to a Hearing has the information they need to be prepared and be able to give their views in the Hearing.
- The reasons for coming to a Hearing will be clear and explained, as will the decisions of the Hearing. Rights to appeal will be easily understood.
- The language that we use to talk and to give information will be easily understood.

## Any questions?

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If you have any questions about our work to Keep The Promise or have any difficulty understanding this information, then please contact us via [KeepingthePromise@scra.gov.uk](mailto:KeepingthePromise@scra.gov.uk)