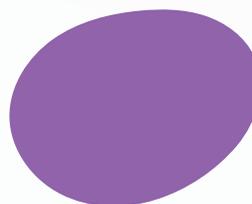


# SCRA ANNUAL REPORT FOR CHILDREN AND YOUNG PEOPLE



ENSURING POSITIVE FUTURES FOR CHILDREN  
AND YOUNG PEOPLE IN SCOTLAND.



SCOTTISH  
CHILDREN'S REPORTER  
ADMINISTRATION

# ABOUT THIS REPORT

We have a three year Corporate Plan 2020-2023.

In this plan we have three aims: **Care, Connect** and **Protect**.

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

This report lets you know about some of our work in 2021/22...



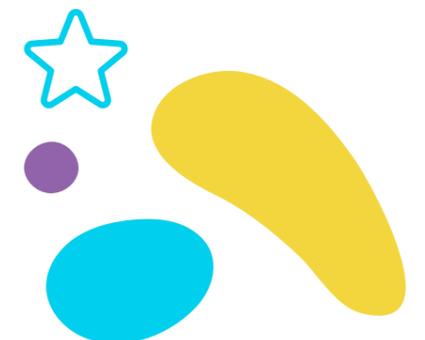
SCRA (the Scottish Children's Reporter Administration) produces an annual report each year – to let people know what we have been up to and what has been achieved in the year – also what had not been achieved or has been difficult.

We want to make our information as accessible as possible, so we also publish a version aimed at children and young people. If you want more detailed information, you can view the full annual report on our website ([www.scra.gov.uk](http://www.scra.gov.uk))

We hope you enjoy this report.

Neil Hunter  
Principal Reporter/Chief Executive Officer

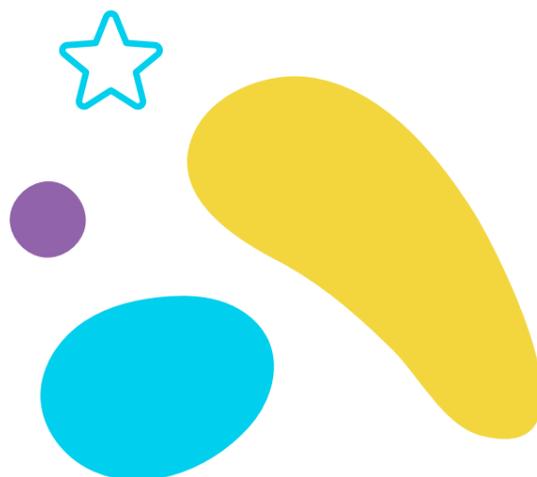
# WELCOME TO OUR ANNUAL REPORT



# AIM 1 - CARE



- ★ We recruited two Hearings-experienced Modern Apprentices as part of our commitment to Corporate Parenting
- ★ We produced an LGBTQI inclusive language guide for our staff
- ★ We introduced the Hidden Disabilities Sunflower Scheme to support people coming to our centres
- ★ We revamped another six Hearing rooms to make them as fresh, friendly and comfortable as possible – and we did this with young people to guide us
- ★ We piloted a sensory corner at our Glenrothes Hearings centre which has had lots of really good feedback – we are now going to do more!
- ★ We've rolled out the free book initiative for children with the Dolly Parton Imagination Library
- ★ We encouraged staff with Hearings experience to share their stories to mark Care Experienced Month and have started a group for staff with Hearings Experience to help us to improve things



# AIM 2 - CONNECT



- ★ We worked with care-experienced young people to produce a new Hearing About Me form and Going to a Hearing leaflet to help us to understand what you need when coming to your Hearing.
- ★ We celebrated the 50th anniversary of the Children's Hearings System
- ★ We trained more staff in Mental Health First Aid to support them to help others
- ★ We improved our Virtual Hearings service – RAVHI the robot was created!
- ★ We held a series of webinars with the Stand Up For Siblings partnership
- ★ We published our Keeping The Promise Plan (which you can read on our website) to lay out the work that SCRA are going to do to Keep The Promise
- ★ We created our internal Voice of Experience Reference Group which has a membership of care experienced staff to help us improve all of our services
- ★ We introduced a range of films and podcasts for children and young people developed by Hearings experienced young people
- ★ We worked with partners to prepare for COP26 which took place in Glasgow

# AIM 3 - PROTECT



- ★ We implemented new participation rights for brothers and sisters
- ★ We welcomed the announcement of The Promise Scotland Hearings System Working Group and have been working with our partners and with The Promise to agree the areas that need the biggest changes and improvements in the system to make it better
- ★ We published our British Sign Language Plan
- ★ We marked Time to Talk Day to raise awareness of mental health where staff took time out to talk with each other – and not about work, to help support each other and create better connections
- ★ We carried out and published Our Hearings, Our Voice evaluation report
- ★ SCRA care experienced staff contributed to the Barnahus consultation (Bairns' Hoose) and gave their views on keeping children and young people safe





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 **WWW.SCRA.GOV.UK**

