



Annual Report for Children and Young People 2022/2023

Care. Connect. Protect.



SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION



Welcome to our annual report

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.

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

We hope you enjoy this report.

Please get in touch with any comments or questions - we would love to hear from you!

Neil Hunter

Principal Reporter/Chief Executive Officer



About this report

In our Annual Report we report on the actions in our Business Plan which has three aims:

Care. Connect. 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 2022/23...

Aim 1 – Care

- We revamped more Hearing rooms where the design was led by Hearings-experienced young people in Alloa, Elgin, Fraserburgh, Hamilton, Stranraer, Tranent – that's 40+ Hearing rooms with no big tables!
- We produced a suite of new cartoon animations on our website aimed at children and young people.
- We have created a new Your Rights flyer which is about to be launched.
- A child friendly scheduling initiative got underway in Ayrshire this spring. In the first six months of the project, we fulfilled 100% of children and young people's preferences for the time of their Hearing. This is great news, but we have lots more work to do here.
- We created a new page with information about asking for a review on the young people section of our website, along with a short animation.
- A new project has been set up to transform the letters we send to children and young people and Hearings-experienced young people will be contributing to their development. Watch this space for more information!
- We produced a new suite of information materials for children and young people about the role of the Reporter.
- We celebrated another successful year distributing books to all young children (age 5 and under) attending Children's Hearings in partnership with the Dolly Parton Imagination Library.

Aim 2 – Connect

- We have taken part in events with different Champions Boards including Falkirk, Inverclyde, Moray and Stirling.
- We have launched a pilot feedback initiative with Children’s Hearings Scotland in our Hearing centres in Alloa, Elgin, Falkirk, Livingston and Stirling.
- Working with groups like Deaf Action, we also have more information translated into British Sign Language and subtitles which is available on our website.
- Working with speech and language experts, we have created visual information guides for 23 Hearing centres across Scotland. There’s still a few locations where we need to create these, but we are almost there!
- We were proud to be part of the Language Leaders project. This will make a massive difference to children and young people in the Hearings System and will help influence and improve all of our communications with you.
- We recorded advice ‘Sound Bites’ with Our Hearings, Our Voice board members which are available on our website.
- We appointed our 14th Hearings-experienced Modern Apprentice.
- In 2022 we held our first Voice of Experience Reference Group (VOERG) meeting. The VOERG is made up of staff from across SCRA who are care-experienced, Hearings-experienced or who have been or are parents/carers of children and young people who have been involved in the Hearings System.

Aim 3 – Protect

- We have a number of exciting Keeping The Promise projects underway including a child friendly Compulsory Supervision Order project in the Western Isles.
- We now have a network of more than 20 Neurodiversity Champions who are ensuring we have sensory take away boxes and mini sensory takeaway kits available in every Hearing centre.
- Working in partnership with Salveson Mindroom, the Neurodiversity Champions are also rolling out training across the country.
- We celebrated Scottish Modern Apprenticeship Week by sharing case studies with some of our Modern Apprentices.
- We published a Keeping The Promise progress report for children and young people letting you know about our work to Keep The Promise.
- We launched a pilot autism alert card scheme in Glasgow and Glenrothes Hearing centres.
- We worked with the Stirling Champs Board on a new feedback form which is available on our website and a pilot Customise my Hearing form which is being tested in Grampian.



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