



# Corporate Parenting Plan - 2024-2027

Care, Connect, Protect



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# Introduction



Welcome to our latest Corporate Parenting Plan for children and young people.

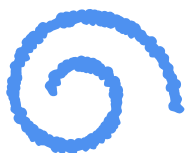
This plan sets out what we will do over the next three years from 2024 to 2027.

It is an exciting time for the Children's Hearings System as we continue to work to Keep The Promise.

This plan gives you the highlights of what we will be focusing on during the next three years. If you want more detail, you can read our Corporate Plan 2024-2027 which provides lots more information.

If you have any comments or questions, please get in touch. We would love to hear from you.

Neil Hunter, Principal Reporter/Chief Executive, SCRA





# Our Vision, Mission and Values

As a proud Corporate Parent, we are also proud of our Vision, Mission and Values. These are:

## Our Vision

Children and young people in Scotland will be cared for, included, respected and safe with opportunities for a positive future.

## Our Mission

Together, we protect and uphold the rights of Scotland's children and young people, making decisions in a compassionate, inclusive and trauma informed way.

## Our Values

Our values are the shared motivations, beliefs and behaviours that underpin all that we do.

**Supportive** - We work with kindness to support children, young people and families, our partners and each other.

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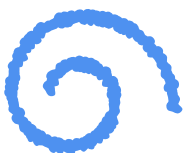
**Child Centred** - The rights and voice of children and young people are at the heart of everything we do.

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**Respectful** - Everyone is respected and treated fairly, inclusively and lawfully.

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**Accountable** - We are responsible for our decisions, our ethics and our learning.





## Our aims



### **The Best Experience – This will be delivered through our Care Programme**

We will influence and implement policy and practice that enables us to work in a way that is compassionate, rights based and inclusive.

### **Clear Communications – This will be delivered through our Connect Programme**

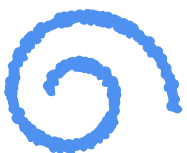
Our systems, properties and communications will be designed to ensure safe interaction, clear understanding and be accessible to everyone who uses them.

### **The Best Service – This will be delivered through our Protect Programme**

Children and young people will have the most effective and efficient route through the Hearings System. Our services will be fair, inclusive and informed.

### **People who Care, Connect, and Protect – This will be delivered through our Workforce Plan**

A trauma-informed workforce who are valued, skilled, and motivated to deliver the best service for children, young people and families.





## Our actions



### Over the next three years, we will ensure:

- ♥ Children and young people will have more options and more control of where, when and how their Hearing is held.
- ♥ The next phase of our Hearing centre improvement programme will get underway, providing a welcoming, inclusive, safe and accessible environment for everyone.
- ♥ More 16 and 17 year olds are referred to the Reporter providing them with the protection and support of the Children's Hearings System.
- ♥ We introduce the Language Leaders principles and develop a Language that Cares guide for all our staff, so the language we use feels relevant, caring and sensitive.
- ♥ We work more closely with children, young people and families to understand the circumstances around the referral to the Reporter.
- ♥ Our communications - written, digital and in person - will be clear, in language that is understood and supportive of what people need to know.
- ♥ Our letters to you will be transformed into easy read versions so they are accessible for everyone.
- ♥ We provide more information in British Sign Language, along with sub titles.
- ♥ We work in a way that is kind to our environment, demonstrating real improvements to support Net Zero.
- ♥ That children and young people who are coming to Hearings have a range of options for interacting with us before, during and after their Hearing.

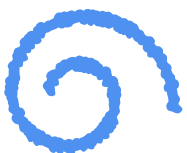




## Our actions contd ...



- ♥ That Child Friendly Scheduling is rolled out nationally – giving children and young people more options and more control of their Hearing.
- ♥ Children and young people are better prepared in advance of their Hearing, with a fresh focus on Pre-Hearing visits.
- ♥ Our information about Going to Court is more accessible and available in lots of different formats.
- ♥ A scrapbook – designed by young people for young people – will be introduced across the country to better support children and young people and help them prepare for and attend their Hearing.
- ♥ A communications toolkit will allow children and young people to express themselves in different ways and for adults to support them to do this during their Hearing.
- ♥ We continue to work with Hearings-experienced children and young people to improve our services and information materials.
- ♥ We provide an easy way for children and young people to provide feedback to us.



Published May 2024

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