



SCOTTISH  
CHILDREN'S REPORTER  
ADMINISTRATION

# ANNUAL REPORT FOR CHILDREN AND YOUNG PEOPLE



**SCOTTISH CHILDREN'S REPORTER ADMINISTRATION**  
**CARE, CONNECT, PROTECT**  
**2024/2025**



# 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](http://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



# ABOUT THIS REPORT

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

## CARE. CONNECT. PROTECT.

**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 for children and young people, using the right information that is relevant, clear and secure.

This report lets you know about some of our work in 2024/2025 ...



# CARE

■ Our Modern Apprenticeship and Work Experience programme exclusively for care and/or Hearings-experienced people has been running for almost 15 years. In July 2024 we hosted a highly successful six month work experience placement for a young person in our Stornoway office and Hearings centre..

■ In August 2024, Who Cares? Scotland hosted their first Corporate Parenting Awards. We were shortlisted for both the Care Conscious Employer award and the Lifelong Rights award, and we were delighted to win the Care Conscious Employer award.

■ In October 2024, we were once again delighted to join our friends from Who Cares? Scotland, along with thousands of other people at the Love Rally in Glasgow.

■ SCRA's Voice of Experience Reference Group (VOERG) has had another busy and successful year. Working with

the NHS we supported the development of their trauma training programme for alternative carers, and in February 2025 we celebrated Care Day with a visit from partners at the Children and Young People's Commissioner.

■ SCRA is proud to host and support Our Hearings, Our Voice (OHOV) – an independent board of Hearings-experienced children and young people. We continue to work with OHOV on a number of projects, including the Taking Control of my Hearing scrapbook and magazine, information leaflets, cartoon animations and VOICE magazine.

■ In 2024/2025, our LGBTQ+ staff group relaunched and held a series of Pride picnics across the country. We are actively working towards re-achieving the LGBT Youth Scotland Charter.

# CONNECT

■ In 2024/2025, we had a big focus on training for all staff, including active bystander training, British Sign Language (BSL), pronoun awareness, data protection, corporate parenting and trauma training - plus lots more!

■ Our Neurodiversity Champions Network has gone from strength to strength and has worked with experts such as Salvesen Mindroom and FASD Scotland to improve our understanding of neurodivergent conditions to improve our services.

■ We trained our fourth group of Mental Health First Aiders, bringing the total to 31 across SCRA. We supported national campaigns such as Mental Health Week, Time to Talk, and Carer's Week, and ran a 31-day wellbeing calendar in October.

■ We are committed to helping protect the environment. We have almost 30 Environmental Ambassadors across SCRA. They are working hard to

achieve our eight sustainability priorities. In January 2025, we launched a year-long environmental awareness campaign, with a different focus every month linking to these priorities. The campaign has a dedicated section on our staff intranet which contains a host of resources and helpful information.

■ SCRA is proud to contribute to the progress of the Bairns' Hoose initiative. Our staff are involved in both national and local discussions, including planning for Pathfinder pilot sites and other projects looking at new ways of working.

# PROTECT

■ We launched our new Hearing Centre Design Standards. The new standards will mean going forward, our Hearing Centres are welcoming, caring, safe, trauma-informed calming, non-institutional, green and sustainable.

■ As part of new legislation to introduce the United Nations Convention on the Rights of the Child in Scotland, we created information for children and young people, as well as a paper and electronic form to give you opportunities to have your say on being referred to the Reporter.

■ Our Research team has been looking at the use of Artificial Intelligence (AI) and whether it has a place in the Children's Hearings System. Watch this space for more information!

■ We have been testing several digital tools aimed at improving how children, young people and families engage with the Hearings System

including electronic paper sharing and texting. scheduling and customise my Hearing.

■ We have been running a pilot in several areas called child friendly scheduling. This involves speaking to children and young people and their trusted professional. This involves asking children and young people about a date and time of their Hearing and if they would like their Hearing to be in person or if they would like to join virtually.

■ We have also been running an initiative called Keeping The Promise Commitment Standards. This project focuses on speaking directly to families ahead of the Hearing to make sure they are fully informed, supported and understand the process, as well as making sure practical elements like travel are all taken care of.







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