

SCRA Annual Report 2024/2025

Glossary of terms

There's quite a few words in this report that you might not have come across before, so we hope this glossary helps. We also have a [jargon buster](#) on our website which covers all the words used in the Children's Hearings System.

A

Artificial Intelligence (AI)

We are carrying out research on whether AI has a place in the Children's Hearings System.

B

Bairns' Hoose

This aims to provide children and young people across Scotland with access to trauma-informed recovery, support and justice.

BSL

British Sign Language

Business Plan

This is our annual plan which sets out what we will achieve in the year ahead. Our Business Plan runs from 1 April to 31 March every year.

C

Calls to Action

Our Hearings, Our Voice produced 40 Calls to Action in October 2020, which set out key areas of improvements for the Children's Hearings System. We produce an annual update for them every October.

Children (Care and Justice) (Scotland) Act

The Act makes changes to the law relating to the Children's Hearings System and several parts of the criminal justice system. This includes courts that hear cases relating to children and the places where children can be detained.

Compulsory Supervision Order (CSO)

A Compulsory Supervision Order (CSO) is a legal document which means that the local authority is responsible for looking after and helping a child. It might say where the child must live or other conditions which must be followed.

Corporate Parent

On 1 April 2015 we became a proud Corporate Parent. By law (the Children and Young People (Scotland) Act 2014) Corporate Parents must carry out special responsibilities. We also have a moral duty to provide the best possible support and care we can to the children and young people we are involved with.

Corporate Plan

This is our year three strategic plan that sets out what we aim to achieve in the three years.

CSAS

This is our records management system for recording all information about referrals/Hearing decisions etc for children that have been referred to us.

E

EAP

HELP EAP is our Employee Assistance Programme

EDI

Equality, Diversity and Inclusion – a collective term for efforts to promote fairness, representation, and belonging.

EMT

Our Executive Management Team is our team of senior leaders in the organisation.

Equalities and Human Rights Impact Assessment (EHRIA)

Equality and Human Rights Impact Assessments (EHRIs) are a recognised way of improving policy development and service delivery. By assessing equality and human rights impact of our policies and practices, we proactively consider the needs of the children, young people and their families whom we serve, our staff and our stakeholders, identify potential steps to advance equality and foster good relations, and ensure that we do not discriminate unlawfully.

F

Fairer Scotland Duty

The duty places a legal responsibility on particular public bodies in Scotland to pay due regard to (actively consider) how they can reduce inequalities of outcome, caused by socio-economic disadvantage, when making strategic decisions.

Family Group Decision Making

Family group decision making helps children and families have a say in important decisions that are being made about them

G

Gender Pay Gap

The gender pay gap is the difference between the average earnings of men and women. We produce an annual report which is published on our website.

H

Hearings for Children report

This report was produced by the Hearings System Working Group in May 2023 to respond to the asks of the Promise, calling for reform in the Children's Hearings System.

Hearings Re-design Board

A multi-agency planning group looking at taking the recommendations in the Hearings for Children report forward.

Hearing Room Improvement Programme

This programme was originally launched in 2015 following feedback from Hearings-experienced young people about ways to improve our Hearing rooms. The programme has led to more than 40 Hearing rooms being revamped with the big tables removed.

Hearings System Working Group (HSWG)

The HSWG was set up to bring change to the Children's Hearings System. It was a partnership between Children's Hearings Scotland, SCRA and The Promise Scotland, with the Scottish Government being involved too.

Hybrid Hearings

A Children's Hearing which has a face to face element and a virtual element.

I

ICT

Information and communication technology (hardware and software)

Inclusive Standards and Behaviours Framework

The framework describes how all staff can contribute to upholding SCRA's values.

K

Key Performance Indicators

This is a measure used to evaluate our performance/how we met specific targets.

L

Locality

SCRA has nine Localities, supported by a Head Office. The nine localities are: Highland, Moray & Western Isles; North Strathclyde; Glasgow; Grampian; South East; Tayside & Fife; Ayrshire; Central; and Lanarkshire/Dumfries & Galloway.

M

Mental health first aiders

More than 30 members of staff are now qualified as Mental Health First Aiders. Mental Health First Aid looks to promote the recovery of good mental health and provide comfort to someone experiencing distress.

N

Net Zero

Net zero means the balance between the amount of greenhouse gas (GHG) that's produced and the amount that's removed from the atmosphere.

Non-Departmental Public Body (NDPB)

SCRA is a Non-Departmental Public Body (NDPB) which means we have a role in the processes of government, but we are not a government department and we operate at arm's length from ministers. Our Board, although acting independently, is ultimately accountable to Scottish Ministers, and Board Members are appointed by Ministers.

O

Our Hearings, Our Voice (OHOV)

OHOV is an independent group of Hearings-experienced children and young people. Their aim is to ensure children and young people have a decision making role in the improvement of the Children's Hearings System.

P

Pre-Hearing Panels (PHPs)

A Pre-Hearing Panel takes place before a Hearing and three Panel Members meet to consider any special arrangements needed for the Hearing.

Programme Management Framework

This is our approach to support deliver our of Corporate Plan and our Business Plan.

Q

Quality Improvement methodology

This is one of the approaches we are using in SCRA to test and make measurable improvements to the service we provide.

R

Remuneration and Nominations Committee

The committee's remit is to oversee the organisation's scheme of salaries, and to ensure that its arrangements for the remuneration and financial benefits of its staff are consistent with the recruitment of suitable personnel and the maintenance of a high level of motivation within the organisation.

U

United Nations Convention on the Rights of the Child (UNCRC)

The UNCRC is a legally-binding international agreement setting out the rights of every child. It consists of 54 articles that set out children's rights and how governments should work together to make them available to all children.

V

Vicarious trauma

This a negative reaction to trauma exposure and our staff are undergoing training in how to spot it/how to respond.

Voice of Experience Reference Group (VOERG)

The group was set up in March 2022. It is comprised of colleagues from across Scotland with a wide range of experiences of care, including fostering, adoption, being in care and as kinship carers. The group is part of our commitment to Keep The Promise.