

Keeping The Promise Commitment Standards Report for children and young people



About this report

The Scottish Children's Reporter Administration (usually called SCRA for short) has been running a project called 'Keeping The Promise Commitment Standards'.

To see if the project has made a difference, we have talked to lots of people and produced a report. This report is aimed at children and young people. We also have a longer version with more detail on our website.

What was the aim of Keeping The Promise Commitment Standards?

The aims of the project were to:

- Improve the participation of Relevant Persons (these are usually your parents or carers) in Children's Hearings.
- Provide a more personal, trauma-informed service.
- Reduce the number of Children's Hearings that were delayed by providing more support in advance.

Where was this happening?

The pilot projects ran in Ayrshire, Glasgow, and Lanarkshire, Dumfries & Galloway between June and September 2024.

How did it work?

Every Relevant Person was sent a new look Hearing notification letter. This is now in an easy read style with graphics and links to helpful information on SCRA's website.

After the letter was sent, a member of SCRA staff called the Relevant Person and explained what supports were available. This included transport information and how to claim expenses for travelling to the Hearing. Staff also provided information about additional support around attending the Hearing. They also answered any questions around things like virtual Hearings and advocacy.

Key findings:

Reach: 40% of Relevant Persons were successfully contacted.

Support uptake: 3–8% of contacted Relevant Persons required additional support, with requests focused on travel expenses, virtual Hearings access, and advocacy.

Positive Impact: 83% of Relevant Persons found being contacted helpful, and 78% wanted contact to continue.



What's next?

Phase 2 of the project took place between September and December 2025 in Ayrshire, Lanarkshire, and Dumfries & Galloway and has now concluded, focusing on increasing the number of Relevant Persons being contacted for different Hearings. In Ayrshire, we are also testing the use of text message reminders for Hearings.

We have now incorporated the learning from Phases 1 and 2 into SCRA's Family-Friendly Scheduling approach, designed to support both children and Relevant Persons. This will be rolled out nationally between now and summer 2026.

In addition, from 2026, SCRA will pilot paying travel expenses to children and Relevant Persons in advance of their Hearing. This initiative aims to remove any financial barriers to attending Hearings and will be introduced across Scotland.

Any comments or questions?

If you have any comments or questions about this work, please [get in touch](#). We would love to hear from you.

A huge thank you to everyone who worked with us on our Keeping The Promise Commitment Standards.

And thank you for taking this time to read this report.

