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# Scottish Children's Reporter Administration

Corporate Plan 2020-2023 Summary Report

Care



Connect



Protect



# Welcome

The Children's Hearings System provides a place for children and young people at risk to be referred for protection, to ensure their rights are respected and to secure the support required to realise a safe and positive future.

It is an exciting and unprecedented time for the Hearings System – a point of evidence based and experience led change – for everyone experiencing it, campaigning for it and working in it.

We are privileged to work with and hear from children and young people with experience of Hearings and the broader system to look at what needs to change to make things feel better, and we will continue with this work until we get it right.

The Independent Care Review offered the opportunity to reflect on the founding principles of the Hearings System, the work that we do and our approach to its delivery. Fundamentally the principles that were set over 40 years ago are still as right and relevant today, however opportunity now exists for us to reconsider how we continue to apply these.

The strength of vision and clarity of conclusions from the Independent Review of Care support us to continue our drive for improvement to make the Children's Hearings System the best that it can be – rights respecting, participative and supportive.

Working effectively with our partners in the Hearings System will be crucial to successful improvement and sustainable change, so that the future of the Children's Hearings System is embedded with an approach that is compassionate, responsive, progressive and trauma sensitive.

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It is in this context that we take forward our plans to ensure ongoing support and protection for Scotland's children and young people.

Here we provide our ambitious strategy for the next three years, how we will deliver this and the impact it aims to achieve. Our strategy will transform the operation of the Children's Hearings System, both how it is experienced by children, young people and their families, and how we interface with our partner agencies in our collective ambition as Corporate Parents.

**Our three year strategy will be driven by our strategic aims: Care, Connect and Protect**

Some of the major changes that we aim to deliver include:

- A bespoke Hearings facility, where the needs and preferences of each child or young person are identified and accommodated before, during and after the Hearing.
- Digital Tools - offering children and young people more options for their attendance and participation with the use of technology and by digital means and providing a valuable facility for vulnerable witnesses.
- A multi-faceted participation model, offering a range of mechanisms to enable fuller and more effective participation by children and young people, before, during and after their Hearing.
- The work of Better Hearings being mainstreamed by all partners into their everyday practice.
- A trauma sensitive service visible in our workforce, our practice, our engagement with others and in our organisational outlook.



**Principal Reporter  
Neil Hunter**



**Board Chair  
Michelle Miller**

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# Our Vision

Children and young people will be listened to, protected and supported to have a positive future where they are safe, valued and respected.

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# Our Mission

We protect and support Scotland's children and young people, by making high quality decisions, upholding their rights and working collaboratively as compassionate, inclusive Corporate Parents to enable the most positive and personalised experience of the Children's Hearings System.

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# Our Values

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

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|----------------------|---|
| <b>Supportive</b>    | We work with kindness to support children, young people and families, our partners and each other |
| <b>Child Centred</b> | Children and young people are at the heart of everything we do                                    |
| <b>Respectful</b>    | Everyone is respected and treated fairly, inclusively and lawfully                                |
| <b>Accountable</b>   | We are responsible for our decisions, our ethics and our learning                                 |

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# Our Strategic Aims 2020-2023



# 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.**

# Strategic Aim 1 - Care



**We Care by: delivering a service that feels right for each child, young person and family that experiences it.**

We are absolutely committed to deliver our service in a way that demonstrates care and kindness to children, young people and families, to each other and our environment.

To meet this aim:

- We will demonstrate compassionate and proactive Corporate Parenting - asking, listening and acting, being open to try new approaches.
- Our service will be informed by experience – working with children and young people in Our Hearings, Our Voice, Local Champions Boards and others, we will welcome challenge, evaluation and partnerships to get it right.
- Our service will be trauma sensitive - recognising the impact of a ‘system’ on already traumatic circumstances and ensuring that it is the best and kindest it can be.
- Our service will be equally accessible to all, including people with protected characteristics to ensure it meets everyone’s individual needs and rights.
- Our staff will feel skilled, confident, valued and respected to enable them to work compassionately and with high quality.
- Our service will be digitally enabled to allow children and young people to engage with it in ways that suit their needs.

## Strategic Aim 2 - Connect



**We Connect by: Working together to receive the right referrals, for the right children, at the right time.**

**We recognise the importance of relationships in all that we do, our approach to what we do will focus on our connections - to children, young people and their families, our staff, our partners, the community, and the environment.**

To meet this aim:

- We will work effectively with our partners; to agreed protocols, shared goals and common standards to ensure we meet the needs of children and young people.
- Through local partnerships and our connections with local children and young people, we will ensure that we are all working together to deliver and assess 'Better Hearings'.
- We will be connected to the local community through local events, and we will work with practitioners, children and young people to make a meaningful contribution to local initiatives.
- Our organisation is kind and connected to the world we live in – from the way that we work and travel, to the culture we promote.
- Our organisation is fully inclusive as employers, as partners, as a service to children, young people and families.
- We will recognise, promote and support the rights of individuals as they connect with the Hearings System and will work with others to do the same.
- We will have digital connectivity with partners to allow automated and secure sharing of information.

## Strategic Aim 3 - Protect



**We Protect by: Making high quality and timely decisions for children and young people, using the right information that is relevant, clear and secure.**

**The protection of each child's safety and welfare is the core of what we do. It is important to us that the organisation is well promoted and understood in the wider community to ensure that everyone is able to identify the role that they play in keeping children and young people safe as well as working with us to shape and deliver an effective service.**

**The decisions that we make are fundamental in ensuring the protective path is taken for children and young people and this takes highly skilled, dedicated and supported staff.**

To meet this aim:

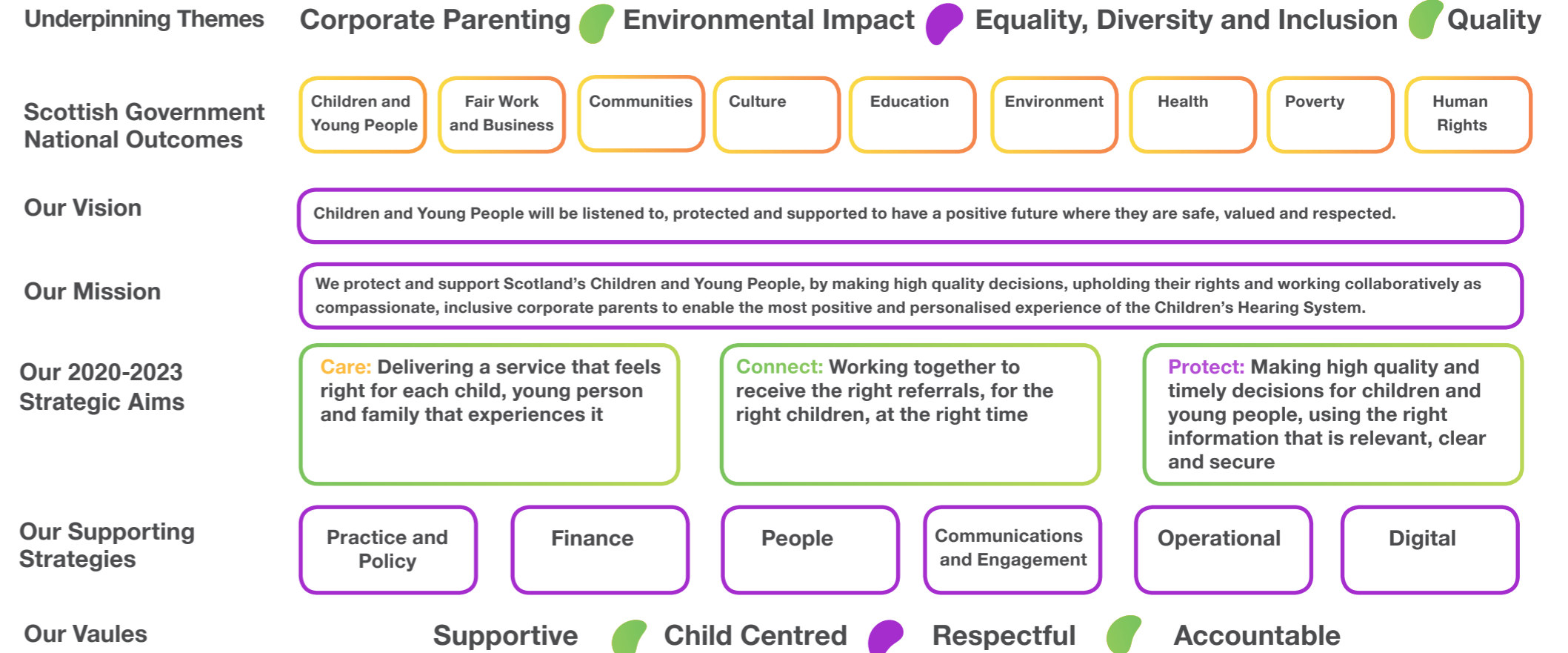
- Our organisation will be visible in the community, in schools and in health services with our key role in the delivery of GIRFEC (Getting it Right for Every Child) clear and understood.
- Our organisation will be flexible, resilient, and responsive to allow us to act effectively and timeously to change.

- We will continue to be a high performing organisation, with quality and consistency at the heart of all that we do.
- Our workforce will be flexible and adaptable with the right balance of roles, skills and experience.
- We will enable all children and young people have the opportunity to participate in a way that suits them to ensure that their voice is heard in all decisions being made.
- Our organisation will continue to prioritise the privacy and confidentiality of children, young people and their families and have systems, processes and people skilled to ensure that all data is held securely and used appropriately.



# Our Strategic Framework

Everything that we do is underpinned by our values, seeks to deliver on our aims and objectives and aspires to meet our vision. Our organisation's vision maps through to the Scottish Government's National Outcomes.



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