

ANNUAL
REPORT
FOR YOUNG
PEOPLE



Introduction to our report

Welcome to our second Annual Report for young people.

In 2017 we published a three year Corporate Parenting Plan. In the plan we set out six commitments that we would work to achieve in order to make things better for you.

We publish an annual plan that lays out the actions that we will take, and the work that we are involved in, to work towards meeting our six commitments.

This report is to let you know how we have got on and gives some examples of the things that we have been working on.

A lot has been going on in 2018 and we hope that this report gives you a good sense of that.

We have a corporate parenting website www.mycorporateparents.co.uk that we keep up to date throughout the year – it has much more detail around some of the work if you want to read more, as well as see some of the new videos, blogs and animations that have been developed – have a look 😊

We hope you enjoy this report and find it useful. Please get in touch with any comments or questions, we would love to hear from you.



Neil Hunter
Principal Reporter/Chief Executive Officer

Our Plan

SCRA website

Your views



Our commitments to you ...



We will do our best to meet your needs and promote your rights

We will give you as much time and good information as we can

You are the most important person in your Hearing and we will do all we can to make you feel it

Our Hearing Centres will be safe, comfortable and friendly

We will work with young people to help get things right

We will work with other Corporate Parents to make sure we are all doing our best for you



Commitment 1 - We will do our best to meet your needs and promote your rights 😊

- We have amended the Your Views sheet for Pre-Hearing Panels following feedback.
- We produced a film for young people showing a Pre-Hearing visit to encourage more young people to visit to help prepare them for their Hearing.
- We have launched an online cartoon animation about 'Your Rights' - it's important that you know them.
- We improved and re-launched our Your Rights flyer and poster to support you to know and exercise your rights.
- We have created a trial pack for court for young people to give more local relevant information.



Commitment 2 - We will give you as much time and good information as we can 😊



- We launched a Communications Charter which sets out what you should expect from us in all our communications with you.
- We piloted easy read letters to help you understand things more clearly and we are going to extend the pilot to more areas.
- We have added new information to our website about your information and how we protect it and keep it safe.
- We have also created a cartoon animation about privacy and your information.
- Our Modern Apprentices have carried out visits to courts to improve the information we provide to you.
- We have put posters in reception areas letting you know about what supports we can provide for you.



Commitment 3 - You are the most important person in your Hearing & we will do all we can to make you feel it 😊

- We have been working with partners to assess ourselves against the standards for Better Hearings and every area has identified areas for improvement – some that we can move quickly on, some that will take a bit longer. We have started work on the quicker ones and have started planning for the longer ones – this will continue into next year.
- We have piloted an 'Emoji' app on tablets to help you to get your views across in your Hearing.
- We have updated our corporate parenting guide for staff to make sure our service to you is the best it can be.
- All our staff have completed an e-learning course on unconscious bias training to improve awareness of equalities.



Commitment 4 - Our Hearing Centres will be safe, comfortable and friendly 😊



- We are working with Hearings-experienced young people to design a new suite of child and young person friendly Hearing rooms.
- We have redesigned 19 Hearing rooms in warm, bright colours to promote the comfort, participation and inclusion of children, young people and families.
- We are working with staff and partners to actively support Pre-Hearing visits to help children and young people feel more prepared before their Hearing.
- We have worked with organisations specialising in Autism support to introduce a guide for staff working with children and young people with Autism and sensory needs.
- We have developed a training programme for Support staff and Reception staff on the needs of children and young people and how to best accommodate their wishes.



Commitment 5 - We will work with young people to help get things right 😊

- We only employ Hearings or care experienced Modern Apprentices to promote the inclusion of opportunities for young people with care experience.
- We consult our Modern Apprentices on all of our practice and communications and they actively participate in improving our service, from communications to policies, to Children's Hearings.
- We heard from young people from Who Cares? Scotland around improvements we could make and we are using these in our planning for next year.
- We consult and work with children and young people both internally and externally on delivering a range of improvements in both SCRA and in the wider community of partners working with care-experienced children and young people.
- We actively supported the development of the 'Our Hearings, Our Voice' Board for children and young people.



Commitment 6 - We will work with other Corporate Parents to make sure we are all doing our best for you 😊



- We have worked closely with Children's Hearings Scotland and other partners to promote the development of improved Hearing rooms.
- We work with other Corporate Parents to ensure that we do our best for you and ensure our service standards have your best interests at the centre of our practice.
- We have delivered training to a variety of key partners who work with children and young people to ensure you have a full understanding of the Children's Hearings System.
- We are delivering a national training programme for foster carers so that they can better support your needs and wishes before, during and after a Hearing.
- We took part in the Love Rally - that demanded, 'A lifetime of Equality, Respect and Love for care experienced young people.'



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