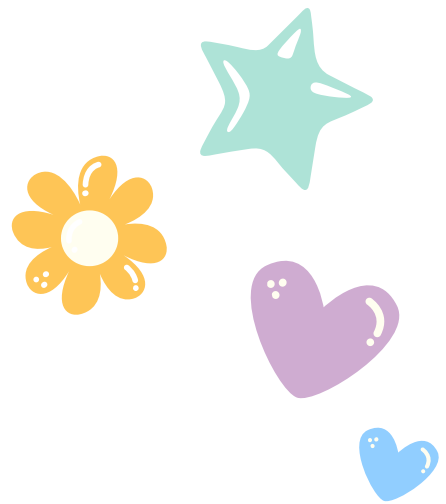




SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

Rights, Inclusion and Corporate Parenting Strategy 2024–2027



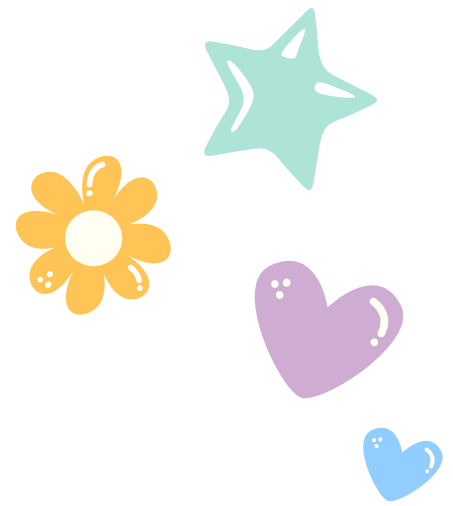
The purpose of SCRA's Rights, Inclusion and Corporate Parenting Strategy is aligned with the purpose of Scotland's National Performance Framework as published in our Corporate Plan 2024-27 and the relevant key national performance outcomes.



We share a vision for Scotland with the Scottish Government, where children's rights are embedded in all aspects of society; where policy, law, and decision-making take account of children's rights; and where all children have a voice and are empowered to be human rights defenders.

SCRA's Rights, Inclusion and Corporate Parenting Strategy links to our other business planning documents. It sits underneath our Corporate Plan and next to our other strategies. Our future development will support Locality plans to include actions under the Rights, Inclusion and Corporate Parenting Strategy outcomes.

Sitting alongside this, our **Impact Strategy** has been developed so we can keep sight of the different impacts from our work. What we do, how we do it and the difference our work makes can vary according to different stakeholders. Our impact strategy also links over to our work on a target operating model and our change strategy – so that our thinking and our approach is integrated and cohesive.



Rights Plan 2024-2027 - Outcomes and Actions are:

1. SCRA will use human rights/children's rights as a frame in our work.

CARE: Human rights. Poverty. Children and young people. Communities.

SCRA will adapt and implement the Theory of Change for SCRA, to enable SCRA to fully respond to the requirements of the UNCRC Incorporation (Scotland) Act 2024.

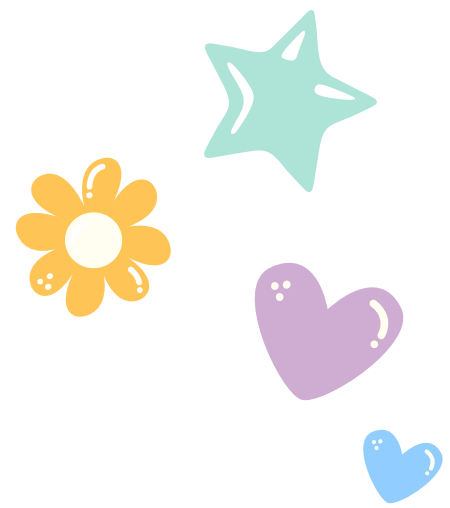
SCRA will work towards mainstreaming children's rights across our work by:

- ★ Adopting the UNCRC Skills and Knowledge Framework within SCRA and adapting our approach to have a rights lens.
- ★ Making local links with groups of children who can help in our work.
- ★ Developing our reporting in relation to rights, including secure care.
- ★ Developing the responsibilities we have to children and families in line with our statutory duty under the Consumer (Scotland Act) 2020 and explaining this clearly in our commitments to children, families and professionals.

2. SCRA staff across the organisation will be trauma informed and rights aware. SCRA staff will work in a compassionate, trauma informed and rights respecting way.

CARE: Human rights. Education. Health.

SCRA will complete an audit of the rights knowledge, skills and confidence of SCRA staff and will use this baseline to prioritise future work. Throughout the currency of this plan we will repeat the audit annually and report on our findings.



SCRA will transform our connections to the people we work with, as a result of understanding and responding to trauma.

3. SCRA's information for the public – children, families, professionals – will be up to date, clear and accessible.

PROTECT: Communities. Health.

SCRA will review and develop the information available to children and families about rights. This will include victims' rights.

We will work with Advocacy Service Providers to make sure that information is clear and accessible and that advocacy provision at local level is working well.

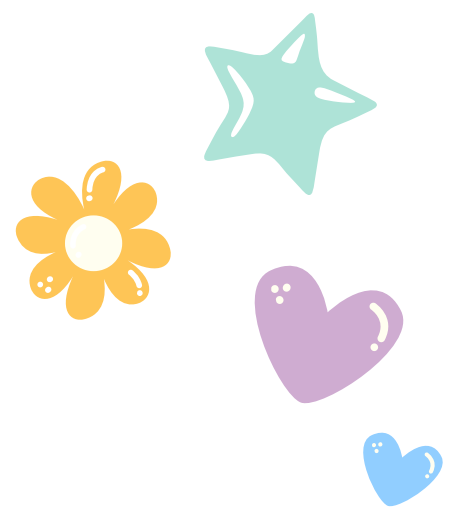
4. People who are affected by the work of SCRA will know what rights they have and what they can do if they feel like their rights have not been considered.

PROTECT. Communities. Health.

We will explore new ways for children to give their Hearing all the information they want and ways for the Reporter and the Hearing to communicate with children.

We will update our child friendly complaints procedure in line with the Scottish Public Service Ombudsman child friendly complaints principles and approach and we will work with partners and the Scottish Government to develop a minimum dataset of information/reporting in relation to children who think their rights have not been properly considered.

With our partners we will develop an approach to feedback which works.



5. SCRA will have robust, evidence based and lived experience based approaches to difficult areas of work, where people's rights can be affected.

PROTECT. Children and young people. Education.

We will re-launch our Child Protection and Safeguarding policy.

We will develop our draft Gender Based Violence/Domestic Abuse Policy with staff and those with lived experience.

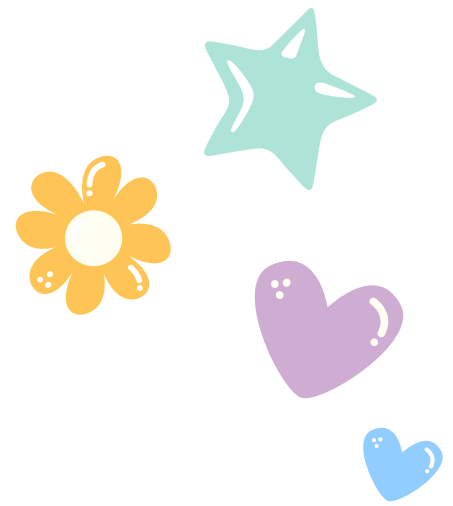
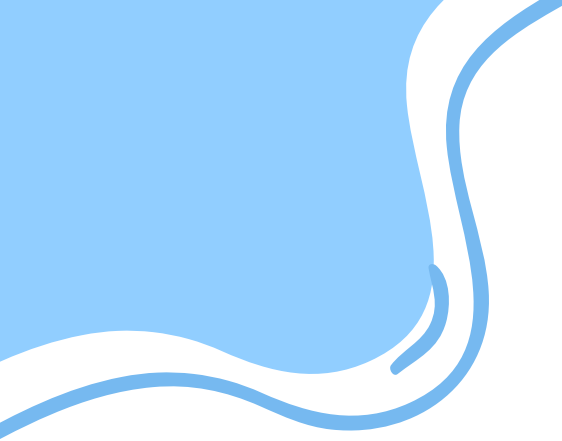
SCRA will adapt and respond to wider change in response to:

- ★ Children's Hearing redesign.
- ★ The Promise.
- ★ The raise in age of referral to the Principal Reporter.
- ★ The work on reimagining secure care.
- ★ Developments in contextual safeguarding.
- ★ Developments in Family Group Decision Making.
- ★ Developments in Bairns' Hoose.

The Equality Outcomes for 2024-2027 are:

Connect. Human rights, poverty

We will consistently ask for and check the accuracy of children's equality data to improve the recording of children's protected characteristics on SCRA's case management system, CSAS so that we can identify areas of inequality and also identify trends and patterns in outcomes between and within the protected characteristics.



People who care, connect and protect. Community, education.

We will review and revise our recruitment process so that it is more inclusive to attract more diverse candidates to work for SCRA and encourage greater workforce diversity.

Protect. Human rights, community, education.

We will become a proactively anti-racist organisation; this will include all staff taking part in a mandatory anti-racist programme of work led by an expert external provider, actively challenging racism and better understanding potential discrimination in our decision-making.

Care. Care, children and young people, community, health, poverty.

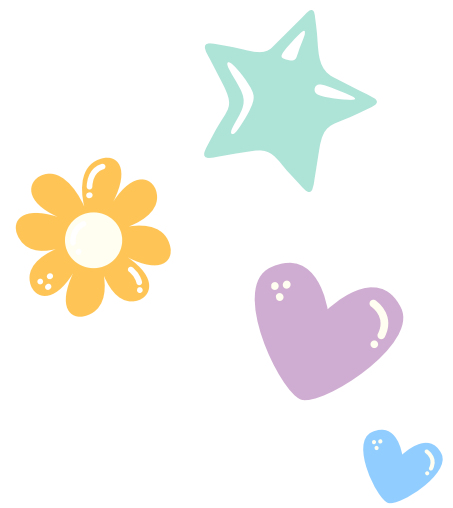
We will work to understand the impact of socio-economic disadvantage on how we engage with children and families, focusing specifically on how age, disability and sex influence their ability to engage with, and participate in, Children's Hearings; to ensure we do not discriminate against those who experience poverty.

The Equality Outcomes will be underpinned by a comprehensive action plan under each outcome.

This action plan will look to the three-year cycle, however, will be revised on an annual basis as plans develop and become more concise.

Whilst the Equality Outcomes represent the priorities in relation to Inclusion and Diversity activity for the next three years, there is a raft of other activities which will include, but not be limited to:

- ★ Re-certification in the LGBT Youth Scotland Charter
- ★ Introduction of further training, guidance and awareness sessions for staff



- ★ A review of the current Equality and Human Rights Impact Assessment (EQHRIA) process
- ★ Further development of the Locality Equalities, Diversity and Inclusion Leads Network and Inclusion Ambassadors
- ★ Embedding the Inclusive Standards and Behaviours Framework
- ★ Introduction of a Neurodiversity Toolkit

Corporate Parenting Plan 2024-2027

Care

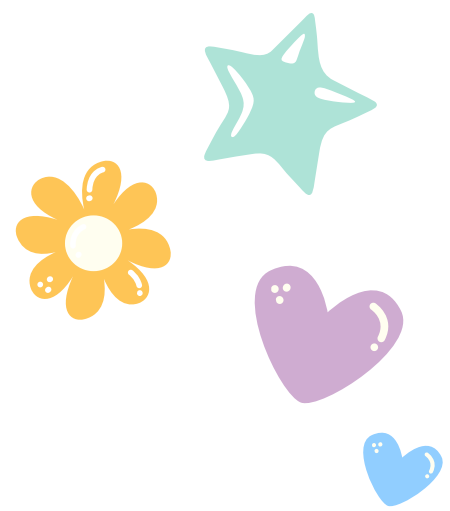
We will work in a way that is compassionate, rights based and inclusive

- ★ SCRA will revisit and refresh our approach to Corporate Parenting, defining what Corporate Parenting means for us, for our staff and for children, young people and families in their contact with the Reporter and in their Hearing
- ★ We will develop a set of 'service standards' and roll these out nationally to promote consistency in our approach to Corporate Parenting
- ★ We will continue to embed and continue to learn from our Language that Cares guide – working with young people as we do this, following our joint launch with Our Hearings, Our Voice.
- ★ We will develop an internal network to focus on Corporate Parenting where we can share good practice, learn and be open to try new things – for children and young people.

Connect

We will work with children, young people, families and our partners as we make improvements

- ★ We will describe our approach to participation and engagement - how we interact with, work with and/engage with children and young people.



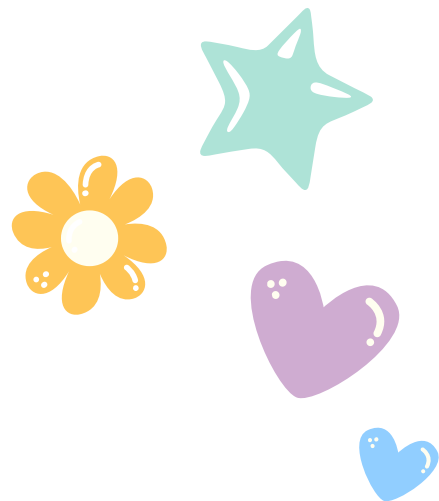
- ★ Develop a way of integrating participation and engagement across our Corporate Parenting, strategic thinking and decision making.
- ★ We will continue to host and support Our Hearings, Our Voice
- ★ We will work effectively with other corporate parents to support and promote consistent care and opportunities for all children and young people within the Hearings System.

With children, young people and communication specialists, we will understand the types of communications that people need and the information, tools and language that supports this.

- ★ We continue to work with Hearings-experienced children and young people to improve our services and information materials.
- ★ We will provide an easy way for children and young people to provide feedback.
- ★ Our communications - written, digital and in person - will be clear. We will use language that is understood. The content of communications will support what people need to know. We are working with a speech and language therapist and in accordance with Language Leaders' principles.
- ★ We will provide more information in British Sign Language, along with sub titles.
- ★ We will provide information in a variety of accessible formats to support a wide range of needs, for example, British Sign Language.
- ★ We will provide take away sensory kits, as well as educational tools for children and young people to use during their Hearing and to keep afterwards.
- ★ Children and young people will be better prepared in advance of their Hearing, with a fresh focus on Pre-Hearing visits.

Protect

- ★ Children and young people will have the most effective and efficient route through the Hearings System. Our services will be fair, inclusive and informed.
- ★ We work more closely with children, young people and families to understand the circumstances around the referral to the Reporter, what referral means and how they can give their views to the Reporter.



- ★ Children and young people who are coming to Hearings will have a range of options for interacting with us before, during and after their Hearing.
- ★ The next phase of our Hearing centre improvement programme will get underway,
- ★ providing a more welcoming, inclusive, safe and accessible environment.

People who care, connect and protect – our people

- ★ We will continue to listen to and support our care experienced staff group, the Voice of Experience Reference Group, and progress new and creative ways of listening to care experienced people
- ★ Continue to provide learning and employment opportunities through our Modern Apprentice programme and work experience posts for Hearings-experienced young people.

And finally...

Thank you for taking the time to read our Rights, Inclusion and Corporate Parenting Strategy.

We hope you can see that this strategy prioritises the experience of children and families in their contact with the Children's Reporter and the Children's Hearings System. We seek to improve this experience, to make it the best it can be, whilst ensuring that children are safe, protected and receive the support they need.

If you have any comments, questions or queries please get in touch with us at Policy@scra.gov.uk. We would love to hear from you.

