



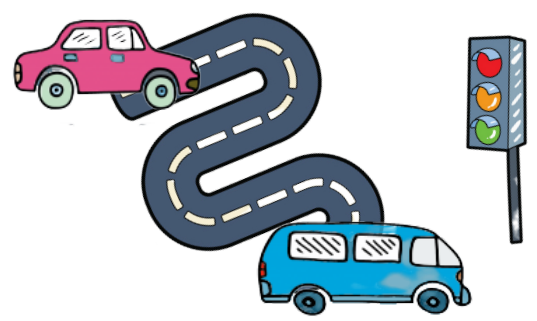
SCRA's Keeping The Promise
- The next stage of our
journey
For children and
young people



SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION



Introduction to our report



Welcome to SCRA's second Keeping The Promise progress report which updates you on our journey.

It is hard to believe it is almost 2 years since we published the [Keeping The Promise Route Plan](#). This plan sets out what we are doing to Keep The Promise. We have been busy doing lots to try and make things better for children and young people in the Hearings System now and in the near future.

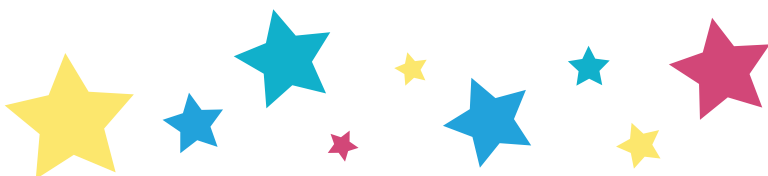
This year we also welcomed the Hearings for Children report. This is a report which sets out what the future of the Children's Hearings System should look like. We were happy to have been part of this work.

This progress report lets you know what we have been doing over the last 12 months.

We hope you enjoy this report. Please [get in touch](#) with any comments or questions - we would love to hear from you.

Roma Bruce Davies

SCRA's Keeping The Promise Programme Manager



Our Keeping The Promise highlights of 2023...



Child Friendly Scheduling

One of the main areas of focus for us over the last 12 months has been making how we arrange Hearings better for children. We have three projects running in Ayrshire, Fife and Renfrewshire which aim to provide a more personal service to every child and young person attending Hearings by giving them a choice about the date, time and location/type of Hearing. Feedback from children and young people has told us that these projects have been successful in improving their Hearing experience. We are working hard to show which of the changes we have tested are having the biggest impact on children and young people before we roll out one child friendly scheduling approach across the whole of SCRA.

Taking Control of My Hearing

We know that children and young people are better able to take part and put their views forward in a Hearing when they are supported to understand the process and are properly prepared. The Taking Control of My Hearing project, aims to promote and encourage meaningful participation of children and young people in their Hearings by ensuring that they are better prepared.





This project was co-designed with young experts from Our Hearings, Our Voice. The project has two parts to it:

1. Pre-Hearing visits to the Hearing centre have been redesigned to improve the experience for children and young people.
2. A Taking Control of My Hearing Scrapbook, designed by young people in response to what young people have told us they need, will be sent out to children and young people to support them to prepare for their Hearing and empower them to take control of their Hearing.

Communi-crate

A communication pilot initiative is underway in our Glasgow Locality to help children and young people share their views in their Hearing. Communi-crate is a communication toolkit which includes a number of tools to help children and young people participate in their Hearing. The toolkit includes a worry monster, emoji fan, emoji cards, conversation cubes, whiteboard, and a range of communication cards including stop/go cards.



Language Leaders



We are part of a group which is looking at language in the Children's Hearings System. This work is being led by young people from Our Hearings, Our Voice. We are proud to be part of such important work.

At the heart of the work are a group known as 'Language Leaders' made up of Hearings-experienced young people and adults who work in the Hearings System. The Language Leaders launched their Language Principles in September 2023 at our staff event and further promotional activities are planned. You can find out more [here](#).

Solicitor Practice



We are excited to be leading a project to help solicitors understand what children and young people need in Hearings. We are working with our partners from Children's Hearings Scotland, Clan Childlaw, Civil Legal Assistance Office, Children 1st and Advocacy together with young experts from Our Hearings, Our Voice. We are working together to develop a Good Practice Guide which will be made available to all solicitors in the Hearings System.



Lots more improvement work will be getting underway in 2024 and we will be listening to children and young people about their experience and how it can be better.



Hearings For Children report

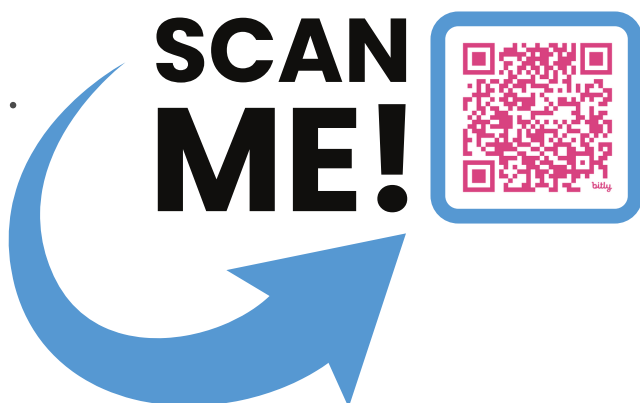


In December 2023 the Scottish Government told everyone what they thought about what the Hearings for Children report recommended. They said they were pleased with the improvement work already happening in SCRA and other organisations involved in the Children's Hearings System. To make sure the work we are doing to make things better for children and young people who experience the Children's Hearings System is on the right track we are taking some time to read and fully understand the Hearings for Children report. Watch this space for more information!

Thank you

Thank you for taking the time to read our report. We hope you enjoyed it. If you have any comments, questions or ideas, please do get in touch.

Plus, a massive thank you to all the young people coming along on our Keeping The Promise journey with us!



Published February 2024



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