



# Children's Rights and Inclusion Progress Report

December 2022



# Contents



<b>A note of thanks</b>	<b>3</b>
<b>Introduction</b>	<b>4</b>
<b>The CHS Vision for Children's Rights and Inclusion</b>	<b>4</b>
<b>Progress Report</b>	<b>5</b>
<b>Children's Rights and Inclusion Co-ordinator</b>	<b>5</b>
<b>Area Support Teams</b>	<b>10</b>
<b>Promoting the UNCRC</b>	<b>11</b>
<b>Collaboration</b>	<b>12</b>
<b>Forward Plans</b>	<b>13</b>

## A note of thanks



The activities within this Progress Report would not have been possible without the invaluable contribution, insights, time and effort offered by the many people with lived experience who engage with Children's Hearings Scotland (CHS).

The voice of lived experience guides us to improve experiences in children's hearings as we train, recruit and support members of the CHS community to make sure that all Scotland's infants, children and young people feel safe, loved, valued and respected.

We are grateful to our Lived Experienced Recruiters, involved in the Panel Member recruitment and selection activities throughout 2022. Your motivation and enthusiasm towards the role are appreciated by our Area Support Teams and our National Team.

We must express our deepest thanks to every organisation that has supported the participation activities at CHS through consultation and collaboration opportunities. We thank everyone who has invited us to support their projects, with special regards to Our Hearings Our Voice, Who Cares? Scotland and The Voice and Inclusion Project. The relationships we have fostered with the inspirational children, young people and organisations have promoted our commitment to change and to #KeepThePromise.

Finally, we share an incredibly special thanks to Aimee Thorpe, Bev McKeown, Chelbi Hillian, Chris Marshall, Grainne McConnell, Kai Archer as well as Achilles, Andrew and Remi from Our Hearings, Our Voice, and to every participant who shared their insight and expertise to embed the voice of lived experience at CHS throughout 2022. Through attending the CHS Participation Group meetings and contributing to co-design and co-production sessions, you have all played key roles in progressing our participation opportunities and your feedback will always be valued and used to support the work of CHS.

If you would like to learn more or become involved with Children's Hearings Scotland, please email [childrensrights@chs.gov.scot](mailto:childrensrights@chs.gov.scot).

The CHS team

## Introduction



This report outlines progress made on delivering our Children's Rights and Inclusion Strategy as well as an outline of proposed next steps. The focus of the work has been on participation and in the next phase this will expand to concentrate on embedding capacity to support rights and inclusion across the whole of Children's Hearings Scotland (CHS).

The voice of lived experience is valued across the care and hearings sector, and as such we have been respectful to those who wish to offer their time and energy across many organisations, protecting our participants' right to choose how and when they participate. We are expanding the ways in which we are offering meaningful, purposeful participation and engagement across CHS and building strong, supportive relationships with individuals and organisations and would like to acknowledge the time it takes to build and maintain relationships, noting also that participation is a choice and the door to participation at CHS always remains open.

## The CHS Vision for Children's Rights and Inclusion

In our CHS Children's Rights and Inclusion Strategy, we stated that we want a Children's Hearings System that listens, acts, and gives real value and weight to the views of infants, children, and young people.

At CHS, inclusion is central to our core values as an organisation. Expression and inclusion of views will be evident in all that we do and will influence how we work internally and with partners. Infants, children and young people will feel respected, valued, heard and included across all aspects of the Children's Hearings System.

CHS can work within three key areas to realise our vision for Scotland's children:

- **Children's Hearings:** Children must feel that it is their hearing, where they can choose how to share their views about their lives. Panel Members' interaction and communication with children will be as inclusive as possible, recognising

and understanding trauma and its impact, as well as being open to the ways that children may choose to share their views.

- **Area Support Teams:** CHS Area Support Teams support the delivery of the National Convenor's functions through providing local support to Panel Members. The working group considered the current ways that the views of people with lived experience of the Hearings System contribute to the recruiting and supporting of local volunteers, two vital areas of work.
- **Children's Hearings Scotland:** CHS will model and demonstrate the ways in which the methods of consultation, engagement, participation, co-design and co-production can be used to improve our everyday work and practice.<sup>1</sup>

## Progress Report



*A chronology of work undertaken*

# Children's Rights and Inclusion Co-ordinator

## CRIC January 2022

January 2022 saw the employment of a new Children's Rights and Inclusion Co-ordinator (CRIC). Building upon the previous work on the Children's Rights and Inclusion Strategy, the CRIC met with the Participation Group (consisting of four people with lived experience of hearings) both individually and in the group setting.

The group shared their hopes and priorities for the upcoming year which included opportunities to mentor the National Convenor, possibilities for paid participation and embedding the Participation Standards.

---

<sup>1</sup> CHS Children's rights and inclusion strategy

## **CHS Participation Group January 2022 – December 2022**

Since January, the group, consisting of people with lived experience of the Hearings System, has been able to meet both virtually and in person. Some original members have found that time commitments at work or through other volunteering roles have reduced their capacity to attend or contribute to the group.

We are considering ways to create a platform for communicating the key takeaways from meetings and to have a space where members can contribute regardless of being able to attend. Throughout 2022, with the CRIC being responsible for supporting Panel Member and AST recruitment and attending networking opportunities, there has been an increase in interest among Lived Experienced Recruiters and members of partner organisations about the attending the CHS Participation Group.

This has resulted in a wider variety of participants across the country and has enabled the group to continue to progress with meetings throughout 2022. The group has more than doubled in size and currently comprises members from across the Central Belt and the Highlands.

## **CHS Participation Standards January 2022 – December 2022**

Building on the foundations since they were created in 2021, the Participation Standards have become the golden thread for ensuring that the voice of lived experience influences, advises and guides the work of CHS.

The following areas of work have grown from embedding these via the work of the CRIC:

- A Participation Framework Development
- Participation Group Meetings which have included:
  - discussions around the Hearings System redesign work
  - the progress of work towards a remuneration policy
  - sharing opinions about themes for improvement (examples including providing feedback to the care experienced community and upholding UNCRC in a children's hearing)
- Bespoke Co-Design opportunities including a session to create a dedicated Participation webpage was held in March 2022

- Lived experienced selectors, choosing from applications, the community members to be involved in the Hearings System co-design groups
- Further opportunities for Lived Experienced Recruiters to be involved in the interview process for new members of the CHS National Team and to select members of ASTs
- Co-production sessions with participants to create animations for reminding Panel Members about the top tips for engaging with children and young people in a hearing
- Fostering strong working relationships with Our Hearings, Our Voice and the Voice Inclusion Project
- Sharing information with potential partnerships about participation opportunities (for example Kibble, Dean and Cauvin)
- Providing a person-centred support to participants based upon individual needs, with the CRIC and members of the CHS national team offering:
  - Mock interview sessions and top tips from HR for job seekers
  - Advice about CVs and application forms
  - Individual phone calls to share opinions or concerns
  - To share personal achievements or requests including for fundraising, via social media
  - One to one meetings, in person or via Microsoft Teams.

## **Panel Member recruitment January – December 2022**

In the recruitment and selection of new Panel Members in spring 2022, many Area Support Teams continued the relationships they had built with young people and local organisations related to involvement of people with lived experience. It was identified that the term 'Lived Experience Recruiter' was preferred as many did not feel that 'young' was an appropriate term.

Reflections were gathered from the bespoke welcome sessions (commissioned by CHS, delivered via CHSLA, hosted by Who Cares? Scotland) which were attended by over 50 people with lived experience of hearings and 80 AST members who would be taking part alongside them in the recruitment activities. Prior to participating in recruitment and selection all our lived experience participants received training and support from CHS Learning Academy (CHSLA) and CRIC, alongside AST members.

ASTs selected a buddy who would be a dedicated key contact to support the Lived Experienced Recruiters throughout the training and interview process. To offer support with access to devices, CHS has a library of Chromebooks for lived experienced participants to use on a short-term basis. This process has been redefined for autumn 2022 recruitment with further planning underway for the next round of recruitment.

In August 2022, an updated version of the AST Best Practice Guidance for Involving Lived Experienced Recruiters was created by the CRIC based upon the feedback and evaluations from the spring 2022 recruitment and this has received positive feedback from Area Conveners, Clerks, the Recruitment, Retention and Retainment Group (RRRG) and the members of ASTs who have undertaken the role of 'buddies' to the Lived Experienced Recruiters.

In August 2022, three Lived Experienced Recruiters requested Chromebooks from the CHS Library. Once they were distributed, there were some problems getting access to the Teams platform as the Lived Experienced Recruiters do not have access to a CHScotland email account.

Working alongside the Digital Support Team, we were able to troubleshoot this to ensure the Lived Experienced Recruiters were able to use the Chromebooks for the autumn campaign. The CRIC has labelled the Chromebooks clearly with asset numbers so the Digital Team can be alerted whenever a Chromebook is issued, and a more streamlined procedure should be produced alongside the Digital Support Team to create a 'how to' guide specifically for the 20 devices in the library for use by CHS participants.

The CRIC was asked to present to the Panel Practice Advisor (PPA) forum in August 2022. The theme of the presentation was: "Top Tips for PPAs when supporting Lived Experienced Recruiters". The aim was to build confidence for those who didn't have experience being involved with young people or those with care experience.

The presentation was co-produced by two Lived Experienced Recruiters who were able to share their views about the role and to highlight the mutual benefits which motivated them to become recruiters during the Panel Member recruitment campaigns including training, skills development, influencing change and further opportunities which have arisen since. This input was positively received with PPAs noting they were able to use the tips provided.



## **Work on remuneration January 2022 – December 2022**

CHS recognises the significance and value of ensuring that its work is influenced and informed by those who have lived experience of hearings.

The CRIC has continued to explore the legal requirements as a non-departmental public body (NDPB) and ethical responsibilities as well as practice processes needed to offer remuneration for participatory roles (such as ensuring support and advice is taken regarding the impact this may have to an individual's income or benefits). This has included:

- researching paid participation policies and procedures undertaken by third-sector organisations in the UK and globally
- gathering information from the guidance about remuneration for participation from NHS and the Scottish Human Rights Commission
- contributing to forums such as the Participation Network and a planned co-production meeting in November with representatives from organisations to discuss remuneration
- individual discussions with organisations such as the Scottish Learning Disability Commission, CELCIS and CYCJ
- making connections for further guidance with individuals from the Scottish Government, Resilience Learning Partnership and Aberlour
- Checking in with the CHS Participation Group to gather their views.

With the information gathered and potential processes for supporting paid participation are being scoped out, a policy will be developed to ensure that CHS are doing the right thing in this regard. There is currently no uniform approach across stakeholder organisations.

## **Supporting Panel Members with lived experience**

While individuals do not always tell us that they are care-experienced or that they have lived experience of attending a Children's Hearing, there are many members of the CHS community who have volunteered to become a Panel Member based upon these experiences. During pre-service training, the CHSLA will highlight the additional support which is available to them, and provide optional drop-in sessions outside of training, sharing information on support levels including the use of Health Assured.

A discussion paper produced by CHS Head of Practice prompted dialogue between staff members to identify further ways Panel Members who have lived experience of care and/or hearings could be supported in their roles. This in an area which could be consulted on to co-design additional resources for ASTs and CHS Learning Academy, with a practical guidance to be produced at a national level with supportive structures implemented throughout a volunteer's journey.

### **CHS Business Plan animation March 2022**

The Participation Group identified that they were frustrated with the fact that reports, such as the Corporate Parenting Strategy or the Business Strategy, were written in language that was not attractive or accessible for a variety of people with lived experience of hearings.

Over some days, the group co-produced a script and ideas for the CHS graphic designer to create an animation consisting of the information which they felt was most appropriate and interesting for people with lived experience to find out about the ways in which CHS was meeting their needs within the Business Strategy. This animation was launched in April 2022.

## **Area Support Teams**

### **January 2022 – December 2022**

Between June 2022 and August 2022, the CRIC considered all 22 Area Plans to understand ways in which each area could be supported to achieve their objectives for involving people with lived experience. Most areas were continuing to nurture their relationships with existing contacts and groups and Champions Boards, and some were implementing meaningful ways to engage people with lived experience in their operations at a local level.

A few areas have been considering ways to support the lived experienced participants to improve hearings and information about these locally in their own area including widening understanding within the education sector or supporting lived experienced participants to influence the improvement of hearings, examples including the Better Hearings group in Highland and Moray.

In August 2022, the CRIC was asked to present guidance and tips for supporting lived experienced recruiters to the Panel Practice Advisor (PPA) forum to alleviate any anxiety or uncertainty about this from those who hadn't been involved with young people or those with care experience.

The presentation was co-produced by two Lived Experienced Recruiters who were able to share their views about the role and to highlight the mutual benefits which motivated them to become recruiters during the Panel Member recruitment campaigns including training, skills development, influencing change and further opportunities which have arisen since. This input was positively received with PPAs noting they were able to use the tips provided.

## **Promoting the UNCRC**

### **Child-friendly Feedback and Complaints April 2022 – December 2022**

Work is under way to create a child-friendly complaints process which embeds the principles of United Nations Convention on the Rights of the Child (UNCRC). Working alongside the CHS Complaints Officer, the CRIC will facilitate a workshop in March 2023 with a group of young people to hear their ideas and solutions to help offer a range of choices for offering feedback or for submitting a complaint.

### **Pre-service Training April 2022 – July 2022**

The CRIC led a collaborative project with a primary school class to create a video, An Introduction to Children's Rights, which was then included in pre-service training 2022 to create foundational knowledge about UNCRC and its role in the hearing room as a pre-cursor for the incorporation of the UNCRC into Scots law.

### **Children's Rights Impact Assessments (CRIA) May 2022 – December 2022**

Under the CHS UNCRC project group, the CRIC has been involved within a working party which have developed guidance and a process to encourage the meaningful use

of impact assessments (including CRIA, Equality, Data Protection, and Island Communities).

Information from the Scottish Government and the Scottish Children and Young People's Commissioner aided the production of a screening tool and a full impact assessment which will assist CHS staff members when embarking upon a new or significant piece of work. In October, the CRIC also attended a webinar about involving children and young people when doing a CRIA to ensure that their views and ideas shape the work which may impact them.

Learning from this was shared through the training which was offered to the CHS National Team in November 2022, highlighting the importance of using the impact assessments to plan pieces of work.

## Collaboration

### Networking and partnership working January 2022 – December 2022

The CRIC has joined a variety of networks which promote and share good practice in Participation, particularly around the care sector including the [Partycipation Network](#), the [CoPro Scotland Network](#).

The relationship between CHS and [Our Hearings, Our Voice \(OHOV\)](#) has continued to strengthen with the CRIC and the OHOV Development Officer meeting often to share ideas for joint working and to offer opportunities and feedback. CHS has engaged with OHOV board members by attending board meetings and seeking out the board members' views for consultations (including the mixed gender requirement and The CHS Vision Piece) and involving a board member in the co-design of the upcoming Participation webpage.

The most recent engagement has been undertaken by CHS colleagues involved in the CHS Promise Programme, which feeds into the Hearings System Working Group as OHOV supports Sheriff David Mackie and members of the Promise Scotland team in the work to redesign the Hearings System.

The 40 Calls to Action are embedded within CHS pre-service training. In December 2022 the CRIC facilitated co-production session with members from OHOV and the Voice and Inclusion Project to create some short animations which focus on the key messages which the groups would like to share with the CHS community.

These animations will be shared with the CHSLA and with the CHS wider community. The CRIC will be creating a mapping document and presentation for OHOV to show alignment between the 40 Calls and the work at CHS and this will be shared in a feedback session to OHOV in May 2023.

Working relationships have been continued and formed with the following organisations:

- Who Cares? Scotland
- Children's Parliament
- Dean & Cauvin Trust
- Voice and Inclusion Project
- Kibble
- Resilience Learning Partnership
- CELCIS
- The Promise Scotland
- CYCJ
- National Leadership Network which emerged from the Life Changes Trust
- Our Hearings, Our Voice
- SCRA.

## FORWARD PLANS



*Highlights of our next phase*

- **June 2023 – Launch dedicated webpage for Participation**  
'The Participation Station' will involve:

- An update from the group about opportunities and benefits linked to motivations to participate
- Building content for The Participation Station during Co-Production Week 2023 and through Participation activities throughout 2023
- Information about children's rights, projects, Hearings System redesign, the vision, and opportunities to participate will be shared
- A "get involved" option.

- **January – July 2023 – Remuneration Policy finalised**

An appropriate system of structural support will be implemented to support this.

- **January 2023 – Continuing with The Participation Framework**

Implementation of the next level:

A mutual mentoring pilot programme supported by the Scottish Mentoring Network and will be offered to approximately six people with lived experienced and six members of CHS National Team.

- **April 2023 – Capacity Building**

Potential for Modern Apprenticeship, building up the capacity of the CHS national team to further embed the Participation Standards through the Participation Framework.



3rd Floor Thistle House | 91 Haymarket Terrace | Edinburgh | EH12 5HE  
t: 0131 244 4743 | [www.chscotland.gov.uk](http://www.chscotland.gov.uk)

This publication has not been printed to save paper. However, if you require a printed copy or a copy in an alternative format and/or language, please contact us to discuss your needs.