

**UNITED NATIONS
CONVENTION ON THE
RIGHTS OF THE CHILD
(UNCRC) REPORT.
2017-20**



THE UNITED NATIONS CONVENTION ON THE RIGHTS OF THE CHILD (UNCRC) SETS OUT BASIC HUMAN RIGHTS THAT WE ALL SHOULD CELEBRATE AND SUPPORT



Peter Macleod
Chief Executive
Care Inspectorate

Foreword

At the Care Inspectorate, we do a lot of work to protect and support children and young people's rights.

In this report you will find out how our work supports the United Nations Convention on the Rights of the Child (UNCRC), which protects your human rights.

We work with all care services for children and young people to help them be the best that they can be. We check that they meet the [Health and Social Care Standards](#) so that you get the best care, opportunities and future possible. These are five standards that set out what your good care should look like.



Compassion



Dignity and respect



Be included



Responsive care and support



Wellbeing

We also work with young people like you, who are called inspection volunteers. They are aged 18-26. They help to make sure that you get the care you need. Read about what we have done over the last three years to protect young people's rights and what we plan to do next.

We want to make sure all children in Scotland grow up feeling loved, safe and respected and the incredible young people we work with are helping us to do this.

Work we do with young people

Our young inspection volunteers visit care services with our inspectors to check that they are providing good quality care and discuss with them ways to improve. We work with organisations that support young people, like you, to develop resources to show services the best way to help you develop and grow.

We are also a corporate parent. This means that we ask young people, like you, to tell us what life is like, so that we can understand what services or support you need. We also ask young people to get involved in our projects which helps build their skills and confidence.





What is the UNCRC?

All children and young people have the same rights, which protect you and give you equal opportunities.

These rights are listed in the UNCRC. All the rights are connected, and all are equally important. Sometimes, we must think about rights in terms of what is the best for you in a situation and what will keep you safe. As you grow up, you will have more responsibility to make your own choices.

Over the last three years we have:

Registered **1402 new services** and **inspected 10,066 services** to check they have the right things in place to keep you safe, healthy, and happy.

Been involved in **214 joint inspections** with Education Scotland to check that all services for children and young people are working together properly to keep you safe and protected.

Met with **2,777 young people** to find out what is important to you and help make things better.

Investigated **3,359 complaints** about young people's services where your rights and choices were not being met properly.

Received a total of **338 complaints** from young people to help fix things when they're not right and make things better for people like you. 69 (or over 20%) of these complaints were upheld, some were withdrawn and some are still in progress.

Early learning and childcare

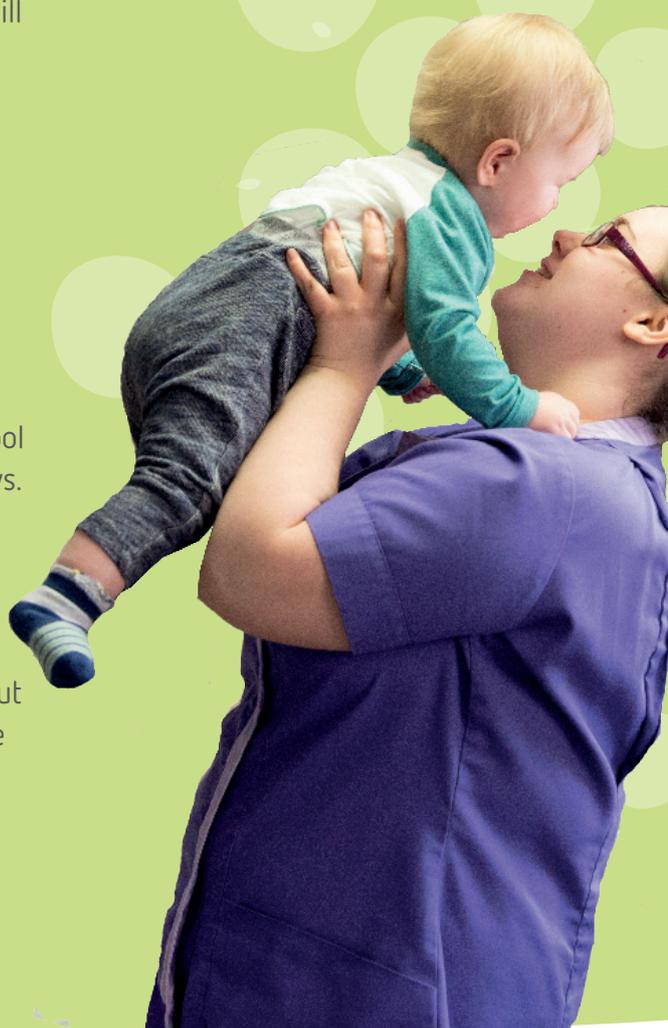
We are supporting the Scottish Government with their work on early learning and childcare to make more places for children under five years, who go to nurseries, childminders and playgroups.

We are speaking to these services to find out what is working well and how this makes a difference to children. We will write about what they tell us in a report for Scottish Government, so we can share this with other professionals. This is so that all children will have good early learning and childcare wherever they live.

We inspect and support care services to improve

We know that lots of children attend a day care or children's service at some point in their life. This might be a childminder or a nursery or an out-of-school care service, like an after-school club, they attend before or after school or during school holidays.

Our inspectors inspect these services to make sure children get the best care possible. At these inspections, we talk to children and their families to find out what's important to them. We ask staff what they are doing to make sure children have a say about how things are run and discuss ways to make things better. We put all this information into reports which we publish on our website.



Lots of children and young people don't live with their families. You might live with friends, foster carers or in a children's house or residential school. We visit these services too. When we check the services, we ask questions about the care they provide.

As well as checking against the Health and Social Care Standards and the rights of the child, we use SHANARRI which stands for:



You should be supported to be these things at home, in school and wider community.

We ask children and families and the people working with you questions about how people like you are doing and if they need more support.

These questions are about things like your rights, your happiness, if you feel safe and supported and have choices in your life.

We look at lots of areas when we are on a visit. We will ask questions to find out if:

- you feel you are being treated equally
- your parents, family and other people who are important to you feel supported by staff and carers to continue being part of your life
- you feel that you understand your rights, that your rights are respected and are considered when planning your care
- you have a children's rights plan or personal plan in place
- you are supported if your needs change
- you feel you have the same opportunities as if you were living in a family environment, even if you are not
- you are a care leaver, we will work with Education Scotland and others, to find out if you feel well supported and encouraged to achieve your potential in education. This includes staying on in school or going to college or university if you want to
- you have experienced abuse or neglect, we want to know if your service is helping you to stay safe, healthy and to access any support that you may need
- your rights are explained to you and considered in all aspects of your care. We make sure that care services record and report any child protection issues
- you are an asylum seeker, we want to make sure you are protected from people who might want to harm you
- you have any concerns about your care.



We involve young people in our inspections

We currently work with 15 young inspection volunteers, who visit children and young people's services with us when we inspect.

They are aged between 18-26 years of age and have all experienced care services themselves. We train and support them so that they can speak to people like you and professionals to help us understand how well or not a service is doing. In the future, we would love to involve more young people in our work.

In 2018, Toni, a young inspection volunteer, was chosen to be the First Minister, Nicola Sturgeon's Mentee of the Year. She had regular meetings with the First Minister and shared what it was like to be a young person with experience of care.

Our young inspection volunteers have spoken to hundreds of people like you to find out about your experience of care. This is important so that we know what is working well and where things should be better and need to improve in care.

We train our young inspection volunteers. We spend five days together and the young people learn what happens during an inspection before they go out to a service. Then, four times a year, our young volunteers come together to learn new skills, like interview skills. This helps them to have the confidence to ask people like you different questions when they are out on a visit.



What our inspection volunteers think is really important and makes a difference to other young people's lives.

Here's what they said about volunteering with us.

"In our roles we feel safe, cared for and well looked after."

"We get to attend conferences and award ceremonies."

"Children and young people share more information with us, so information about care services is better as they feel more comfortable."

"We feel like a family and are supported through our volunteering work."

"It helps us to feel better about ourselves."

"We feel trusted and important."

"Our work keeps us focused and on the right path."

"We get the opportunity to see Scotland and other countries."

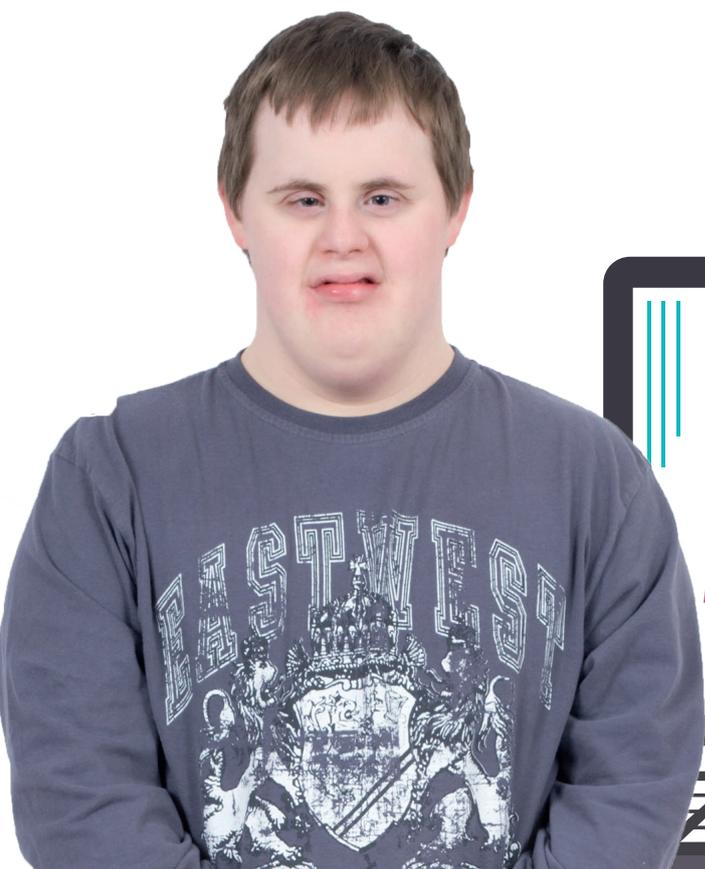
How to tell us if you are not happy with your care

Most care is good, but sometimes things go wrong. Lots of young people don't tell us when they're not happy and we wanted to know why this was. We think some young people might not want to complain about their care because either they don't expect it to change or they think that it's just their problem.

We worked with our young volunteers and they told us that young people didn't know they could complain and that it wasn't easy to. They told us that they didn't know their rights or that we could help them.

We want to hear from you if you feel you're not receiving the standard of care that you should be able to expect. We are doing new things to make it easier. Our young volunteers helped us to design a new leaflet and poster to let young people know how to complain to us. We will also start a new text messaging service later this year, for people like you, so that you can contact us quickly and easily. We want you to know that you have the right to complain and for improvements to be made.

There are many people and organisations who want to help young people get the best care. If we are not the right people to help you with your concern we will be able to help you reach someone who can.



We design resources for professionals who care for children and young people



Here are some examples of the resources we have created.

- Animal Magic
- My World Outdoors
- Our Creative Journey
- Brothers and Sisters – we are family

Animal Magic

Animal Magic, an online resource, was published in September 2018. The [short videos](#) show how that being around and caring for animals can make a big difference to children and young people's lives.

People like you, have told us that you like and enjoy being around and caring for animals. Animals can help you to relax and encourage you to be active. Millie, one of the young people in the film, said that caring for her rabbits made her feel happy and more confident.

More care services now have pets so that young people can spend more time with animals.

Brothers and Sisters – we are family

Our young inspection volunteers made a [short film](#) about the importance of promoting sibling relationships for young people who come into care. The film supports the work of the partnership organisation Stand up for Siblings, the Care inspectorate is one of the partner organisations.

“Caring for my rabbit makes me feel happy and more confident.”



We develop resources to help professionals who care for children and young people



We work with the Scottish Government and other organisations to write guidance and standards to help care services improve the care you receive.

Personal care planning guidance

You may have a personal plan which says how your needs, wishes and choices should be met. We met and spoke to 120 care-experienced young people and others and wrote guidance for care services to show how they can develop the best personal plans. This will be published in late 2020.



Here are some other guides we have written to help services give people like you the best care possible.

- Matching Looked After Children and Young People: Admissions Guidance for Residential Services.
 - Guidance for services on the provision of continuing care.
 - Physical intervention and seclusion principles: considerations for HM Inspectors and the Care Inspectorate.



Barnahus Standards

Barnahus is an Icelandic word for 'children's house'. Barnahus is a child-friendly way to support you if you have been hurt or abused or you have seen others being hurt in this way. Barnahus is about building safe relationships with the police and other professionals so that you can feel confident about talking about what happened to you in a comfortable and safe place. Having Barnahus in Scotland will mean that you don't have to tell your story to lots of different people in different places. It will also mean that you don't have to speak in court. The Care Inspectorate and Healthcare Improvement Scotland are developing these standards for the Scottish Government.

We are proud to be a corporate parent

As a corporate parent since 2015, we have special responsibilities for care experienced young people. Over the past few years, we have worked with lots of people like you and with other corporate parents to make sure we improve the safety and wellbeing of children and young people.

It's our job to:

- **be alert** to anything that might affect your wellbeing
- **assess** what services or support you might need
- **promote** your interests with other people who can help you
- **provide** opportunities for you to develop your skills and build your confidence
- **access** to help you take part in these opportunities
- **improve** what we do as corporate parents.

Our corporate parenting group meets every two months. Lots of different staff and young people are members of this group. Over the past three years we have:

- worked with our young people and other organisations on many different projects, including some you have read about here
- shared information and training for our staff and Board members.

Young Inspection Volunteers Move On to further education

We supported six young people to return to education. This has been very successful and five of our young inspection volunteers got their level six community achievement award in 2019. Three more young inspection volunteers will start in 2020.



All our young people have one to one support to do this from the Move On Scotland team. This is important, as helping young people to move on to further education or into jobs gives them the opportunity to build a better future.

What next?

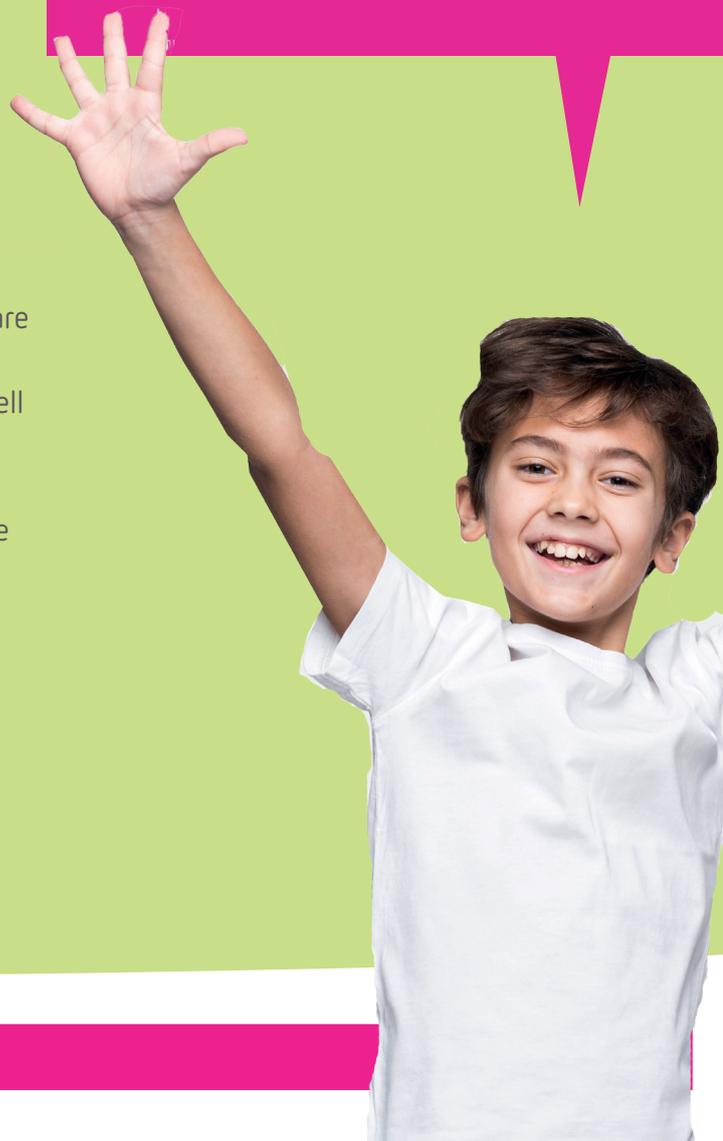
We have achieved so much, but we plan to do much more. You can read about what we have planned here and read all about it in our next report in 2023.

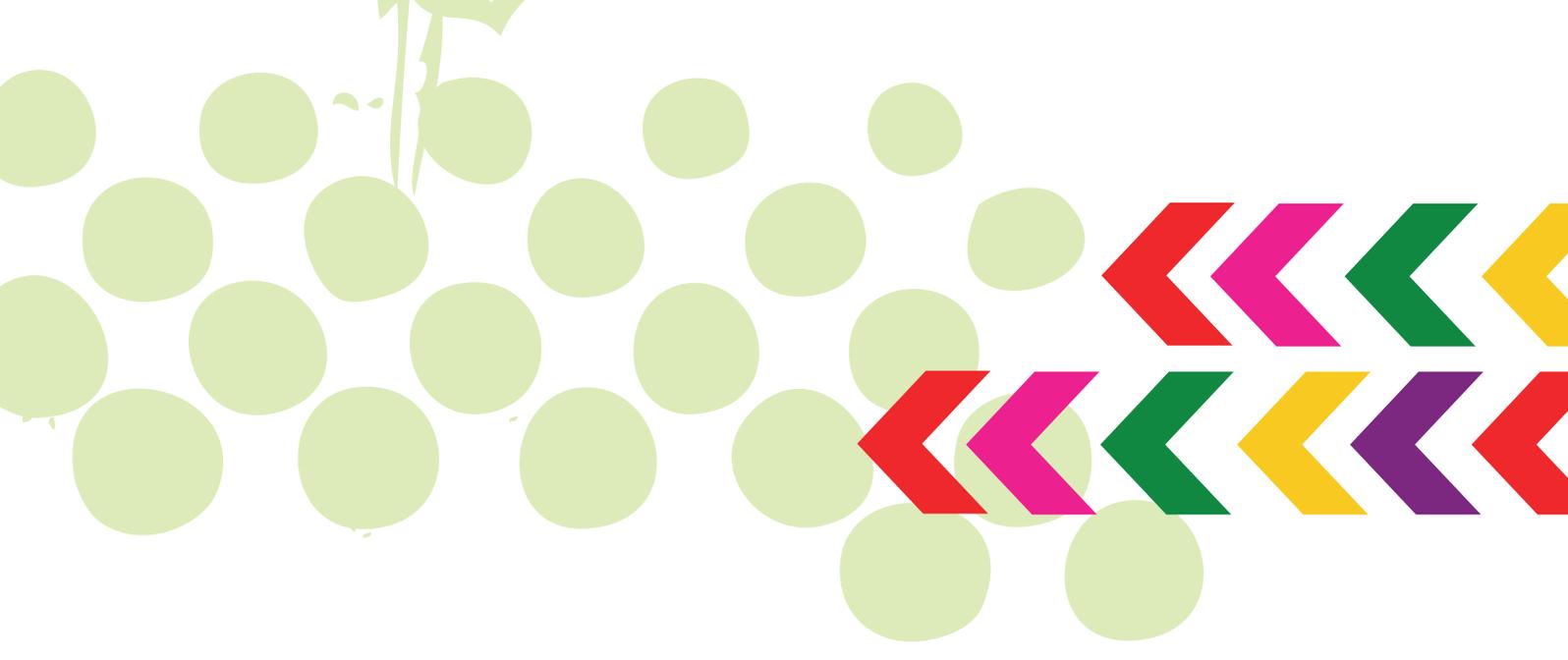
- Make the changes needed from the Independent Care Review.
- Continue to support the growth of early learning and childcare.
- Develop a range of different ways to speak to you and your families who communicate in different ways, including social media.
- Continue to share information across all areas of the Care Inspectorate in the best way.
- Work with you, your families and advocacy workers to tell us about your concerns. This includes talking to people like you who have left care services.
- Work with the Mental Welfare Commission on restrictive practices and good practice in the use of physical restraint and seclusion.
- Continue to train and develop our workforce in children and young people's issues and rights.

Find out more about how our work meets the [UNCRC](#)

Move on Scotland told us:

“Accessing or re-engaging with education can be an emotional experience for care experienced young people so having support while working through this qualification is vital. Mentoring support ensures that young inspectors are supported throughout their volunteering journey, and we have seen first-hand how additional support encourages volunteers to successfully re-engage with employment, training, and education opportunities.”





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