

## Renfrewshire Better Hearings Action Plan – May 2021

Area for Improvement 1: Ensure High Quality Information Is Provided To Children's Hearings					
Areas for improvement	Key Improvement Actions	Owned By	Timescale		Measures of Success
			Start	End	
<b>Before the Hearing</b> <ul style="list-style-type: none"> <li>Quality assure reports provided for reporters and Children's Hearings.</li> <li>Communications and reports will be understood by children and young people</li> <li>Children's Views should always be available for Children's Hearings</li> <li>Information required to implement legislation to support sibling contact and participation will be available for Children's Hearings</li> </ul>	<ul style="list-style-type: none"> <li>Case Sampling of reports to be completed to assess quality, ensure they are multi-agency and provide sufficient information and justification for robust decision making.</li> <li>Consider front page summary for reports and continue to implement the Hearing Preparation Guidelines</li> <li>Implement the Hearing Preparation Guidelines</li> <li>Ensure reports provide sufficient information to implement new legislative provisions.</li> </ul>	SCRA / SW (Nicola / Michelle)  SW (Michelle)  SW / Advocacy (Kevin / Julie)  SW / SCRA (Michelle / Andrew)	May 2021  May 2021  May 2021  May 2021	Oct 2021  Oct 2021  Jul 2021  Jul 2021	<ul style="list-style-type: none"> <li>Panel members will be better prepared for hearings and have all the information they require</li> <li>All agencies will share ownership of single report</li> <li>Children and families will better understand hearing paperwork</li> <li>Hearing paperwork will clearly and accurately reflect the child's views</li> <li>Hearing paperwork will clearly and accurately identify those with a sibling relationship to the child and assess their contact with the child</li> </ul>
Area for Improvement 2: The Experience of Children and Young People Attending Hearings Will Be Improved.					
Areas for improvement	Key Improvement Actions	Owned By	Timescale		Measures of Success
			Start	End	
<b>Before the Hearing</b> <ul style="list-style-type: none"> <li>Children will be prepared and understand the process</li> <li>Children's Hearings will be well planned</li> </ul>	<ul style="list-style-type: none"> <li>Update and implement the Hearing Preparation Guidelines</li> <li>Hearing reports submitted in good time to allow planning</li> </ul>	SCRA / SW (Nicola / Andrew / Kevin) SCRA / SW (Nicola / Karen)	May 2021 May 2021	Jul 2021 Jul 2021	<ul style="list-style-type: none"> <li>Children be less anxious and more engaged their</li> <li>Children's Hearing will be well prepared and planned</li> </ul>
<b>During the Hearing</b> <ul style="list-style-type: none"> <li>Hearings will be well managed and run on time.</li> <li>Children should feel able to participate in their own hearings and feel that their views are listened to. Children should feel like the most important person at their hearing</li> <li>Those attending hearings will support and encourage the participation of children and young people and ensure the atmosphere at the hearings remains calm and supportive</li> <li>Advocacy services will be available where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>New chairperson training to be considered to support and embed the Charter</li> <li>New advocacy provision will be kept under review to monitor uptake and assess impact.</li> <li>Attempt to gather some figures regarding the number of children attending hearings with advocacy representation</li> </ul>	CHS (Derek / Jim / Pam)          SW / Advocacy Services (Michelle / Julie) CHS (Derek)	May 2021          May 2021	Jul 2021  May 2020  May 2020   Oct 2021 F	<ul style="list-style-type: none"> <li>Fewer Hearings will overrun</li> <li>Hearing will be less acrimonious</li> <li>C &amp; YP will report that their experience at Hearings has improved.</li> <li>Children and YP report that they feel their voices are really being heard by those involved in Children's Hearings</li> <li>Advocacy will be available to all children who wish to access it</li> </ul>
<b>After the Hearing</b> <ul style="list-style-type: none"> <li>Children and YP will understand the outcome of their hearing and know their rights</li> <li>Gathering feedback from children and young people about their experience of the Hearing process</li> </ul>	<ul style="list-style-type: none"> <li>Implement the Hearing Preparation Guidelines</li> <li>Initial feedback to be gathered via ongoing work with young people around The Promise.</li> </ul>	SW (Kevin)  SW (Ruth)	May 2021  May 2021	Jul 2021  Jul 2021	<ul style="list-style-type: none"> <li>Children and YP will understand the outcomes of children's hearings and understand their rights.</li> <li>Children's views and ideas will influence further improvements</li> </ul>
Area for Improvement 3: Delay in the Hearing process will be reduced.					
Areas for improvement	Key Improvement Actions	Owned By	Timescale		Measures of Success
			Start	End	
<b>After the Hearing</b> <ul style="list-style-type: none"> <li>Minimising delay at proof and appeal</li> </ul>	<ul style="list-style-type: none"> <li>Influence and Implementation new Sheriff Principal Practice Note</li> </ul>	SCRA (Andrew / Stuart)	May 2021	Dec 2021	<ul style="list-style-type: none"> <li>The time between a grounds hearing and a hearing reaching a decision on established grounds will be reduced</li> </ul>