



CORPORATE  
PARENTING REPORT  
2017-20

# FOREWORD

I AM DELIGHTED TO PUBLISH OUR CORPORATE PARENTING REPORT FOR YOUNG PEOPLE.

WE PUBLISHED OUR FIRST THREE-YEAR CORPORATE PARENTING PLAN IN 2017. IN THAT PLAN WE SET OUT SEVEN OUTCOMES. THESE INTENDED TO MEET OUR RESPONSIBILITIES AS CORPORATE PARENTS AND IMPROVE THE LIVES OF CARE EXPERIENCED YOUNG PEOPLE.



Peter Macleod  
Chief Executive

This report summarises what we have done to achieve the outcomes of that plan and what our learnings were.

We know that during the last year, the impact of COVID-19 caused particular challenges, including limited family contact, isolation and reduced face-to-face communication with some staff. During this time, we have continued to work hard as corporate parents to achieve all that we can.

We have learned a lot as corporate parents, but we still have a lot to do. We show in our new corporate parenting plan how we will meet our new commitments. Our plan reflects **'The Promise'**. We recognise that our care experienced community need to be at the heart of our commitment as corporate parents.

I would like to take this opportunity to thank our young inspection volunteers, many of whom are care experienced. They have contributed heavily to this report and to our corporate parenting plan. They continue to bring important contributions and perspectives to our work.

Throughout, we refer to care experienced young people as "our children and young people". This follows feedback from our children and young people and reflects our values, responsibilities and commitments as corporate parents.

Along with this report, we have published a detailed, full version on how we have met the outcomes of our plan, which you can access [here](#).

# OUR OUTCOMES FOR 2017-2020

1

Understand the needs and ambitions of our children and young people.

2

Raise awareness within our organisation of the needs and challenges that our children and young people face.

3

Raise expectations of better outcomes for young people through our registration, inspection, and complaints work.

4

Communicate effectively with, and about, our children and young people.

5

Increase the voices of our children and young people in how we plan and carry out our work.

6

Improve opportunities for our children and young people to develop skills, experience, and confidence to achieve their employment and career ambitions.

7

Work effectively with other corporate parents.



# OUR PROGRESS

## HERE WE DETAIL THE THINGS THAT WE SAID WE WOULD DO, AND WHAT WE HAVE DONE, THROUGH DIFFERENT PARTS OF OUR WORK.

We have supported care services across Scotland to take a rights-based approach. We have produced new inspection frameworks based on the experiences of our children and young people. These help care services to identify what works well and what needs to improve.

During the last three years we have:

- **inspected** services for 10,245 children and young people to help make sure that they are safe, healthy, and happy
- **led** on eight joint inspections for children and young people in need of care and protection and three joint inspections of services for children and young people. We did this with our young inspection volunteers, Education Scotland, Healthcare Improvement Scotland and Her Majesty's Inspectorate of Constabulary
- **met** over 3,000 of our children and young people to find out about their care experiences and what was important to them. Young people were able to tell us about the things that affected them like:
  - having a say in their personal plans
  - contact with people who are important to them.
  - their education
  - relationships in their care settings.

We were able to highlight the impact of these in inspection reports.

- **Investigated** 3,549 complaints about children and young people's services, including 315 complaints about residential care services, 56 complaints about fostering services, 22 complaints about secure care and 171 complaints about the care received in residential schools.

## Personal care planning guidance

Our children and young people have personal plans. These give guidance to care services on how to meet their needs, wishes and choices. We met 120 of our children and young people to help them develop these to a high standard.

## Barnahus Standards

We are working with Healthcare Improvement Scotland to develop Barnahus standards for the Scottish Government. Barnahus, an Icelandic word for 'children's house' or 'bairn's hoose', is a way to support children who have experienced harm or abuse.

*We said we would:  
Embed our responsibilities to you in our plans, our work, and our staff. We said we would work in partnership with other corporate parents and public bodies. This is to understand your needs and ambitions and help improve your experiences.*

It is about building safe relationships with the police and other professionals; creating a safe place to help children and young people talk about their experiences. Having Barnahus in Scotland will mean that young people do not have to keep telling their story repeatedly.

## How we work with other corporate parents

We have signed the pledge to become a [Friend of Who Cares? Scotland](#). We have committed to working with others to end discrimination that our children and young people face.

We are members of the [Scottish Care Leavers Covenant](#). Together, we work to recognise and deal with disadvantages that our children and young people experience.

We are members of the Corporate Parent Collaborative, chaired by the Children and Young People's Commissioner Scotland and the participation network chaired by the Centre of Excellence for Looked After Children in Scotland (CELCIS). Through our involvement in these forums, we share learning and opportunities for our children and young people. We include them in delivering presentations and workshop sessions and in supporting the planning, content, and delivery of events.

*We said we would:  
Provide opportunities for  
our children and young  
people to develop their  
skills, experience and  
confidence to help them  
find employment and  
develop their career.*

## Young inspection volunteers

We work with 15 young inspection volunteers who visit children and young people's services with us. They are between 18-26 years old and all have experience of care. They take part in training before they go out to a service to learn about what happens during an inspection. They meet regularly to share learning and develop their skills such as in preparing for inspection, communication and interviewing. This builds the confidence of our young inspection volunteers. It helps them to listen to our children and young people and improve the services that support them.

Our young inspection volunteers have delivered workshops to staff. These have included the Scottish Institute for Residential Childcare (SIRCC) conference in 2018. And the Scottish Care Leavers Covenant Conferences in 2019.

These events covered topics which are important to our children and young people, such as the separation of siblings who are in care.

Our young inspection volunteers say this about volunteering with us:

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

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

"We get to attend conferences and award ceremonies."

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

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

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

"We feel trusted and important."

in

One of our young inspection volunteers, Melissa Young, presented at an international conference - the European Social Services Conference in Seville. She also attended the International Regulators Conference in Glasgow.

## Development of resources to help staff who work with children and young people

We created a range of resources to help our staff work well with children and young people. One piece of work, which our children and young people celebrate is **Stand Up for Siblings**. Our young inspection volunteers made this [short film](#). It is about the importance of sibling relationships for young people in care and how important family life is for everyone. And how important it is for young brothers and sisters to stay together where possible.

## The delivery of this report and our Corporate Parenting Plan 2021-23

We have involved our young inspection volunteers in the development of this report. It shows they have contributed to a wide range of activities with us.

They have helped us set out our priorities for the Corporate Parenting Plan 2021-2023. It shows six ambitious commitments where we will involve our children and young people.

## Involvement in shaping inspections

Our young inspection volunteers have helped shape our joint strategic inspections. They met children, young people and the staff who work with them. They helped us to understand the impact of services through the eyes of a young person. Our young inspection volunteers also met leaders. They looked at how they worked together and how they showed the difference they are making to the lives of children in need of protection or those for whom they are corporate parents.



We said we would:  
Communicate effectively  
with, and about our children  
and young people.

## *A more accessible complaints process*

In 2018 we reviewed the number of complaints we had received. We found that only a small number of young people had used our complaints function. Our young inspection volunteers helped us make some changes. This is so that young people find it easier to make a complaint.

## *Our inspection reports are now more accessible*

Our young inspection volunteers have worked with our strategic inspectors to design activities to involve children and young people in inspection work.

We ran a competition in each local authority area that we inspected between 2018 and 2020. This was for children and young people to design the cover of our joint inspection reports. Our children and young people recorded videos of their findings from strategic inspections. Our communications team helped them to do this.

These are now on our You Tube channel to make it easier for children, young people and their families to access them.



# WHAT WE HAVE LEARNED

WE ARE PLEASED WITH WHAT WE HAVE ACHIEVED DURING 2017-2020. HOWEVER, WE KNOW THAT WE STILL HAVE MORE TO DO TO BECOME THE BEST CORPORATE PARENT WE CAN BE.

Our learning is that:

- we are in a good place and support improvements in the care experienced by children and young people.
- we celebrate successes in how we work with young people on our inspections and projects.
- we listen to the views of young people and use their ideas to support improvement; and
- there is a commitment in our organisation to support our children and young people to show their skills and experiences and learn new ones to build confidence.

Our **corporate parenting plan for 2021-23** shows our six new commitments to our children and young people which still reflect **'The Promise'**. Our children and young people have been involved in developing the plan and will help hold us to account for its delivery.

These commitments are our pledge that we will listen to them, act on what they say and do our very best to help improve their life chances.

## Want to know more?

We hope you have found this report about our corporate parenting activities useful. If you would like to find out more, please email us at [getinvolved@careinspectorate.com](mailto:getinvolved@careinspectorate.com) or call **Patricia Smith** on **01382 207100**.

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