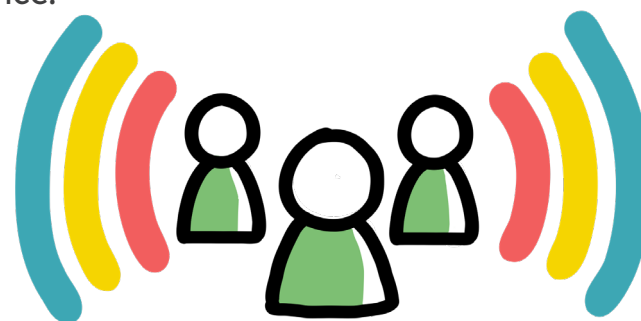


# What the panels told us workers should know

The following examples of what the workforce needs to know have been provided by a Children and Families Panel and a Professional Panel who worked with us to inform the Children's Rights Skills and Knowledge Framework. There are similarities across the table columns, but the detail has been retained so you can hear directly from them.

The purpose of the detailed table is to guide training planners with:

- Practical context for UNCRC training that describes children and young people's experiences across Scotland to bring the training materials to life.
- Examples of the impact that the public authority workforce have on children and young people's lives, which might be helpful for people not working directly with children and young people.
- Examples of what 'good' and 'improvement' look like to illustrate what a children's human rights approach looks like in practice.



Examples of what children, young people, and families want the workforce to know about children's lives in Scotland.

## Children and Families Panel

### Children's lives:

- Children and young people are desperate to give their views and have their experiences heard, and know that they have great ideas to contribute to society, but they also realise the importance of building relationships and having the right environment to engage with adults.
- Children and young people are enthusiastic and keen to educate adults about children's rights.
- Children and young people are worried about not having enough money for food, and have other financial worries around heating, bills, etc.
- Many children and young people are suffering from anxiety and mental health difficulties.
- Adults do not currently treat children and young people as equals or recognise them as active citizens who have lots to contribute to society.
- Children and young people have lots to say and lots of great ideas but do not currently have opportunities to express their views or have them taken into account.
- Children and young people would like to be consulted on playpark design and community spaces and feel that they could help adults in designing their communities as they are end users and know what they need in these spaces.
- Even professionals who work with children and young people do not always fully understand children's rights.
- Shopkeepers ban children and young people from going into shops without adults or only allow one child in at a time. Children and young people believe that adults shouldn't make assumptions like that about children and young people and should treat them as individuals.
- Children and young people believe that adults regularly and unfairly make all sorts of wrong assumptions about them rather than just speaking to them.
- Children and young people think that some adults speak to them disrespectfully, in a way they would not speak to other adults.
- Social workers, and other professionals, need to be open to reflecting on their children's rights practice and ensuring that they follow through on promises they make.
- Lots of families reported that health workers didn't speak directly to children and young people and instead ignored them and spoke to their parents/carers. Families also reported a lack of seating in waiting rooms at doctors and dentists.

Examples of what children, young people, and families want the workforce to know about children's lives in Scotland.

## Children and Families Panel

### Family life:

- Family life is busy and full-on post pandemic.
- The majority of families cited being outdoors as something they all enjoyed together.
- Some families think that life in Scotland is good but recognise that it is not good for everyone.
- Families have lots to say and are keen to get involved in decisions about their local communities.
- Children of asylum seeking families feel that their rights are not being fulfilled as their families are not allowed to work.
- Children of asylum seeking families said they experience discrimination at school and in their wider communities.
- Asylum seeker parents and carers are actively volunteering and contributing to society but are unable to earn a living. Some of the panel members are radiologists and immunobiologists but are currently unable to use these skills.
- Some of the single parents/carers are studying part time for degrees and hope to continue onto PhD level study, but there are currently funding barriers for single parents/carers to access such courses.
- Interests and hobbies that are popular amongst our families include reading; computer games; arts and crafts, technology, puzzles, dance classes, drumming, samba, and some of the children and young people are pursuing Duke of Edinburgh Awards. Older children and young people enjoyed playing on their games consoles and hanging out with friends. Some of the children and young people are in school swimming teams and some attend community youth clubs.
- Family activities include lounging and relaxing together, movie nights at home, playing board games, walking dogs and spending time together outdoors. Tablets are used by babies and infants on the Panel and panel members are active in their local communities as volunteers.

Examples of what professionals want the workforce to know about children's lives in Scotland.

## Professional Panel

### Children's lives:

- What children and young people care about, who is important in their lives, and what children and young people enjoy doing for leisure and with their friends.
- Understand that children and young people are aware of their rights and that their opinions matter.
- Children and young people's development has been impacted by COVID, missing both play and socialisation opportunities and key life events. Some children and young people have been struggling with school after long periods of pandemic absence, and are refusing to attend school, particularly neurodivergent children and young people.
- Children's mental health issues are rising, referrals are increasing, and services are oversubscribed.
- Public services should have knowledge of the groups of children and young people whose rights are at risk.
- Children's experiences of public services vary widely depending on where they live.
- How children and young people want to participate and get feedback, including babies and infants.
- Children and young people are often asked the same questions by public services, but they don't see changes, or know what their feedback was used for.
- Children and young people often have the best ideas, and their involvement in resourcing decisions and making things work is important.
- In general children and young people find formative assessment better and less stressful than exams.
- Children's rights and wellbeing are being negatively impacted by lack of funding.
- It is important to always keep children and young people safe and supported.
- Children and young people have transitions in and out of Scotland that affect their access to services.
- Unaccompanied asylum seeking children and young people are all care experienced and should have stronger protections.
- Health inequalities have social consequences, particularly the impact on the short and longer term outcomes for children and young people.

Examples of what professionals want the workforce to know about children's lives in Scotland.

### Professional Panel

#### Family life:

- The Professional Panel felt that public services should know families are still dealing with the consequences of the COVID pandemic, and that they are struggling with the cost of living crisis.
- Panel members were seeing families with capped meters, using food banks, stuck on housing waiting lists or living far away from their families, and struggling to pay energy bills. They also saw families having different experiences depending on where they were living.
- Families are reaching crisis points when public services are not using a joined-up approach, and families placed on waiting lists can lose their places if they are moving around.
- Family time is being limited due to work pressure on parents and carers.
- Families have a right to privacy and should be helped in a way that does not feel invasive.
- Public services should be understanding of the specific situations and needs of families.
- Public services should work with families' strengths.

Examples of what children, young people, and families want the workforce to know about what improvement looks like.

### **Children and Families Panel suggestions**

- All workers would understand children's rights, it wouldn't depend on the standards of individuals and there would be consistency across organisations, public authorities and those carrying out public functions.
- Children and young people would be active citizens and have a bigger representation of their views and experiences in society.
- Children and young people would feel valued, really listened to, and know that their opinions matter.
- Children and young people would feel respected.
- Adults would be able to reconnect with their childhood selves.
- Children and young people would be seen as equal to adults.
- Shops would let more than two children and young people in at a time; not all children and young people cause trouble.
- Adults would learn how to really listen to children and young people.
- There are no differences between adults and children and young people.
- All children and young people would feel happy, healthy and safe.
- Adults would no longer talk over and ignore children and young people.
- Children and young people would be more confident and unafraid to share their opinions.
- There would be a way for quieter less confident children and young people to give their views – maybe a signal that they wanted to contribute so that everyone's views were included.
- Bullying would be dealt with at school.
- Adults would regularly ask children and young people for feedback on their children's rights practice.
- Adults would be understanding and compassionate and show kindness rather than making assumptions when faced with poor behaviour.

Examples of what children, young people, and families want the workforce to know about what improvement looks like.

### **Children and Families Panel suggestions (continued)**

- Adults will keep their promises to children and young people and give them feedback and regular updates on the results of any engagement.
- Adults would remember how it felt to be a child.
- Adults would act in the best interests of the child, which would be determined by the child's views and involvement in decision making about their life.
- Babies and infants would be able to have their views taken into account.
- Children and young people would be treated with dignity.
- Children and young people would be more carefree and have more fun.
- Children and young people would be given more choices.
- Children's rights training would be mandatory for everyone who needs to consider children's views in their work.
- There would be safe spaces for children and young people with more youth workers in communities.
- No teachers would say at school that children and young people have no rights.
- Workers would be consistent with children and young people, always get back to them and work more at building relationships and really getting to know children and young people.
- Children and young people would be allowed to see the same professional over time to establish trust.
- Children and young people would be asked more questions and have lots of ways to give their views.
- There would be more co-production with children and young people.
- Children and young people would be taken seriously by adults.
- Children and young people would have a better sense of self-worth.
- Children's rights would be visibly referenced on websites, in literature and as part of professional standards and training.
- Public services would actively seek the views of children and young people in all planning and budgeting.

Examples of what professionals want the workforce to know about what improvement looks like.

### Professional Panel suggestions

- Adults would be accountable.
- Workers would make positive changes for children and young people.
- A shared vision of the future for children and families, where services wouldn't be as in demand, children and young people feel safe, loved, respected, and secure, with all their needs met.
- Children and young people would recognise what their rights are, and know what to do when they are not being respected.
- Workers would have a firm understanding of the rights of children and young people.
- Workers would involve children and young people in their work and policy decisions, and have respectful and more equal relationships with children and young people.
- Public services would use shared language around children's rights, and focus on making a difference to children and young people's lives.
- Workers would ensure that children and young people get the same care and support wherever they live, and embed children's rights in all aspects of their practice.
- Organisations should change the structural issues that stop workers prioritising children's rights, and children and young people should have clear and supported methods to gain redress if their rights are not met.
- There would be supported transitions to adult services; more resources for early intervention; protected resources and funding; and improved links with the third sector.
- Data and performance monitoring would be used to advance children's rights, and public services would share good practice.
- Workers would use a collaborative, joined-up approach to support children, young people and families.