



children's  
hearings  
scotland



children's hearings scotland  
**learning academy™**

# ANNUAL REPORT 2020-21

## A Year like no other!

Following on from 2019/2020 when we found ourselves taking broad, fast action to accommodate the enforced change in how we were able to deliver training, in 2020/21 the Learning Academy whilst still grappling with the pandemic, became more accustomed to the virtual methodology, embracing the changes in our new way of working and we have considered and developed short- and long-term solutions for TBC (training beyond COVID!).

Pre-Service courses were particularly interesting this year with trainees from the length and breadth of Scotland and its islands training together in one cohort, rather than in close geographical locations. Local accents and colloquialisms were the talk of much discussions and chuckles and trainers and facilitators alike commented on how enjoyable this was.



Unlike the Pre-Service trainees who were not accustomed to face to face training, encouraging existing panel members to come on board the virtual journey has been one of our biggest worries and non-engagement with some, despite assistance from AST's is an ongoing challenge. We know that some of the panel community find technology problematic and others are uncomfortable with long spells in front of a screen or their home circumstances are not conducive to training or indeed find that working in isolation without peer support difficult.

We are also very aware that active panel member numbers are somewhat depleted, putting pressure on those who are sitting on hearings, so we needed to make the training sessions interesting, informative, easily accessible and fit for purpose to encourage participation.

The Learning Academy has recently dipped their toes in the water with a return to face to face training in some pilot areas. The response from those attending has been extremely positive and trainers are appreciating the benefits with regards to assessment that comes with seeing people in person.

The 2020/21 training year has been a long and winding road with a few bumps and dips along the way, however we are looking forward to 2021/22 when we hope that road has been straightened out a little bit, with fewer obvious potholes. This will enable us to deliver ongoing high-quality training to the panel community, how, when and where it is most required to ensure that panel member practice is of the standard that children and their families deserve.



October 2020							November 2020							December 2020							January 2021						
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### October - January

- Said goodbye to Tom Birrell after six years at the helm
- New Management Team at the Learning Academy
- Managing pandemic fatigue
- Moved Quality Assurance course to online
- Developed Recruitment and Selection virtual course
- Trained Young Recruiters to support recruitment campaign
- Reimagining of Pre-service - taking into consideration new legislation, The Promise, OHOV and hybrid/virtual hearings
- Pre-service planning – logistics, resources and timings
- Large numbers proposed
- Additional Staff resource required – advertise vacancies
- Additional Facilitators required – start recruitment

LOOKING BACK  
TO 2020-21?

February 2021							March 2021							April 2021							May 2021											
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28							28	29	30					25	26	27	28	29	30	23	24	25	26	27	28	29						

### February - May

- Finalise and build pre-service course
- Recruit and induct bank staff
- Recruit and train new LAFs
- Upskill existing LAFs
- CHS AST meetings roadshow to promote preservice programme
- Welcome evenings on Teams around the country
- 29 pre-service courses, invited 706 trainees
- PPA Quality assurance training sessions
- Celebrate Success – team awarded Community Award
- Development started on Siblings course

June 2021							July 2021							August 2021							September 2021						
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27	28	29	30				25	26	27	28	29	30	31	29	30	31					26	27	28	29	30		

### June - September

- Summer School to support pre-service trainees
- RAVHI Roll-out starts
- Mandatory training reporting and push
- Said thank you and goodbye to our temp staffing
- Planned 2021-22 training
- Prospectus designed for 2021-22

# COLLABORATION

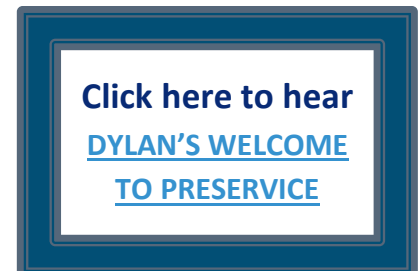
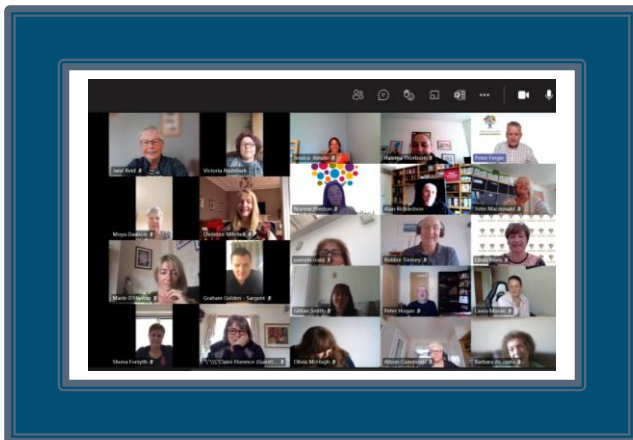


This year a number of people with lived experience supported our training programmes. Their bravery in sharing their stories and in-depth personal experiences supported the CHS community to better understand some of the issues the infants, children and young people they will meet at hearings are dealing with and help them to develop strategies for enhancing their skills whilst reading reports and attending hearings.

Young people from Who Cares? Scotland asked our new recruits to think about how they could keep the child at the centre of every hearing, how they should help young people to maintain relationships with siblings and other people who are important to them and to recognize that they have rights that the panel members should ensure are upheld.

## THANKS TO . . .

Beth-Anne  
Chloe  
Chloe  
Danielle  
Dylan  
Harry  
Jemma  
Jenny  
Katie  
Laura  
Laura  
Lorraine  
Sam  
Sylvia



Click to see what the trainee Panel Members gained from hearing from young people

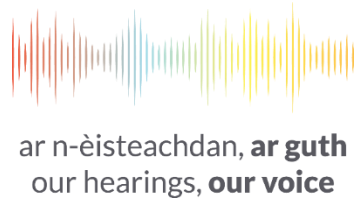
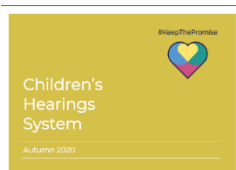
At the beginning of 2021 the Academy delivered Virtual Interviewing Skills training to members of the hearings community and young people with lived experience of children’s hearings to allow them to interview a huge number of applicants and recruit 706 new entry panel members.

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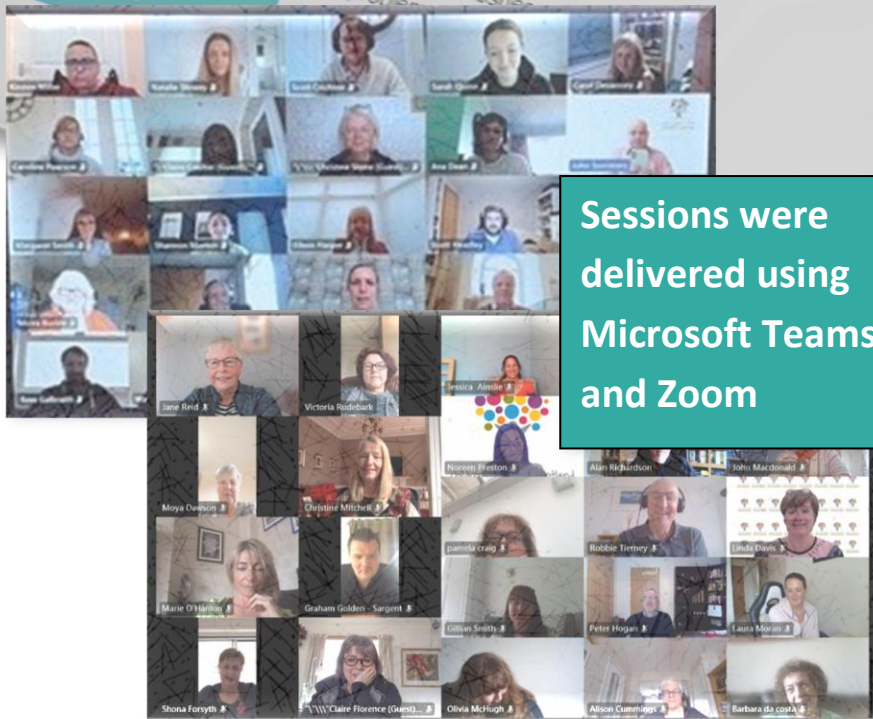
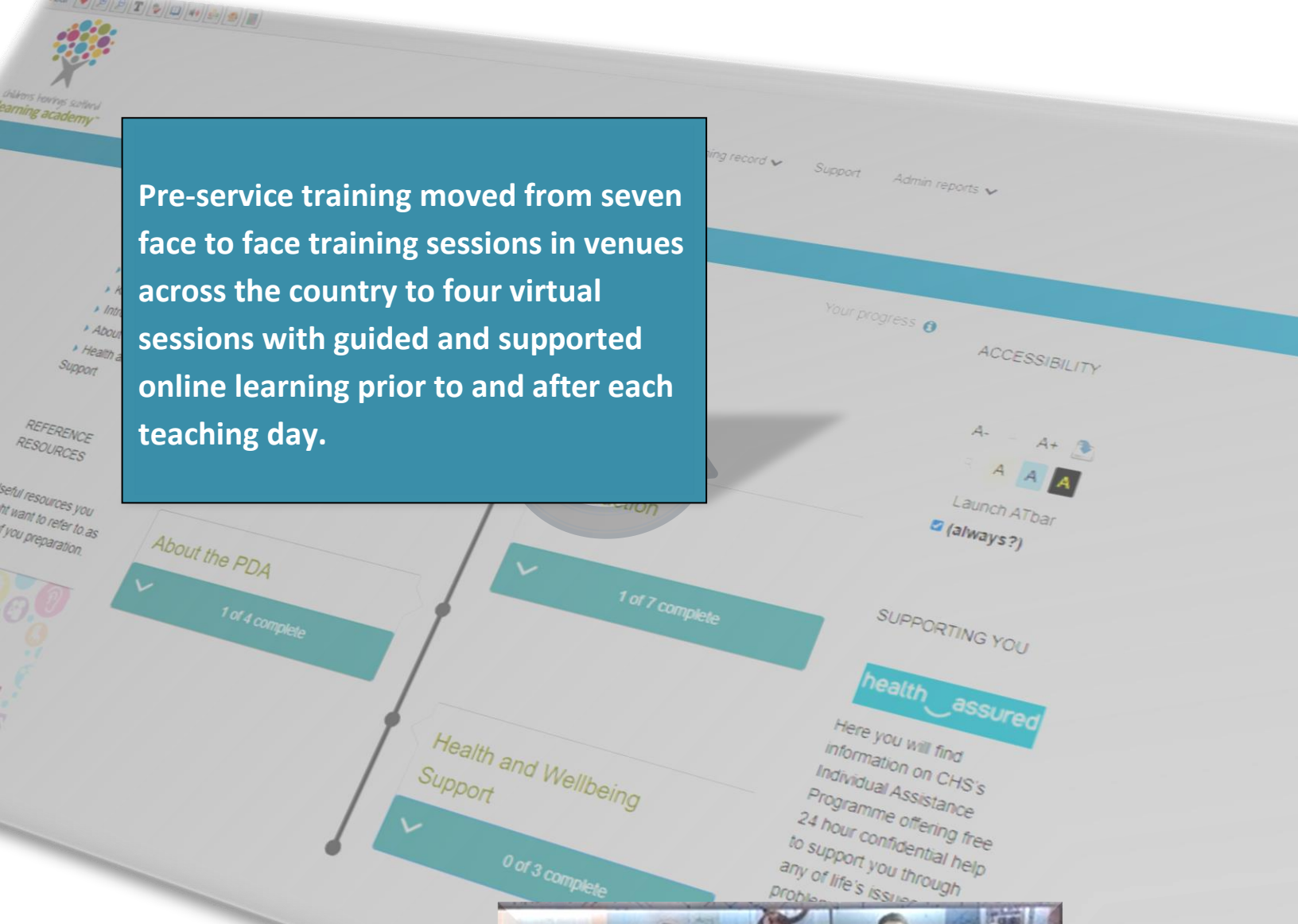
Young Recruiters were trained to interview and select potential Panel Members.

“We are in a changing landscape for care and it’s incredible to be on the journey with CHS to better involve infants, children and young people in all aspects of their work!” YOUNG RECRUITER

We are thankful to the following organisations who provided information, support and collaboration;



Pre-service training moved from seven face to face training sessions in venues across the country to four virtual sessions with guided and supported online learning prior to and after each teaching day.



Sessions were delivered using Microsoft Teams and Zoom



# PRE-SERVICE 2021



This has been a huge undertaking, in addition to the large numbers involved, there was a update of the standard Professional Development Award (PDA) required to include the newest legislation and best practice surrounding digital hearings, trauma responsive language and practice and working towards the targets of the Care Review – The Promise and the asks of Our Hearings Our Voice (OHOV).

The new recruits took part in a fully virtual pre-service training programme which was very successful. Normally the Academy train 18 cohorts over seven face-to-face days but this year has seen a dramatic rise to 29 cohorts but reducing face-to-face (virtually) to four half day sessions. All other interaction with our trainees has been via LA Online our learning portal where they were involved in self-directed learning which is tested prior to them attending a session with their trainer via Teams or Zoom and drop-in tutorials.

The Class of '21 have had a digital journey like no other in the hearings system as have CHS and the Learning Academy team in making this happen. The Learning Academy's commitment to support the volunteer training journey means communities throughout Scotland will benefit from well-trained, trauma-responsive and committed Panel Members ready to make decisions that will positively shape the lives of our most vulnerable infants, children and young people.

**“This has been a wonderful experience in learning, and I shall continue to learn. I feel more confident in my ability as a team member. I look forward with confidence to my first hearing as a panel member. Thank you to all who have taught us in this rather bizarre year of online teaching.”** NEW PANEL MEMBER

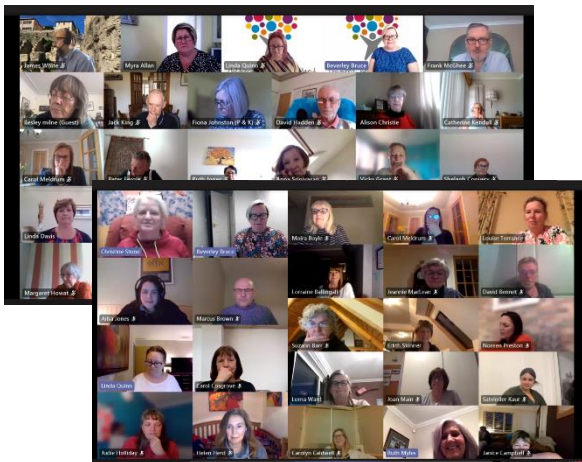
During the last year the Learning Academy has played a vital role in training new and upskilling existing Panel members in order that they could continue to carry out their very important volunteering role with Children’s Hearings Scotland during the pandemic restrictions. With hearings moved to an online platform it was imperative that the hearings community were trained and supported in using new legislation, new IT hardware and new digital platforms; this was carried out at great speed but smoothly.

As well as the myriad of digital course developed, launched and supported during the year and in particular during the Covid restrictions, the Academy also launched a number of bespoke e-learning course developed in conjunction with sector specialists, the CHS Policy and Practice team and our design partners, eCom Scotland. The Academy also converted all other courses that required to be delivered in this time-frame to a blended format; online learning and preparation with virtual face-to-face sessions.



**Average satisfaction rates across all courses**

## Learning Academy Facilitators

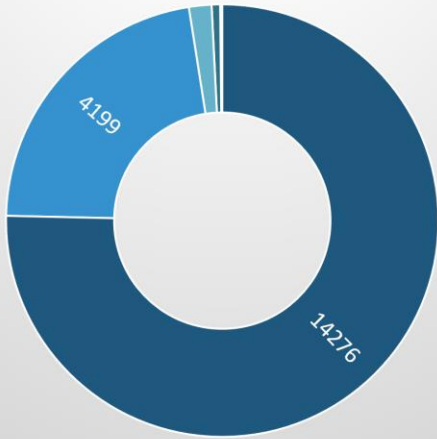


This year we recruited, trained and supported a new intake of Facilitators to join an already large team who support training delivery for the CHS community. This was carried out virtually giving them a flavour of what the delivery model would be in 2021.

Learning Academy Facilitators play a very important role in the design, development and delivery of all the Learning Academy training programmes. Whether that be suggesting knowledge and skills gaps that need filled, piloting and testing new courses or providing in-depth feedback on the course delivery to enable continuous review and development opportunities. Their main role is providing facilitation services during course delivery which they do to a very high standard.



## PROGRAMME COMPLETIONS



- Prog. 1 - Professional Development Award
- Prog. 2 - Panel Member Learning Programme
- Prog. 3 - Area Support Team Learning Programme
- Prog. 4 - E-learning Programme
- Prog. 5 - LDC Forum

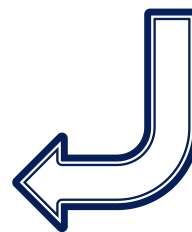
## COURSE DELIVERY



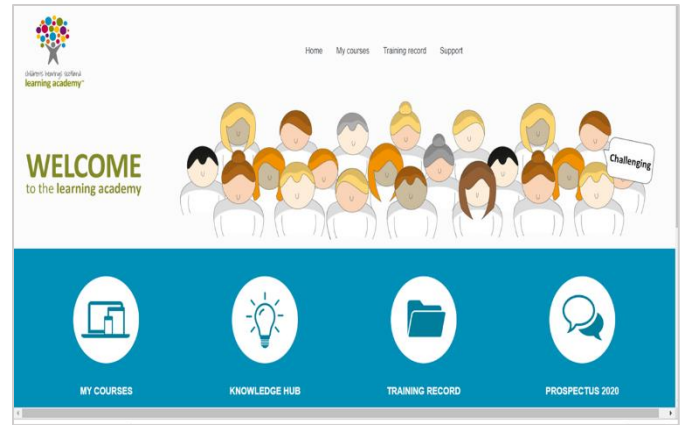
## Training Priorities for 2020 - 21



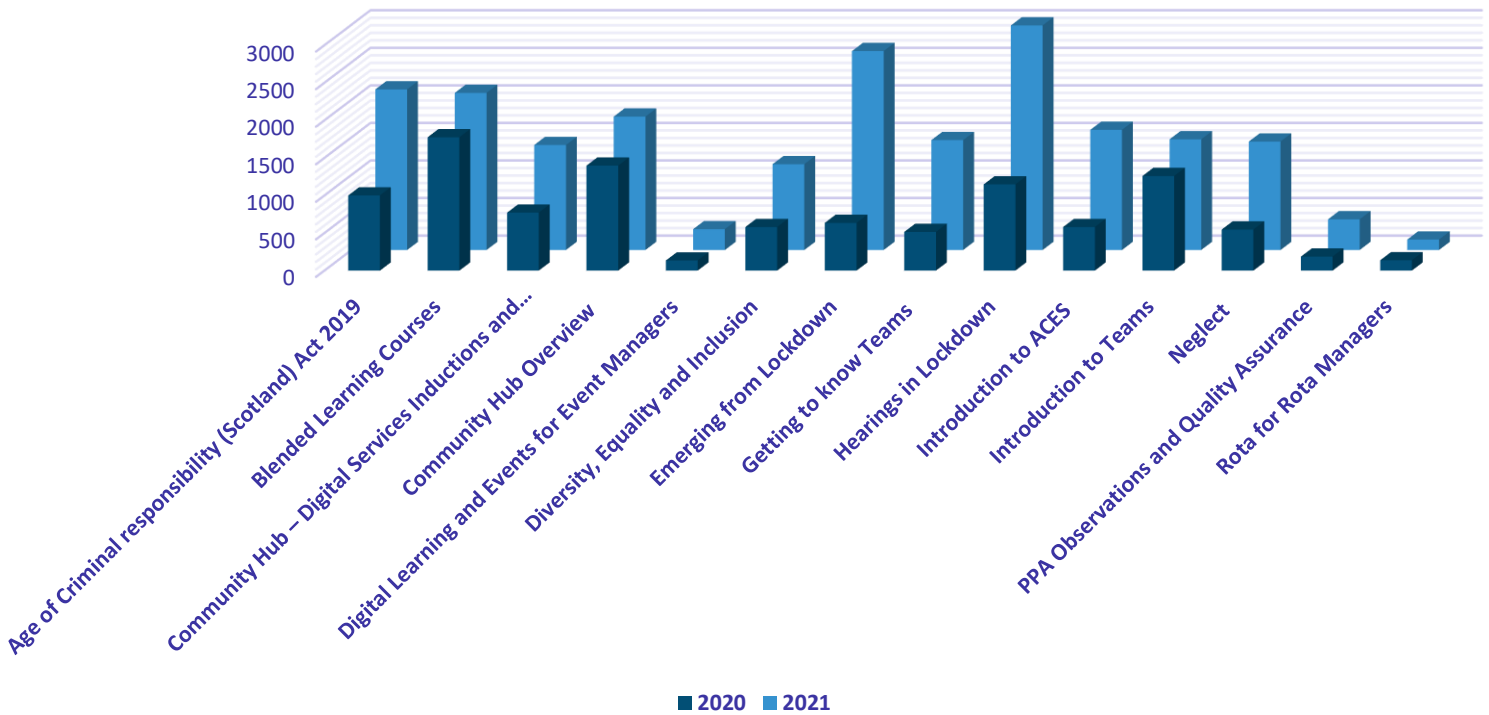
## Completions



2020–21 saw a rapid rise in eLearning activity on LA Online as a result of legislation, digital and practice changes and the return to service upskill requirements and initial training for new members.



### e-Learning accesses



**“I felt slightly overwhelmed when I first logged on The Learning Academy however, I was extremely impressed with the layout of the virtual training and how successful this was.”**  
**PANEL MEMBER**

# SUPPORTING CHS TO DELIVER



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*"I think it is very important to keep the promise. Making sure young people feel heard, safe and listened to. Having this in mind is vital when making decisions for children and young people"*

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*"I thought that it gave us a real perspective about why and how the children at our hearings should always be at the centre of our discussions"*

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our hearings, **our voice**



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*"It's really inspirational to see the care-experienced community be represented and the publications that will help develop current systems to fit around those it's supposed to support and represent."*

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## EVALUATION

We evaluate and enhance our training on a regular basis to ensure it is meeting the needs of the learner, Children's Hearings Scotland's corporate plan and the infants, children, young people and their families for whom the hearings are supporting.

We asked our 2021 Panel Members to give us their views on incorporating and explaining these three hugely important documents in pre-service training; this was the response.

# WELLBEING AND SUPPORT

It was recognised in the development stages of the new pre-service course that as we actively recruit more people with lived experience of the hearings system we need to be in a much stronger position to support them appropriately both in training and as they progress to serving on hearings. The Health Assured, Individual Assistance Programme was promoted prior to and during training.



After each training day and a further two times prior to attending the subsequent training day, the training team were available online to support trainees with their understanding, award achievement and any personal issues they required support with.

## Summer School

As pre-service training neared its conclusion, a number of learners were struggling to meet deadlines, complete coursework and attend final sessions. The Learning Academy launched a Summer School to support this group to complete their learning and progress to appointment. A number were care-experienced, some were not confident in their ability to complete written work for the Professional Development Award it being so long since they had last experienced formal education or that experience not being a positive one. Others experienced changed and fluid work patterns, hectic home lives due to caring responsibilities etc. making the process problematic for them.

Positive destinations for this group included progressing to be appointed as a Panel Member, joining the CHS Young Persons group and for others this meant giving them permission to recognize that being a Panel Member was not a good fit for them at this stage in their lives.