

ANNUAL REVIEW AND IMPACT REPORT 2019-2020

**Every child has the
right to the best
possible health.**



We are:

🐼 Visionary

🐼 Friendly

🐼 Fearless

🐼 Informed

🐼 Skilled

We are driven by our purpose which is that children and young people should receive the healthcare and treatment they need.



WELCOME FROM OUR CHAIR

Over the past year Scotland, and indeed the world, has changed dramatically. A COVID-19 pandemic has tragically resulted in many human lives being lost and now there is uncertainty about the future impact on the health and wellbeing of children and young people in Scotland and elsewhere in the world.

At the start of this global pandemic, Children's Health Scotland had to adapt services quickly to work differently. This was largely made possible due to financial support from the Scottish Government and Foundation Scotland. Some of this money was used immediately to purchase equipment so that our staff could work safely and remotely at home. Attention then focused on delivering 1:1 and group support sessions by telephone, scheduling 1:1 kindness calls, with children and young people and their families, and producing some immediate online support/materials.

In relation to Foster and Kinship Care there was great deal of confusion, uncertainty, and fear.

We became acutely aware of the stresses and strains of children self-isolating in the house and not in school and/or a regular routine. Through funding we responded quickly to support carers and children and provided information and support where needed. Where appropriate we signposted to our partner agencies to allow access to services or put in place plans to help cope with situations, thereby helping carers to manage anxiety and loneliness. Concerns raised by the children, young people and families we contacted were submitted to the Scottish Government Education and Skills Committee and the Cross-Party Group on Rare Conditions.

Children's Health Scotland is an independent national organisation and not part of NHS Scotland or any Scottish Government agency. As such, we give children, young people and parents/carers information and support on any aspect of healthcare needs and rights. I am really proud of the work of the charity and some of the key highlights that have been achieved over an extremely challenging year are referenced in this report.



One of our highlights was the publication of our eighth Children in Hospital Survey 2018/19 to assess current parental access and family facilities provision in Scottish hospitals.



One of these highlights was the publication of our eighth Children in Hospital Survey 2018/19 to assess current parental access and family facilities provision in Scottish hospitals, and the implementation of child healthcare policies and procedures. The purpose of the report was to highlight good practice and progress and identify where improvements are needed.

In October 2019, this survey was launched at a Scottish Parliamentary Reception sponsored by Alex Cole-Hamilton MSP. During this event we called for improvements to be made to the provision of information, education, food and facilities for children and young people in hospital and for the Information Services Division to identify the numbers of children and young people admitted to adult wards - a practice we and the European Association for Children in Hospital (EACH) consider inappropriate. Looking forward, we will continue to work with those in the healthcare sector to implement the recommendations contained within the report.

In September 2019, Children's Health Scotland welcomed the EACH Co-ordinating Committee Meeting to Scotland. EACH is an international umbrella organisation open to European non-governmental, non-profit national associations involved in the welfare of children in hospital and other healthcare


services. The EACH Charter echoes many of the articles of the UN Convention on the Rights of the Child (UNCRC), soon to be incorporated into Scots Law, and the ten articles of the EACH Charter are recognised as a benchmark for paediatric care in hospitals by the Scottish Government.

We should always keep in mind that all children have an explicit right to achieve their developmental potential and to sustain the highest possible standard of health. They also have a right to appropriate health services to facilitate attainment of these goals. Moving forward we will remain focused on supporting the health and wellbeing of children and young people. Their voices must continue to be heard. However, we know we cannot achieve this without the continued hard work, knowledge and enthusiasm of our staff, the dedication of our supporters and volunteers, and the generosity of our funders. This support is still essential to ensure our work continues so that every child and young person can continue to exercise their right to best quality healthcare.



Professor Richard Olver
Chair, Children's Health Scotland



A young girl with brown hair, wearing a white lab coat over a school uniform, is sitting on a dark carpeted floor. She is focused on playing with colorful puzzle pieces. In the background, there is a bookshelf filled with books and a green jacket hanging on a chair.

We are experts
in our sector,
offering expertise
and information
on the needs and
rights of children
and young people
in hospital, at
home and in the
community.

We
distributed
10,274
publications.

We engaged
with
6,579
people.

We connected
with
908
hard to
reach families.





We provide children, young people and families with appropriate expertise and information, so they have equitable access to best quality health services. This meets with: UNCRC Article 17 Access to information; and EACH Article 10 Children shall be treated with tact and understanding, and their privacy shall be respected at all times.

We have a strong focus on raising the profile and awareness of the healthcare needs and rights of children and young people. We deliver a national service across Scotland with face-to-face support in three geographical areas: Lothian, Greater Glasgow & Clyde and Tayside. During the past year we have:

- Provided direct support and guidance to 6,579 people on health rights and supporting children and young people at times of illness. This has included direct support and tailored resources for 908 Hard to Reach families in Scotland.
- Developed and distributed 10,274 information packs, resources and publications to support children, young people and families on their health and wellbeing rights.

KEY HIGHLIGHTS

- Collaboration with partners such as Citizens Advice Scotland, Together, The Fostering Network, Enquire, the Prince and Princess of Wales Hospice and the Mental Health Foundation to provide information on health rights.
- Established links with Third Sector Interfaces in Angus, Dundee and Perth that feed into three separate Integrated Joint Boards.
- Partnered with the Scottish Government to distribute their GP health rights card within our My Health Information Packs.
- Consultation with Local Authority Syrian Resettlement Officers to produce a MEHIS (Minority Ethnic Health Information Service) Report. The report identifies local support for New Scots families to ensure they can exercise their health rights.

“The State of Children’s Rights report 2019 considers the extent to which children in Scotland are able to exercise their human rights as set out in the UN Convention on the Rights of the Child. I would like to thank Children’s Health Scotland for the immense help we received from you in drafting the State of Children’s Rights Report 2019.

Juliet Harris
Director, Together Scotland

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We are the national voice for all sick children and young people, promoting the universal recognition of the healthcare needs of and rights of children and young people and their families.

We connected
with
3,535
stakeholders.

We networked
with
160
organisations

We sat
on
20
committees.





We are a national voice for all sick children promoting the universal recognition of their healthcare needs and rights. This meets with: UNCRC Articles 3 Best interests of the child; 4 Making rights real; 12 Respect for children's views; and 42 Everyone must know children's rights; and EACH Articles 4 Children and parents shall have the right to be informed in a manner appropriate to age and understanding; 5 Children and parents have the right to informed participation in all decisions involving their health care; and 10 Children shall be treated with tact and understanding and their privacy shall be respected at all times.

We advocate for the health and wellbeing rights of children in everything we do. During the past year we have:

- Raised awareness of the EACH Charter in Scotland and have taken forward Article 42 of the UNCRC.
- Informed 20 committees and strategic planning groups on the health needs and rights of children so they are reflected in child health agendas.
- Helped 160 organisations to raise awareness among health professionals of the healthcare needs and rights of children and young people.
- Established direct contact with 3,535 opinion leaders and key stakeholders to make a difference to the health and wellbeing of children.


KEY HIGHLIGHTS

- Responding to consultations such as: The Proposed Disabled Children and Young People (Transitions) (Scotland) Bill, the Scottish Government UNCRC Consultation and involvement in the development of key guidance such as Supporting Disabled Children, Young People and their Families.
- Hosting the prestigious EACH Co-ordinating Committee in Scotland.
- Participation in key events such as: Scotland Welcomes Refugees Gathering 2019; and the VHS, CEN, RCPCH and Early Years Scotland Conferences.
- Submission of evidence to the Equalities and Human Rights Committee that delivers national equalities and human rights priorities.

“The Scottish Government welcomes the support of Children's Health Scotland to deliver our ambition for Scotland to be the best place in the world to grow up. There are some exciting initiatives planned within the Strategy that will make a big difference to children and young people and I look forward to working together with those in the sector to make sure children and young people get the best quality healthcare in Scotland.”

Maree Todd MSP, Minister for Children and Young People





We work with parents, carers and professionals to ensure the best possible healthcare is received for children and young people to improve their life experiences.

We supported
490
children via our
Self-Management
Service.

We supported
997
primary and
secondary
school children.

We helped
1,992
families learn
about health and
wellbeing rights.





We improve the life experiences of children and young people. This meets with: UNCRC Articles 15 Setting up or joining groups; and 24 Health, water, food, environment; and EACH Articles 7 Children shall have full opportunity for play, recreation and education suited to their age and condition and shall be in an environment designed, furnished, staffed and equipped to meet their needs; and 8 Children shall be cared for by staff whose training and skills enable them to respond to the physical, emotional and developmental needs of children and families.

We deliver national services in Scotland focused on the health and wellbeing of children and young people. During the past year we:

- Focused on the development of the Self-Management Service in Scotland to support 490 children and young people with long-term conditions to cope better.
- Delivered 1:1 email support and sessions on any health-related matter to 997 children and young people in primary or secondary school settings. Sometimes a listening ear helps. Sessions focused on managing anxieties around health issues, and practising skills and coping strategies to promote health and wellbeing.
- Supported 1,992 families to increase their confidence in helping their children during times of illness or on a specific health need such as preparing for an upcoming hospital admission or procedure.


KEY HIGHLIGHTS

- Supporting 950 children and young people through services to become their own self-advocates by increasing their confidence and self-esteem, and through making them more aware of their rights as individuals in a healthcare environment.
- Helping Starrie, a primary two pupil at Ardler Primary School, prepare for a hospital appointment to treat an issue with her eye. Starrie felt worried and anxious about going to hospital and we helped her to feel more relaxed and confident about attending her appointments.
- A climbing day at Blackford Quarry for a group of 10-12 year olds taking part in our Self-Management Service. For many it was their first time climbing on natural rock and everyone was eager to push themselves out of their comfort zones.

“ I found it really helpful to have Michelle from Children's Health Scotland to talk to about the things I was anxious about and for us to learn information about these things together and plan out how things would go in hospital. ”

Isla McCash aged 10 years





We provide a range of training and resources to ensure that children, young people and their families are empowered to identify the needs of children during illness and access appropriate services.

We empowered
3,000
children to get
the best quality
healthcare.

We presented to
981
health
professionals
and students.

We helped
199
Foster and
Kinship Carers
through training.





We involve children and stakeholders in the creation and development of our training materials. This meets with: UNCRC Articles 12 Respect for children's views; and 13 Sharing thoughts freely; and EACH Articles 4 Children and parents shall have the right to be informed in a manner appropriate to age and understanding; and 8 Children shall be cared for by staff whose training and skills enable them to respond to the physical, emotional and developmental needs of children and families.

We design bespoke training to suit specific needs and interests. This is delivered FREE OF CHARGE as we are funded by the Scottish Government, and other trusts and foundations. During the past year we:

- Empowered nearly 3,000 children, young people) to make sure they get the best quality healthcare.
- Delivered 172 training sessions and 35 presentations to Early Years and Additional Support Needs staff on Health-Related Play and Dental Health.
- Worked with the Foster Care Service to deliver 15 sessions to 116 Carers.
- Worked with the Kinship Service to deliver 12 sessions to 83 Carers.
- Delivered presentations to 981 health professionals and students on children and young people's healthcare rights.

KEY HIGHLIGHTS

- Delivering health and wellbeing workshops at the Dundee International Women's Centre which seeks to engage, educate and empower women from diverse ethnic and cultural backgrounds. The ladies were particularly interested in finding out more about health-related play.
- The organisation of a Rights-based Approach to Healthcare event for the Rights of the Child (RoC) Group. This event highlighted good practice, as well as legislative context of Human Rights and the introduction and dissemination of our CHS e-learning resource.
- Exhibiting at the VHS Annual Conference and showcasing our Children and Young People's Health Rights e-Learning resource for practitioners in health and social care.



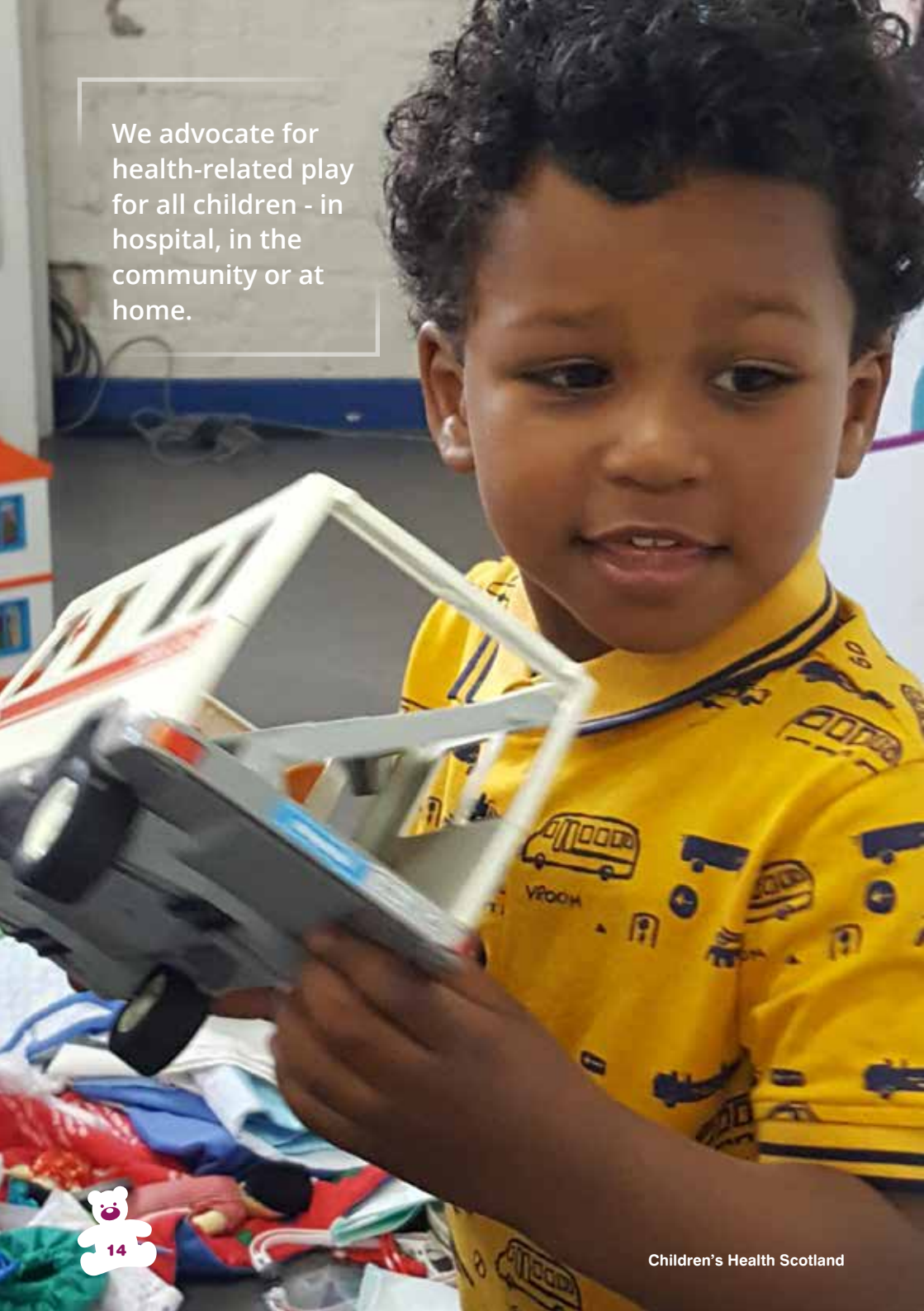
We would like to thank Children's Health Scotland for their participation in the creation of the new Foetal Alcohol Spectrum Disorder (FASD) – SIGN Guideline | A rapid synthesis of qualitative studies (January 2019) and Family Booklet. Your organisation was instrumental in arranging focus groups to provide comment on the content of the new booklet and video and helped us to create a family friendly publication both in terms of language and presentation.



Karen Graham, Patient Involvement Advisor, Healthcare Improvement Scotland, Scottish Intercollegiate Guidelines Network



We advocate for health-related play for all children - in hospital, in the community or at home.





Play is a fundamental right for children. This meets with: UNCRC Articles 4 Time for play, recreation, and education; 5 Family guidance as children develop; and 31 Rest, play, culture, arts; and EACH Article 7 Children shall have full opportunity for play, recreation and education suited to their age and condition and shall be in an environment designed, furnished, staffed and equipped to meet their needs.

More than just a chance to have fun, play is serious business when it comes to a child's health and health-related play can help children physically, mentally and emotionally. During the past year we:

- Delivered 113 health-related play workshops in early years settings, primary schools and community groups.
- Developed our play box resource which is used to inform children about health, dentists, hospitals or treatments.
- Used the principles of health-related play to help young people recognise and cope with issues relating to their health. These activities included: "Worry Stone" activity; resilience activities such as bridge building; team games and challenges; playing with change; and arts and crafts.
- Linking with health centres to set up information and play stands during vaccination periods for children. The children enjoyed learning through play and the parents asked questions or took away information.
- Working with primary schools such as Merrylee Primary School during their Wellbeing Weeks to raise awareness of children's health rights through play. Together we set up a doctor's surgery - complete with waiting room, reception desk and treatment area.
- Taking part in the 'All of Us' campaign created to make sure people know where to turn for help with parenting or if they have concerns about a child. We took part in the Family Drop-In Event organised by the City of Edinburgh Council and NSPCC.

KEY HIGHLIGHTS



Playing with the play box helped the children show their knowledge about their bodies and who looks after them within the healthcare system. At the same time, they had great fun and were fully immersed in playing. I was amazed at all the stories the children wanted to tell about their own experiences.

Miss Cassidy, Class Teacher. Merrylee Primary School



EUROPEAN ASSOCIATION FOR CHILDREN IN HOSPITAL (EACH) CHARTER

The EACH Charter recognises and endorses the rights of the child as stipulated in the UN Convention on the Rights of the Child (UNCRC), and in particular the key principles that, in all situations, the best interests of the child should prevail.

These cartoon captions are adapted from the EACH Charter and should be read alongside the original text.

Children's Health Scotland is the only charity in Scotland dedicated to informing, promoting and campaigning on the healthcare needs and rights of all children and young people.

- 1 Care at home whenever possible and hospital only when necessary**



- 2 Children and young people have their parents' and carers' support**



- 3 Parents and carers welcome to stay**
Families have help with extra costs
Parents and carers as partners in care are kept informed



- 4 Easily-understood information in line with age and understanding**



- 5 Take part in decision-making**



- 6 Cared for with others of similar age and stage**



- 7 Time for play, recreation and education**



- 8 Staff trained to know how children and young people work**



- 9 Team around the child for continuous care**



- 10 The right to understanding, respect and privacy**



www.childrenshealthscotland.org

Cartoon captions are adapted from the European Association for Children in Hospital (EACH) Charter and Annotations and should be read alongside the complete text. Visit the EACH website www.each-for-sick-children.org or link through Children's Health Scotland website www.childrenshealthscotland.org. For copies of the Charter contact Children's Health Scotland 22 Laurie Street, Edinburgh, EH6 7AB Tel: 0131 553 6553 Email: enquiries@childrenshealthscotland.org. The EACH Charter is in line with the corresponding and binding rights of the child in general as stipulated in the UN Convention on the Rights of the Child and refers to children as being aged from 0-18. EACH is the umbrella organisation for member associations involved in the welfare of all children before, during or after a hospital stay (at home, in hospital or in the community). Charter illustrations: © PEFAPACHE France, Children's Health Scotland, 22 Laurie Street, Edinburgh, EH6 7AB. Scottish Charity Number SC006016. Registered Company Number 100114.

OUR STRUCTURE

EXECUTIVE COMMITTEE

Day to day management and operations are delegated to the Chief Executive Officer and Company Secretary, Helen Forrest, who is accountable through the line management structure to an Executive Committee made up of the Directors and other members co-opted by the Executive Committee during the year. The Directors during the year and at the date of this report were:

Chair	Richard Olver
Vice Chair	Gwen Garner
Treasurer	Derek Quirk
Trustees	Alison Closs (stepped down 12 October 2019) Penelope Davis (appointed 19 December 2019) Zoe Dunhill Euan Forbes (appointed 19 December 2019) Jane Holmes (stepped down 1 February 2020) Una MacFadyen Kay Pratt (stepped down 28 August 2019) Maggie Simpson (appointed 16 May 2020) Sylvia Smith Laura Thorburn

ADVISERS

Frances Barbour; Lady Caplan; Dr Alice Fitzgibbon; Gita Ingram; Juliet McCann; Dr Elaine Lockhart; Jacqueline Reilly; Professor George Youngson.

STAFF

Chief Executive Officer
Head of Development
Head of Children's Health and Wellbeing Services
Development Officer
Development Officer (to October 2019)
Area Co-ordinator
Area Officer
Programme Assistant

Helen Forrest
Anne Wilson
Laura Smith
Linda Alexander
Simita Kumar
Dagmar Kerr
Michelle Wilson
Conor Smart



THANK YOU TO OUR FUNDERS

Our main funding source for the year was from the Scottish Government Children through the Young People and Families Early Intervention Fund. These funds were administered by CORRA. We remain grateful for this funding and for all the other trusts and foundations who have enabled our work over the past year. These include:

NHS Greater Glasgow & Clyde Endowment Funds

Robertson Trust

BBC Children in Need

Snowball Trust

The National Lottery Community Fund

Agnes Hunter Trust

Comic Relief

STV Lottery

Foundation Scotland

Sydney Black Charitable Trust

St Katherines Fund

JK Young Endowment

Mactaggert & Mickel

Alchemy Foundation

JHT Charitable Trust

Courant Fund

Sir John & Lady Amory

Sir John Sumner's Trust



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I am delighted that Children's Health Scotland has secured a grant from The National Lottery Community Fund. This award will make a real difference where it is needed most, and I wish Children's Health Scotland every success delivering a great service for their community.

Neil Ritch, The National Lottery Community Fund Scotland Director



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Foundation
Scotland



BBC
Children
in Need

SCOTTISH
CHILDREN'S
LOTTERY



Scottish Government
Riaghailtas na h-Alba
gov.scot



FINANCE REPORT

Finance Officer
Independent Examiner
Bankers

Alison Glass FCCA
Jeffrey Crawford & Co
Royal Bank of Scotland

	2020	2019
INCOME		
Voluntary Income	£216,438	£206,191
Charitable Activities	£5,483	£13,069
Investments	£1,165	£725
	£223,086	£219,985
EXPENDITURE		
Raising Funds	£18,255	£10,549
Charitable Activities	£184,825	£195,634
	£203,080	£206,183
ASSETS AND LIABILITIES		
Current Assets	£203,780	£184,480
Current Liabilities	£10,082	£9,716
Net Current Assets	£193,698	£174,764
Fixed Assets	£1,449	£377
TOTAL CHARITY FUNDS	£195,147	£175,141

The full accounts are available on request from the Company Secretary.
Children's Health Scotland, 22 Laurie Street, Edinburgh, EH6 7AB

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We know we cannot continue to operate without the continued hard work, knowledge and enthusiasm of our staff, the dedication of our supporters and volunteers, and the generosity of our funders. This support is still essential so that every child and young person can continue to exercise their right to best quality healthcare.

Richard Olver, Chair

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43-54



HOW THE
CONVENTION
WORKS

CONVENTION ON THE RIGHTS OF THE CHILD

Registered office:

Children's Health Scotland
22 Laurie Street, Edinburgh EH6 7AB

enquiries@childrenshealthscotland.org

www.childrenshealthscotland.org

Find us on:



Scottish Government
Riaghaltas na h-Alba
gov.scot