



Children's
Health Scotland

OUR ANNUAL REVIEW AND IMPACT REPORT 2021-22

Our values reflect the way we want to work. We are visionary, friendly, fearless, informed, and skilled.





The health and wellbeing of children and young people lies at the heart of our work.

A MESSAGE FROM OUR CHAIR AND CHIEF EXECUTIVE

The global pandemic has changed the way Children's Health Scotland works but not its aims and objectives. From its onset, and throughout the past year we have continued to ensure that the health and wellbeing of children and young people has remained at the heart of all we do. With the help of funding from Trusts and Foundations, our staff have moved to hybrid working, embracing the use of digital platforms to expand the national reach of our services, overcoming numerous obstacles in the process. We are grateful for their compassion, determination, and continued commitment to Children's Health Scotland.

OUR SERVICES

The pandemic has forced us to find new and innovative ways of working so that we can continue to provide much needed support to children and young people with health conditions. Through listening, learning, improving, and upscaling, we have internally modified in order to meet new external demands. As a result, the charity now has four distinct services:

1. Corporate Services
2. Children's Health and Wellbeing Services
3. Care Experienced Children and Young People Services
4. Health Rights for Children and Young People Services

When you read through this Annual Review and Impact Report our commitment to do all we can to support the health and wellbeing of children and young people is evident. The services our staff provide are truly impressive and it is with real pride that we capture some of this work in this report.

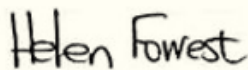
LOOKING TO THE FUTURE

Looking to the future, we will remain focused on supporting the health and wellbeing of children and young people through the provision of our four main services whilst adhering to our mission, values, and five key strategic priorities as outlined in our Children's Health Scotland Strategy 2020-23.

We understand that the next few years will continue to be extremely challenging as we emerge from the pandemic into a cost-of-living crisis, but we will remain committed to doing everything possible to support the health and wellbeing of children and young people. This cannot be achieved without the continued hard work, knowledge and enthusiasm of our staff, the dedication of our supporters and volunteers, and the generosity of our funders.



Prof Richard Olver
Chair,
Children's Health
Scotland





Helen Forrest
Chief Executive,
Children's Health Scotland




CORPORATE SERVICES

Corporate Services is dedicated to implementing best practices and responsible for all the background tasks of the charity. These include:


 **Finance, payroll, and ICT** to ensure effective management of services within our charity. This includes responsibility for monitoring all spending of the organisation, ensuring payments are made on time, liaising with suppliers, identifying where savings could be made, and for ensuring that monthly accounts are accurate and comprehensive. Accounts are presented to the Executive Committee at each meeting and as noted in this Annual Review and Impact Report 2021-22, we have achieved a **gross income of £310,604 with an expenditure of £309,877 and our funds under management have remained strong.** It has once again been a growth year as we continue to support the growing number of children, young people, families, and carers who need our help, and we are grateful to our funders who support this work.

 **Corporate Governance and Performance Management** including Health and Safety, Risk Management, Internal Audit, Strategic Planning, Operational Planning, Policies and Procedures, and GDPR. These are all done to ensure that **we meet the requirements of OSCR as our regulator,** and others, and to ensure that our charity remains successful, efficient, and fit for purpose.

 **Human Resources and Learning and Development** to ensure staff and volunteers are supported and equipped to carry out their roles to the best of their ability. We have a strong ethos of continuous improvement across the charity and, since April 2021, staff have received the following training: Health and Safety, GDPR, social media, OFFICE365 Advanced, Cloud Based Telephone Training, Relaxation Programme Training, Mental Health First Aid Training, and Suicide Prevention Training. This training was made possible thanks mainly to a **£5,000 training grant** through the Flexible Workforce Development Fund accessed through Edinburgh College.



 **Marketing, Communications and PR** with responsibility for ensuring that we keep our customers informed in a responsive and accessible manner using various channels, including letters, newsletters, leaflets, reports, press releases, as well as our website and social media platforms. During the past year nearly **50,000 people viewed our website to access healthcare rights information** whilst **111,302 people viewed our Facebook Posts** and **316,800 people viewed our Twitter Posts.**

 **Fundraising and Community Engagement** with responsibility for meeting income targets by using various techniques of income generation from sources such as Trusts and Foundations, the public (donations, community participation events and regular giving), businesses and others. Once again, our love and a massive thank you are sent to Lucy Walker, who raised an amazing £6,000 last year to fund our work. To support Community Engagement, from 6-12 September 2021 we delivered **Scottish Children's Health Week** - a national fun packed week focussed on the health and wellbeing of children and young people and their right to the best possible health. We delivered health-related play sessions and Special Smiles workshops to health professionals, schools, and colleges to spread a wider understanding of child healthcare rights. During each day of the week, we presented a **Scottish Children's Health Award.** These awards have been created to celebrate courageous children and young people, and those making a difference to their health and wellbeing, and we congratulate all those who received a prestigious teddy award. We also thank health professionals, organisations, and everyone else who helped to make the week and the awards such an outstanding success.



OUR IMPACT



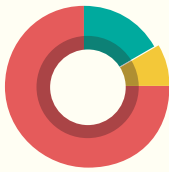
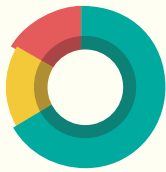
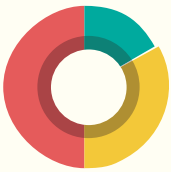
5,592 professionals

52% vol orgs

28% NHS Staff

3% Scot Gov

We worked with 5,592 professionals on national/regional groups (28% NHS Staff, 17% Local Authority, 44% Voluntary Organisations, 4% Education Workers, 4% Scottish Government and 3% others).



15,015

Children and young people, families and professionals received our magazine, e-news and our Annual Review & Impact Report.

53 presentations

Prepared and delivered 53 presentations and workshops to professional organisations on children's health rights, e.g., Genetic Alliance Roadshow and Family Fund events.



We represented the needs of children and young people/families on **36** national/regional committees/groups.



SCOTTISH CHILDREN'S HEALTH WEEK & AWARDS



Each day of the week had a unique theme that was complemented by activities which were kindly provided by our seven partner charities: Teapot Trust, SeeMe, Relax Kids, RSPB, Starcatchers, Mental Health Foundation and The LUNA Project



6,000

e-bulletins issued promoting healthcare rights.



7

Award winners unveiled.



20,000

people reached on Facebook.



40,000

Impressions on Twitter

STORY WITH RORY AND MILLIE



Rory is one of our ambassadors. For #BEHAPPY Thursday of SCHW21, we shared a new Story with Rory and Millie! Millie used to be worried about going to the dentist. We helped her exercise her rights to play, to be informed and to participate in decision making by playing with our Health-related Play Box and then visiting a dental practice with very understanding dental staff who gave her control and respect in exploring everything. Thanks so much to B Smile Studios for generously helping Millie and a special thanks to Rory and Millie for reading the story for us.

HEALTH RIGHTS FOR CHILDREN AND YOUNG PEOPLE SERVICES

All children and young people have rights, no matter who they are, where they live, or what they believe in. The work of our Health Rights for Children and Young People Services underpins Article 24 of the UNCRC that states that every child has the right to the best possible health and to facilities for the treatment of illness and rehabilitation of health. This health right is also protected through the European Association for Children in Hospital (EACH) Charter Article 7. All our work strives to ensure that no child is deprived of his/her right of access to such healthcare services.

Through our work children and young people, and their families, including those living with long-term health conditions, gain a greater understanding of child healthcare rights and an improved ability to access child health services at times of illness. During the past year we supported 2,235 families and 1,410 children and young people to better understand healthcare rights information. 15,565 people received leaflets, publications, our magazine, and information on healthcare rights and we networked with nearly 200 organisations from across Scotland, taking forward the rights of children and young people with health conditions.

KEY highlights over the past year include the following.

1. The continued promotion of our Children's Health Challenge, an online game developed in partnership with Digital Bricks. The challenge includes activities developed by the Children and Young People's Commissioner Scotland and The Royal College of Paediatrics and Child Health and aims to raise awareness of children's health and wellbeing rights in a fun and informative way.
2. The delivery of health-related play workshops, both face-to-face and online, to schools across Scotland such as Battlefield Primary School in Glasgow and Hamilton College.
3. In partnership with the Dundee International Women's Centre, the delivery of FLOURISH - a five-week programme that looked at health, rights, responsibilities, play and parenting, using discussion, cooking, and crafting techniques.
4. Our continued partnerships with Napier University and Glasgow University, meaning healthcare rights and transitions to adult services information were passed to their students.
5. We maintained our strong voice within NHSGG&C, continuing to be members of their Rights of the Child Group. In addition, we responded to consultations and sat on key Cross-Party Groups such as: ACEs Prevention and Healing, Carers; CYP; Disability; Health Inequalities; Improving Scotland's Health; Mental Health.



6. In partnership with NHS Education for Scotland we delivered Special Smiles training sessions to those interested in improving oral health through health-related play.

"Thank you to the presenters for both the information delivered and the participation in our group discussion afterward. Both speakers were very approachable and friendly, which helped group members to be confident enough to take part in the conversation."

PARTICIPANT AT PRESENTATION TO HOMESTART



OUR IMPACT

HEALTHCARE RIGHTS

We have helped the following to more fully understand healthcare rights information.

15,565
PEOPLE

2,235
FAMILIES

1,410
CHILDREN
AND YOUNG
PEOPLE

360
PROFESSIONALS
ATTENDED
CHS EVENTS ON
RIGHTS

129 PARENTS/
CARERS
WITH ENGLISH AS A
SECOND LANGUAGE



1,539

NHS staff across 14 health boards received information on the children's healthcare rights agenda.

"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 CHS 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 they get the best quality healthcare in Scotland."

Minister for Children and Young People



WEB & SOCIAL MEDIA

From March 2021 to April 2022 a total of...

111,302
people viewed our
Facebook posts.



316,800
people viewed
our Twitter posts.



3,500 people
reached through
our Story with Rory
and Millie video on
Facebook.



5,900
people reached
through Lucy's
Digital Story on
Facebook.



Thousands of children
have accessed our online
Children's Health Challenge.

50,000 pageviews
on our website over
the past year.



"The workshops you deliver are firmly placed in the play led curriculum that we deliver in P1 which allows the children to be guided by their interest and use knowledge and subject specific language whilst having fun in their role play. We used the syringes and other medical type equipment in water play and this allowed the children to develop measured language. They also wrote stories and drew pictures around their own personal experiences of being in a clinic of some kind."

Teacher, Battlefield Primary School

CHILDREN'S HEALTH AND WELLBEING SERVICES

Our Children's Health and Wellbeing Services (CHWBS) directly supports the health and wellbeing of children, young people, and their families and carers across Scotland.

Through this service we aim to 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.






During the past year this national service has directly supported 1,231 children and young people living with health conditions. This support was mainly focussed on improving the health and wellbeing of children and young people, whilst increasing their confidence, self-esteem, and communication skills. We achieved this through our training and self-management services (SMS) Programmes: SMS:CONNECT (online Programme), SMS:F2F (face-to-face Programme); SMS:HUB; SMS:121 (one-to-one support) all of which have an informal atmosphere and a mixture of activities and games. All our Programmes promote the EACH Charter and have a focus on health rights.

Once children and young have completed an SMS Programme, they are invited to join our SMS:HUB which is a monthly online session aimed at reinforcing the skills and strategies learnt in the Programmes as well as providing essential peer support and opportunities to build and maintain friendships.

In addition to working with primary school children and giving one-to-one support, during the past year our CHWBS has also delivered: six SMS:CONNECT Programmes (72 online sessions) to 62 children and young people with health conditions and two winter SMS:F2F Programmes delivered face-to-face with 12 children and young people at Dynamic Earth. Within these programmes 100% of the children and young people made progress towards their self-selected personal goal.



In addition:

-  91% felt they had more confidence
-  91% reported an increase in their self-esteem
-  95% felt more socially included
-  86% reported better communication skills 86% were better able to talk about their feelings
-  91% were able to better cope with their stress.

Finally, last year **SMS:CONNECT** was announced as the **winner of the Digital Innovator Self-Management Award** at the 2021 Self-Management Awards organised by the ALLIANCE. In a year in which all our lives have by necessity adopted a far more digital lens, this award focused on what stood out as real innovation in the use of digital technology and we were honoured to receive this award. In addition, SMS:CONNECT was also shortlisted for the Holyrood Digital Health and Care Scotland Awards.



OUR IMPACT

SMS-CONNECT PROGRAMMES



62

children & young people

100%

made progress towards their personal goals

90%

completed their Programme



91%
felt more confident

95%
felt more socially included



91%
reported increased self-esteem

SMS OUTCOMES

91%
able to cope better with stress

86%
reported better communications skills

86%
better able to talk about feelings



HEALTH & WELLBEING



1,231

CHILDREN & YOUNG PEOPLE and

673 FAMILIES supported through our Children's Health and Wellbeing Services.



24

HUB Sessions, one each month, held with 54 children and young people.



2

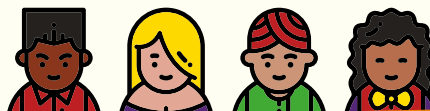
SMS Face-to-face Programmes delivered to 12 children and young people at Dynamic Earth.

2

SMS Why Weight Programmes delivered in partnership with NHS Forth Valley to 18 children and young people.

22

Presentations delivered to health professionals to raise awareness of our services.



COP26: We heard the voices of children and young people calling out for change

Climate change undoubtedly has an impact on health and wellbeing and therefore the right of children and young people to the best possible health (UNCRC 24). Ahead of COP26 we heard the voices of children and young people calling out for change (UNCRC 12) and fully supported their efforts to work together to protect our planet and people and ensure a greener, more resilient future for us all.



SMS:CONNECT Programme
Children's Health Scotland
**Digital Innovator
Self Management
Award**
In partnership with Discover Digital



CARE EXPERIENCED CHILDREN AND YOUNG PEOPLE SERVICES

Our Care Experienced Children and Young People Services (CECYPS) offer a range of health and wellbeing support for Foster Carers, Kinship Carers, and the children they care for, including expertise and information, training workshops, mini taster sessions, and 1:1 support.

There are often additional complex healthcare issues for children in care, so the CECYPS tailor our training to help Foster Carers and Kinship Carers gain a deeper understanding of the healthcare needs and rights of children and young people.

During the past year we have delivered 16 Foster Care Sessions to 129 carers and 18 Kinship Care Sessions to 81 Carers. The most popular sessions were Loss and Change, Calming Techniques, Understanding Trauma, Adolescence Matters, Consent and Confidentiality, and Mental Health and Emotional Wellbeing. In addition, we delivered health-related play sessions to five Foster Carers, which included the provision of mini play bags so that they could participate in our activities. We also partnered with Nurture Scotland and six locality teams to run Kinship Care Forums to eight organisations, cascading resources to 56 Kinship Carers.

We continued to develop and expand our Family Participation Group who help us to develop services, monitor our work, and respond to national consultations. Over the past year there were 13 opportunities for this group and others to help influence national and regional policy and help design and shape the provision of healthcare services with 45 individual contributions.

One deep concern to us during the past year was in relation to the accommodation afforded to asylum seeking mothers and their babies at the James Shield Centre in Glasgow. We supported the views of the Children and Young People's Commissioner Scotland, and the Freedom to Crawl coalition, which includes the Scottish Refugee Council, that this accommodation was unfit for purpose. Many of the mothers were forced out of settled tenanted accommodation in supportive communities and all were put into the cramped bedsits at the Centre. In the process they were forced to leave behind many of their possessions, including their babies' toys, having been restricted to just two bags.



These mothers and babies were then confined to one small room, with the cot just a few feet away from the cooker. We collectively campaigned with our partners stating that conditions in the unit posed a violation of children's human rights. It is a relief to report that these mothers and their babies are now living in accommodation that is far more suitable for their needs.

"The training exceeded my expectations. I had dealt with my own children as teenagers, and also teenagers that I have accommodated but this course highlighted the need to always put yourself in their shoes and see it from their perspective."

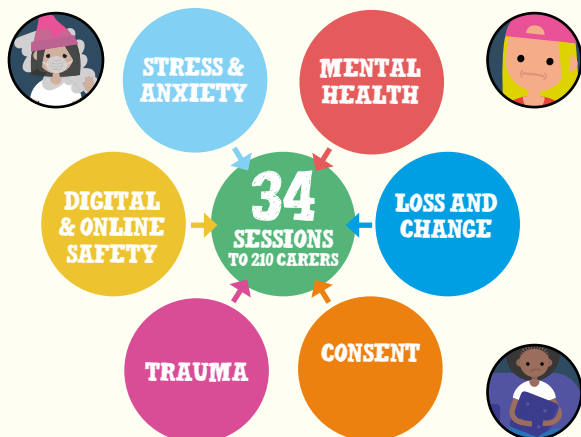
FOSTER CARER



OUR IMPACT KINSHIP CARE WEEK 2022

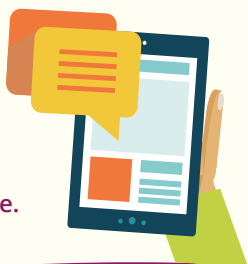


We took part in Kinship Care Week 2022 hosted by the Kinship Care Advice Service for Scotland. Our team delivered a mini taster session on "Calming Techniques for Carers, Children and Young People" developed to help carers understand why children and young people in their care may get stressed, how to prevent these 'meltdowns', and practical techniques to help calm the child when this does happen. Following the session, we were asked to deliver full workshops to Kinship Carers.



3,500

Households received information on Mental Health and Emotional Wellbeing through the Fostering Network Magazine.



MEMORY BOXES

You may have heard of a Memory Box. It does not have to be for someone who has died, and can, in fact, be for a missing parent or anyone else. It can contain anything from a football ticket to a photograph of a person - any object which reminds you of them. This is just one of the practical ideas we explore with Foster and Kinship Carers in our Trauma Workshops.



1,885

professionals including local authorities and Independent Fostering Providers received our training resources.

550

parents or carers received healthcare rights information.

360

professionals attended our events.

300

Kinship carers received resource packs.

210 FOSTER AND KINSHIP CARERS

attended 34 sessions delivered across Scotland.



342

care experienced children under the age of 12 received information on health rights.

13

Opportunities for our Family Participation to help influence policy, and the design and shape of healthcare services.

BEREAVEMENT MATTERS IN KINSHIP CARE

NATIONAL BEREAVEMENT EDUCATION CONFERENCE

We hosted a workshop at NHS Education for Scotland's second national bereavement education conference which took place in November 2021. This workshop discussed the complex issues and emotions surrounding bereavement for kinship families, the support they need and where this might come from. Over 1000 health and social care professionals attended the conference which received hugely positive feedback from the survey completed by delegates after the event.

YOUNG PEOPLE'S EACH CHARTER



We are members of the European Association for Children in Hospital (EACH) which produced a Charter of 10 standards or rights for children and young people's healthcare at times of illness. We asked young people to come up with a young person's version of the Charter and produced a booklet. This page sums up their feedback and we'd like to say thank you to all the young people and adults who gave us their ideas, suggestions and time to produce this Charter.

YOUNG PEOPLE SHOULD...

ONLY GO TO HOSPITAL WHEN THEY CANNOT BE CARED FOR AT HOME. EACH Charter point 1



BE CARED FOR WITH OTHER YOUNG PEOPLE WITH THE SAME NEEDS AND NOT ON AN ADULT WARD. EACH Charter point 6



HAVE SOMEONE WITH THEM FOR SUPPORT. EACH Charter point 2



HAVE THE OPPORTUNITY FOR EDUCATION AND RECREATION AND BE CARED FOR IN SURROUNDINGS DESIGNED TO MEET THEIR NEEDS. EACH Charter point 7



BE SUPPORTED BY A PERSON WHO IS ABLE TO STAY OVERNIGHT WITHOUT COST. EACH Charter point 3



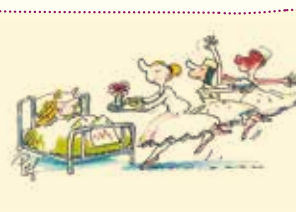
BE CARED FOR BY STAFF TRAINED TO UNDERSTAND AND MEET THEIR PHYSICAL, EMOTIONAL, AND DEVELOPMENTAL NEEDS. EACH Charter point 8



HAVE THE RIGHT TO INFORMATION IN A WAY THEY CAN UNDERSTAND. EACH Charter point 4



BE PROVIDED WITH CONTINUITY OF CARE FOR AS LONG AS REQUIRED EVEN AFTER THEIR STAY IN HOSPITAL. EACH Charter point 9



BE LISTENED TO AND TAKE PART IN ALL DECISIONS AFFECTING THEIR HEALTHCARE. EACH Charter point 5



BE TREATED WITH RESPECT, UNDERSTANDING, AND PRIVACY THEY NEED AT ALL TIMES. EACH Charter point 10



For the full text of the Charter visit

www.each-for-sick-children.org

www.childrenshealthscotland.org

Charity Number: SC006016 All illustrations © Pef and EACH

THE PEOPLE WHO MAKE OUR WORK POSSIBLE

EXECUTIVE COMMITTEE

OFFICE BEARERS

Richard Oliver, Chair
Gwen Garner, Vice-Chair
Derek Quirk, Treasurer

TRUSTEES

Helen Bauld
Laura Bosworth
Zoe Dunhill
Euan Forbes
Una MacFadyen
Maggie Simpson
Sylvia Smith
Andy Young (appointed 2 June 2022)

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.

SENIOR LEADERSHIP TEAM

Helen Forrest, Chief Executive Officer
Laura Smith, Head Children's Health and Wellbeing Services (CHWBS) to September 2021)
Gill Sutherland, Head CHWBS
Anne Wilson, Head Care Experienced Children and Young People Services (CECYPS)

SERVICE STAFF

Esther Bates, Marketing and Fundraising Assistant
Beth Davidson, Coordinator, CHWBS
Jess Griffiths, Assistant, CHWBS
Alex Hoitsema, Junior Assistant, CHWBS (to December 2021)
Joseph Hutchings, Junior Assistant, CHWBS
Dagmar Kerr, Coordinator, Health Rights for Children and Young People Services
Susie McGuinness, Assistant, CHWBS
Sarah Nelson, Assistant, CECYPS
Izzie Turley, Coordinator, CHWBS (maternity leave)
Michelle Wilson, Officer, CHWBS

OUR PROFESSIONAL ADVISORS

Frances Barbour	Gita Ingram
Lady Caplan	Juliet McCann
Penny Davis	Dr Elaine Lockhart
Dr Alice Fitzgibbon	Jacqueline Reilly
Kay Fowle	Grant Rodney
Jane Holmes	Prof George Youngson



A HUGE THANK YOU AND BIG HUGS TO ALL OUR FUNDERS

Our main funding source over the past year continued to be from the Scottish Government through the Children, Young People and Families Early Intervention Fund. This fund is administered by CORRA. We are sincerely grateful for this funding and for all the other trusts and foundations who have enabled our work to focus on the health and wellbeing of children and young people during the past year.

"Thank you for your comprehensive report, which I really enjoyed reading. There's so much positive work you've done in the past year, it's great to see the progression and development across all areas of work, exceeding the targets you set. "Eve's" story was a great illustration of the impact of your support for young people."

FUNDER FEEDBACK



Scottish Government
Riaghaltas na h-Alba
gov.scot

We acknowledge the support of the Scottish Government through CYPFEIF and ALEC Fund Grant.

Thank
you

THE NUMBERS WHICH ADD UP TO FUND OUR WORK IN SCOTLAND

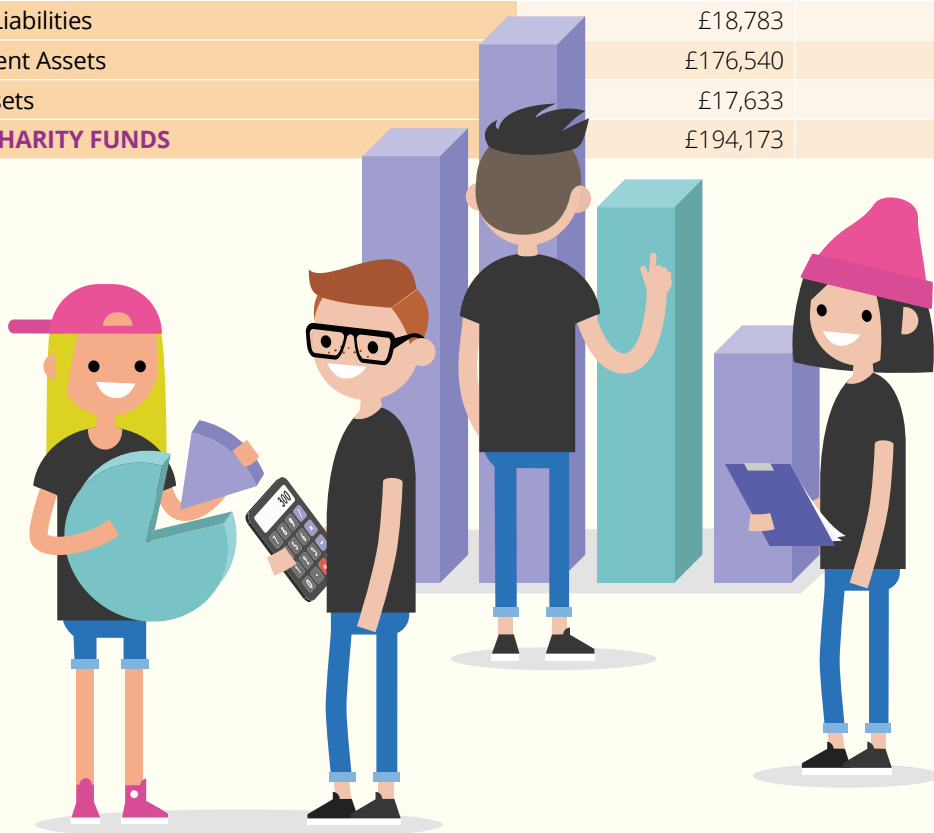
**Treasurer
Finance Officer**

Derek Quirk
Alison Glass FCCA

**Independent Examiner
Bankers**

Jeffrey Crawford & Co
Royal Bank of Scotland

	2022	2021
INCOME		
Voluntary Income	£262,778	£246,401
Charitable Income	£47,291	£21,251
Investments	£535	£784
	£310,604	£268,436
EXPENDITURE		
Raising Funds	£24,471	£22,121
Charitable Activities	£285,406	£248,016
	£309,877	£270,137
ASSETS AND LIABILITIES		
Current Assets	£195,323	£223,409
Current Liabilities	£18,783	£38,535
Net Current Assets	£176,540	£184,874
Fixed Assets	£17,633	£8,572
TOTAL CHARITY FUNDS	£194,173	£193,446



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



Registered office:

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

✉ enquiries@childrenshealthscotland.org

🌐 www.childrenshealthscotland.org

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Find us on:



Scottish Government
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We acknowledge the support of the Scottish Government through CYPFEIF and ALEC Fund Grant.