

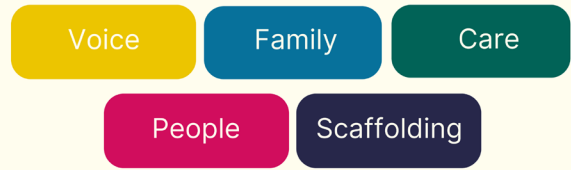
what matters...



...to who matters

Plan 24-30

These questions were created from what children and families told the Independent Care Review about what was important to them. They have been mapped to Plan 24-30 to allow understanding of progress from the perspective of children, young people, families, and care experienced adults.



Guide Card

An improvement tool for data and practice

These cards are designed to be used as a tool to support improvement and understanding.

They can be used to help plan and design, or to interrogate data, to ensure that work is rooted in what matters to children, young people, families and care experienced adults.

Guide Card

There are three types of card in this pack

Guide Cards: These five cards suggest ways this pack can be used.

What Matters Cards: These 87 cards contain what children and families told the Independent Care Review, and are colour coded by Plan 24-30 Foundation and Theme. Some appear more than once in different foundations, reflecting the overlap and connections between them.

Setup Cards: The three setup cards with are to be paired with the 'what matters' cards to create full questions.

Guide Card

Setup Cards

Build On: What already works to make sure...

This setup card helps you think about what is already in place that is working well or could help.

Design: How might you make sure...

This setup card helps you think about what needs to be designed or done to make sure it is focused on What Matters to children, young people, families and care experienced adults.

Reflect: How will you know that...

This setup card helps you think about how you will know that your work is making an impact and what you might do to capture learning for improvement.

Guide Card

How to use these cards

A set up card is intended to be paired with a what matters card to create a full question that helps people explore and think about what needs to be done e.g.

Setup Card	What Matters Card
Build On: What already works to make sure...	I'm supported to understand what my rights and entitlements are
Design: How might you make sure...	The language used about and around me, is kind and understandable to me
Reflect: How will you know that...	All my transitions are planned out with me and I know what to expect

Guide Card

Design

How might you make sure...



Reflect

How will you know that...



Build On

What already works to make sure...



I am supported to understand what my rights and entitlements are.

Voice
Participation and engagement



I've got all the information I want about the things that impact me. I understand it, and have chances to ask any questions and have them answered.

Voice
Participation and engagement



I am actively and meaningfully involved in decisions and plans that will affect me.

Voice
Participation and engagement



Having an influence over the things that matter to me is a normal and easy part of my everyday life.

Voice
Participation and engagement



I have ownership of my information, I can access and shape my records easily and I can decide who I want to share it with or not.

Voice
Participation and engagement



My experiences have been sought out, listened to, valued and acted on.

Voice
Listening



I am nurtured and supported to explore and develop my identity and people who support me think about what my identity could mean for the help I might need at different times and places in my life.

Voice
Listening



People who support me spend time getting to know me and respond to my specific strengths, likes, relationships and needs.

Voice
Listening



The words people use when they're speaking or writing don't make me feel different, embarrassed, singled out or blamed.

Voice
Documenting decisions



My views and experiences, and the views and experiences of people who are important in my life are recorded, included and acted on in a meaningful way.

Voice
Documenting decisions



The people who support me have listened to and recorded who I consider to be my family and things that matter to me.

Voice
Documenting decisions



The language used about and around me is kind and understandable to me.

Voice
Documenting decisions



The people who support me know if and how my family are being affected by poverty, and provide us with help and support me if we are.

Family
Poverty



The people who support me know if my family is financially able to provide everything I need to have a happy, healthy, safe childhood, and if not they have plans in place to support us.

Family
Poverty



I have access to support that helps me feel better, and more able to manage, whenever I need it, at different points in my life.

Family
Universal family support



There are safe, clean places for me to go near my home where I can play, meet with others and get involved in activities I enjoy.

Family
Universal family support



There are services where I live that can help me, my family, and everyone in our neighbourhood, so that getting help is an easy and normal part of every community.

Family
Universal family support



The places I go, and the rules I have to follow, help me to feel safe, confident, and understood.

Family
Universal family support



People are working together to make sure my family and I are getting help early on, as soon as we need it, so that we can get through difficult times and stay together.

Family
Universal family support



My family and I have opportunities to meet and get to know other children, young people, and/or families with similar experiences to us.

Family
Universal family support



When plans are made to help me, those plans include my whole family— taking account of any support they need too, and how we live our life together.

Family
Intensive family support



My family members can get therapeutic support to improve their wellbeing, so that they are better supported to manage if they are having any problems.

Family
Intensive family support



My family and I can explain our situation once to someone we trust with a single key contact, even if we need help from lots of different teams of people.

Family
Intensive family support



I am supported to access advocacy whenever my family and/or I need it.

Care
Advocacy



I understand the role of an advocate, and how they can help me.

Care
Advocacy



I am actively and meaningfully involved in decisions and plans that affect me.

Care
Decision making



My hearings are the best possible experience for me before, during and afterward - I know who will be there and why, what to expect at each stage of the hearing, I feel safe to have my say and am listened to and I understand everything that is said and decided.

Care
Decision making



If information about me is shared, it's done sensitively, with respect and care for my feelings, for reasons I understand and have been explained to me.

Care
Decision making



The people in my life who support me genuinely care about me and aren't just using my circumstances to make money.

Care
Decision making



I can have fun - and do the things I enjoy - with the people that matter to me.

Care
Decision making



I have been properly prepared for and am supported with living independently.

Care
Moving on and lifelong support



I have access to support that helps me feel better, and more able to manage, whenever I need it at different points in my life.

Care
Moving on and lifelong support



All my transitions are planned out with me and I know what to expect.

Care
Moving on and lifelong support



The people who support me have listened to and recorded who I consider to be my family and the people and things that matter to me.

Care
Relationships



Where it is safe to do so, I can live with my brother(s) (and) sister(s).

Care
Relationships



I am given support to keep in touch, and have meaningful interaction with, any brothers and sisters I don't live with.

Care
Relationships



I can have fun - and do things I enjoy - with the people who matter to me.

Care
Relationships



I am given support to keep in touch with, and have meaningful interaction with people who matter to me.

Care
Relationships



Big changes to my home and school life are being kept to a minimum and if things do change in my home and school life, I am being supported through those changes.

Care
Stability



People who support me are working together to make sure that no matter where my family and I are, we'll always get the same high quality, help and support.

Care
Where children live



The people in my life who support me genuinely care about me and aren't just using my circumstances to make money.

Care
Where children live



People who support me are working together to make sure that if I ever need to live away from home, I'll still be close by, and/or in a place that I have meaningful connections with.

Care
Where children live



People who support me aren't working in ways that are over-complicated and making it harder for everyone to do a good job.

People
Leadership



People who support me help me to feel safe, confident, and understood.

People
Leadership



People whose job it is to make big decisions that will affect me and my family's life, care most about what matters to me and my family.

People
Leadership



People who support me are all working together to share resources, to jointly make decisions, and to own and fix any problems together.

People
Leadership



I feel important and loved, and I have someone I trust to ask for help if I need it.

People
Workforce support



People who support me help me to feel safe, confident, and understood.

People
Workforce support



People who support me spend time getting to know me and responding to my specific strengths, likes, relationships and needs.

People
Workforce support



People who help me are getting all the support, time and resources they need as individuals, to be able to do a good job.

People
Workforce support



The people who are close to and important to me are included and listened to about decisions that have an impact on me, no matter what their job is.

People
Recruitment and retention



I am treated in a loving, caring way by the people who support me.

People
Recruitment and retention



People who help me are getting all the support, time and resources they need as individuals, to be able to do a good job.

People
Recruitment and retention



The people who support me have access to all the things, places and processes they need to be able to do a good job.

People
Recruitment and retention



People whose job it is to make big decisions that will affect me and my family's life, care most about what matters to me and my family.

People
Recruitment and retention



The people who support me have access to all the things, places and processes they need to be able to do a good job.

People
Rules, processes and culture



I don't miss out on good, healthy, and fun childhood things when the people who support me think about, and plan for, my safety.

People
Rules, processes and culture



The places I go, and the rules I have to follow, help me to feel safe, confident, and understood.

People
Rules, processes and culture



If information about me is shared, it's done sensitively, with respect and care for my feelings, for reasons I understand and have been explained to me.

People
Rules, processes and culture



People who support me are making sure they know what information they have, and they are using it to make my experiences better.

Scaffolding
Data and information



People who support me are making sure that information is shared at the right time, with the right people so it can really help and make a difference to me.

Scaffolding
Data and information



The information that is used to make decisions that impact me, my family and the support we receive, is information about things that actually matter to us.

Scaffolding
Data and information



My views and experiences, and the views and experiences of people who are important in my life are recorded, included and acted on in a meaningful way.

Scaffolding
Data and information



I have ownership of my information, I can access and shape my records easily and I can decide who I want to share it with or not.

Scaffolding
Data and information



People who make decisions that impact my life are making sure they use the best information possible to do so.

Scaffolding
Data and information



If information about me is shared, it's done sensitively, with respect and care for my feelings, for reasons I understand and have been explained to me.

Scaffolding
Rights



My rights are being upheld.

Scaffolding
Rights



What matters to me is being remembered and prioritised in Scotland's laws.

Scaffolding
Rights



I've got all the information I want about the things that impact me. I understand it, and have chances to ask any questions and have them answered.

Scaffolding
Rights



I am supported to understand what my rights and entitlements are.

Scaffolding
Rights



I'll never be physically restrained unless there is no other way to keep me safe. If physical restraint is used on me, I will be given proper, caring support afterwards, by someone I trust, to deal with the impacts the experience has on me.

Scaffolding
Rights



I am nurtured and supported to explore and develop my identity, and people who support me think about what my identity could mean for the help I might need at different times and places in my life.

Scaffolding
Rights



Money is spent in a way that means I can have support that fits around what my family and I want and need at that moment in time, rather than our needs having to fit around what is already on offer across different services and organisations.

Scaffolding
Money and
commissioning



What matters to me is being remembered and prioritised in Scotland's laws.

Scaffolding
Legislation



People who support me are all working together to share resources, to jointly make decisions, and to own and fix any problems together.

Scaffolding
Governance



People who support me aren't working in ways that are over-complicated and making it harder for everyone to do a good job.

Scaffolding
Governance



People whose job it is to make big decisions that will affect me and my family's life, care most about what matters to me and my family.

Scaffolding
Governance



People who support me are working together to make sure that no matter where my family and I are, we'll always get the same, good level of help and support.

Scaffolding
Governance



People who support me make decisions about the support my family and I receive, based on what our life is like in full, rather than dividing it into different, separate bits.

Scaffolding
Governance



When organisations and people who support me are given feedback about what they need to be doing better, that feedback is based on what 'good' looks like to me, my family, and what matters to us.

Scaffolding
Scrutiny and inspection



I have every support I need to stay in school and I'm not excluded.

Scaffolding
Education



I am getting the support I need to overcome things that make it hard for me to participate, learn and thrive in education.

Scaffolding
Education



If I have to be in contact with any part of the justice system, I can still thrive, my health, wellbeing, and education are prioritised, and my opportunities are not limited or negatively impacted by that contact.

Scaffolding
Justice



I am supported to overcome any longer-term impacts that being in conflict with the law has had on my life.

Scaffolding
Justice



If I am in conflict with the law, I am treated as a child who is in need of love, support and safety, like any other child.

Scaffolding
Justice



I feel important and loved, and I have someone I trust to ask for help if I need it.

Scaffolding
Health



My mental, emotional and physical wellbeing are being consistently cared for without it making me feel singled out or different.

Scaffolding
Health

