



Shona Robison  
Cabinet Secretary for Health and Sport  
Scottish Government  
St. Andrew's House  
Regent Road  
Edinburgh  
EH1 3DG

Dear Ms Robison,

### **Consultation on the New National Health and Social Care Standards**

Thank you for providing me with the opportunity to respond to this consultation. My role as Children and Young People's Commissioner Scotland is to promote and safeguard the rights of children and young people in Scotland with particular reference to the United Nations Convention on the Rights of the Child (UNCRC).

As you may be aware, my office were involved the development of the new standards and I am pleased to note that they are person-centred and are grounded in human rights. This places the rights of service users at the heart of what we expect from care services and will be an important step to realising the rights of children and vulnerable adults.

That they are in plain English, and focus on the experience of the service user sends a clear message of the central importance of care, rather than organisational considerations. This is a very positive development and an example of good practice I hope will be repeated.

The fact that the same standards apply across all care settings, rather than the 23 sets of existing standards, will enable service users and their families to understand the standard they should consistently expect from all providers of care and, if necessary, challenge those who fail to meet them. As always, it is the diligent application and effective monitoring of the standards which will determine any improvements for those in receipt of relevant services.

Once again I would like to thank you for the opportunity to respond to this consultation and for allowing my office to contribute to the development of these standards. I look forward to their introduction.

Yours sincerely

**Tam Baillie**  
Children & Young People's Commissioner Scotland