

Scottish Children's Reporter Administration



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National Survey of Children and Families 2015



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Executive Summary

This is SCRA's third national survey of children, young people, parents and carers attending Children's Hearings. It aimed to assess performance in our service, and identify areas of good practice and those for improvement. The survey was carried out between 2nd and 31st March 2015 in Hearings Centres in 33 towns and cities across Scotland.

The format of the survey was very similar to previous ones. All participants were interviewed face to face by a trained SCRA interviewer using a structured questionnaire. Three different questionnaires were used for different age groups of participants. A simple colouring-in sheet was used for children aged three to six years old, a shortened questionnaire for children aged seven to 11 years, and a full questionnaire for young people aged 12 to 17 years and for parents/carers.

A total of 520 people took part in the survey – 313 adults, 108 young people and 99 children (including 24 three to six year olds). This is a lower response rate than the 2012/13 survey in which 745 people took part.

Findings

Information

78% of children had received a letter from SCRA to invite them to come to their Hearing, and 81% of them said it was either quite easy or very easy to understand.

94% of young people 90% of adults had received a letter; and 82% of young people and 86% of adults had received their papers for the Hearing. 77% of young people and 84% of adults said they felt they had received enough information for the Hearing.

28% of young people and 56% of children had completed their 'All About Me' form. However, 36% of young people and 33% of children said that they did not receive it. Of those who filled in the 'All About Me' form, 56% of young people said it helped them to prepare for the Hearing 'a little' or 'a lot', and all of the children said they liked it 'a little' or 'a lot'.

Preparation

48% of children, 90% of young people and 97% of adults said that they understood why they were at a Hearing.

51% of children, 62% of young people and 64% of adults said they had spoken to someone before coming to the Hearing. The majority of children, young people and adults who had done this said that it helped them prepare (at least a bit). Social workers were the professionals who were most often spoken to by all age groups. Children and young people also spoke to their parents, family members and carers; and adults to legal professionals.

Participation

Children were asked whether they had things to say at the Hearing, and 25% said that they did. When asked about previous Hearings, 43% of children said that they had spoken at them.

68% of young people felt like they were the most important person at their last Hearing, and 73% said that they had given their views. Of those that gave their views, 88% said they felt that they had been listened to.

Equalities

99% of young people and adults felt that they were treated with dignity and respect by SCRA staff at the Hearings Centre.

88% of adults and young people said that they didn't need any help with accessing the Hearings Centre.

90% of adults and young people would prefer to come to Hearings on a weekday, and for the Hearing to be held in the morning (45% of adults and 43% of young people) or in the afternoon (36% of adults and 44% of young people).

90% of young people had access to the internet and 10% did not. 82% of adults had access to the internet and 18% did not.

Children's feelings

71% of young children indicated that they were 'happy' to be at their Hearing, 25% said they were 'OK' and 4% said they were 'sad'. Of children aged seven to 11 years, 61% said they felt 'OK' to be at the Hearing, 33% felt 'happy', and 5% felt 'sad'.

Conclusion

The findings from the 2015 children and families survey are very similar to those of the 2012/13 survey. It raises questions for SCRA and its partners in the Hearings System, particularly around how to better support children and young people to enable them to participate in their Hearings.



Chapter 1. Introduction

In 2008 and 2012/13 SCRA carried out surveys of children, young people, parents and carers attending Children's Hearings¹. The 2015 survey is the third by SCRA to assess its performance, and identify areas of good practice and those for improvement.

Aims

Similar to the previous surveys, the 2015 survey investigated the experiences, expectations and opinions of the children, young people and parents/carers involved in the Children's Hearings System. This research consulted with service users across both core and outreach Hearings Centres in each of the nine SCRA Localities in Scotland.

The specific research objectives were:

To investigate the perceptions, expectations and experiences of those involved in Hearings in terms of:

- suitability of information provision
- feelings of preparedness
- ability to participate
- understanding of why they are at a Hearing
- service user's perceptions of contact with SCRA staff, and our service
- to measure any changes in performance against the previous surveys of children and families involved in the Hearings System
- to provide an evidence-base for improvements.

The 2015 survey included new questions on accessibility of Hearings Centres, format of information, internet access, and preferred days and times of Hearings.

¹ SCRA (2009). The views and experiences of children and families involved in the Children's Hearings System in Scotland.

SCRA (2013). National survey of children and families in the Children's Hearings System 2012/13.

Chapter 2. Methods

The survey was carried out between 2nd and 31st March 2015. And was carried out in Hearings Centres in: Aberdeen; Alloa; Annan; Arbroath; Ayr; Banff; Bellshill; Cumbernauld; Dingwall; Dumbarton; Dumfries; Dundee; Edinburgh; Falkirk; Fraserburgh; Glasgow; Glenrothes; Greenock; Hamilton; Huntly; Inverness; Kilbirnie; Kilmarnock; Kirkwall; Lerwick; Livingston; Lochgilphead; Paisley; Perth; Stirling; Stornoway; Stranraer; and Thurso.

Interviews

All participants were interviewed face to face using a structured questionnaire. Three questionnaires were produced, each aimed at a specific age group. For very young children aged three to six years old a simple colouring in sheet was used; there was a short questionnaire for children aged seven to 11 years; and a more detailed questionnaire for young people aged 12 years and above and parents and carers (kinship and foster carers) (Appendices 1 and 2).

Interviews took place prior to Hearings in waiting rooms, other private rooms or reception areas. As far as practicable, all in attendance were invited to participate². There was a very limited timescale in which to complete the questionnaires - typically five to 10 minutes. Children and young people were prioritised over adults.

A slightly different approach was taken in this survey to previous ones. Each of the nine SCRA Localities took the lead in their areas in carrying out the survey. Locality staff were trained in how to conduct the interviews. In addition, each Locality was asked if there were any specific issues they would like covered and these were included in surveys for: Ayrshire; Grampian; Highlands & Islands; and Tayside & Fife Localities. The results for these are presented in Appendices 3 to 6.

Ethical considerations

Prior to conducting the interview, it was explained to participants what they were being asked to do and their consent was gained verbally. Where the participant was a child or young person under the age of 16 years, parents/carers were also asked to give their consent. Following completion of the questionnaire, all children and young people were given a small token of thanks by way of a key ring of their choice. They were not informed of this prior to participating so as not to coerce them into taking part. Young children were able to keep their colouring pencils and a colouring in book as a token of thanks, and again, they were not told this prior to participating.

All interviewers were SCRA staff members and, as such, held current Protection of Vulnerable Groups Scheme clearance or Enhanced Disclosure.

² Children, young people and parents and carers who were considered to be distressed were not approached to take part. Similarly, those who were attending Hearings in relation to Child Protection Orders or other types of emergency Hearings were not approached.

Analysis

All questionnaires were completed anonymously, recording the age and gender of the child or young person, the Locality and Hearings Centre and the date of the interview. Completed questionnaires were returned to the Information & Research Team and were stored securely with restricted access. Completed questionnaires were inputted into Survey Monkey to collate the responses, and then analysed using MS Excel.



Chapter 3. Core Findings

Participants

A total of 520 people took part in the survey: 313 adults, 108 young people (aged 12 years and above) and 99 children (including 24 three to six year olds³):

- Adults (parent) 44%
- Young people 21%
- Adults (carer/other) 17%
- Children 7-11 years 14%
- Children 3-6 years 5%

For the purposes of this report, and for ease of comparison with previous national surveys, children and young people are referred to as: young people for those aged 12 years and over; children for those aged between seven to 11 years; and young children for those who were aged three to six years.

SCRA is organised into nine Localities: Ayrshire; Central; Glasgow; Grampian; Highlands & Islands; Lanarkshire/Dumfries & Galloway; North Strathclyde; South East; and Tayside & Fife. The number of participants in each Locality is shown in Table 1.

Table 1. Participants across SCRA Localities

Locality	Adults (all)	Young people (12+)	Children (7-11)	Young children (3 - 6)	Total
Ayrshire	13	8	20	9	50
Central	23	12	5	1	41
Glasgow	25	13	12	2	52
Grampian	23	11	6	2	42
Highlands & Islands	13	9	3	0	25
Lanarkshire/Dumfries & Galloway	42	18	5	3	68
North Strathclyde	36	8	9	2	55
South East	24	6	7	0	37
Tayside & Fife	114	23	8	5	150
Total	313	108	75	24	520

207 children and young people took part - 50% female, 46% male, and for 4% this was not recorded.

³ The colouring in sheets were aimed at children aged five and six years old, however, there were eight children outwith this age group as they were considered to have a level of understanding appropriate – two were seven years old, three were four and three were three years old.

The average age of young people was 14 years old, and for children aged seven to 11 the average age was nine years old.

Care must be taken in comparing the findings of this survey with those in 2012/13. Firstly, the response rate this year is significantly lower (520 responses compared to 745 in 2012/13). Secondly, a larger proportion of this year's responses came from the Tayside & Fife Locality (29% compared to 20% in 2012/13), which means the national findings tend to be weighted towards Tayside & Fife.

Information for Hearings

All children and young people and their relevant persons (usually a parent or sometimes a carer) are notified by letter that they must come to a Children's Hearing after this has been arranged by the Reporter. SCRA issues these letters, along with Hearings papers (which contain social work reports/ Child's Plan, and sometimes other reports such as from health, education, Safeguarders, etc.), and leaflets for certain types of Hearings. Usually only young people aged 12 years and over and relevant persons receive Hearings papers. All those invited to Hearings are sent letters.

Letters

78% of children had received a letter to come to their Hearing, with a further 10% being unsure of this (n=68) Similar to the 2012/13 figures of 74% and 11% respectively, and an increase on 66% and 18% in 2008. Of those that received the letter (n=48), **81% said it was either quite easy or very easy to understand**, similar to 84% in 2012/13 and 77% in 2008.

94% of young people had received a letter to come to their Hearing (it was 84% in 2012/13 and 91% in 2008).

90% of adults said they had received a letter (similar to 94% in 2012/13 and 91% in 2008).

Hearings papers

82% of young people had received their Hearing papers (an increase from 73% in 2012/13 and similar to 86% in 2008).

86% of adults said they had received the Hearing papers (it was 90% in 2012/13 and 85% in 2008).

Leaflets

Information leaflets are sent out in certain circumstances to children and families, such as when they are attending Hearings for the first time, when a Compulsory Supervision Order is to be made, the rehabilitation of offenders Act leaflet (which SCRA has a statutory duty to distribute), etc.

27% of young people received a leaflet (an increase on 23% in 2012/13 and 16% in 2008).

15% of adults said they received a leaflet (similar to 14% in 2012/13 and 13% in 2008).

Information provision

Young people and adults were asked about the amount of information they were provided with before the Hearing. Figures 1 and 2 show their responses⁴.

Figure 1.
Young people's views on information provided

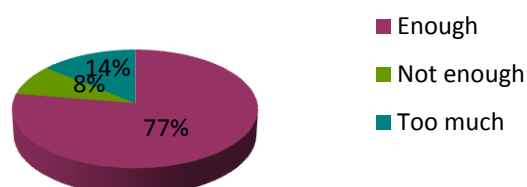
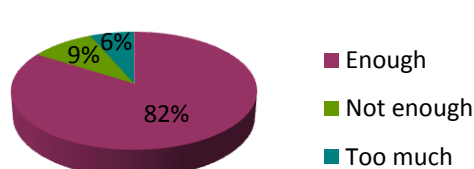


Figure 2.
Adults' views on information provided



77% of young people (n=107) and 84% of adults (n=305) said they had received enough information for the Hearing. This is a decrease for young people on the previous two surveys (86% in 2012/13, and 83% in 2008) and a slight increase amongst adults from 78% in 2012/13 and 82% in 2008.

8% of young people felt they had not received enough information, similar to 9% in 2012/13 and an increase on 5% in 2008. 10% of adults felt they had not been provided with enough information (it was 11% in both 2012/13 and 2008).

14% of young people and 7% of adults felt they had received too much information. It was 5% and 12% among young people in 2012/13 and 2008 respectively, and 11% and 7% among adults in 2012/13 and 2008 respectively.

'All About Me' forms

SCRA should send all children and young people an age appropriate 'All About Me' form when they are invited to a Children's Hearing. This form is a way of providing Panel Members with the child's or young person's views on different aspects of their lives and their Compulsory Supervision Orders. Those who choose to can send the form back to the Reporter before their Hearing or they can bring the completed form to their Hearing.

28% of young people (n=97) and 56% of children (n=43) completed their 'All About Me' form. It was 28% and 61% respectively in 2012/13, and 30% and 52% respectively in 2008. However, 36% of young people (n=52) and 33% of children (n=67) said that they did not receive the 'All About Me' form. Whether this is because SCRA did not send the forms or whether another person in the household/accommodation had not passed the form on is unknown.

For those that did fill it in (27 young people and 27 children), 41% of young people and 11% of children said they had help filling it in (compared to 24% of young people and 25% of children in 2012/13). 56% of young people who filled in the 'All About Me' form said it

⁴ These do not include those who did not answer the question.

helped them to prepare for the Hearing ‘a little’ or ‘a lot’ - a decrease from 67% in 2012/13. All of the children (100%) who filled it in said they liked it ‘a little’ or ‘a lot’ - an increase on 85% in 2012/13.

Amongst those young people who did not fill it in, the most common reasons were that they ‘didn’t want to’ (54%), ‘didn’t receive it’ (36%) and ‘didn’t have time’ (10%) (n=52). This is different from 2012/13 where the majority said they did not complete it as they had not received it (39%) and the second most common reason was ‘didn’t want to’ (27%), although similar to the 2008 findings where 37% said they ‘didn’t want to’ and 26% said they had not received it.

The proportion of children and young people not receiving the ‘All About Me’ forms remains too high. Even when young people receive the forms they are not using them to give their views. This implies that this method is not an effective way for young people to give their views and/or that the form for this age group is not suitable.

All children said that they liked completing their ‘All About Me’ forms which illustrates that the form for this age group is effective and designed to be suited to this age group.

Format of information

In the 2015 survey, young people and adults were asked if they would have liked to have received the information for their Hearings in a different format: Another language; Braille; Bigger lettering; Easy read; Sent by email; No change needed; and Other. 300 adults and 103 young people answered this question (Table 2).

Table 2. Format of information for Hearings

Format	Adults	Young people	Total
No change needed	253	89	342 (85%)
Bigger lettering	11	1	12 (3%)
Easy read	12	7	19 (5%)
Sent by email	13	4	17 (4%)
Other	20	2	22 (4%)
Another Language	0	0	0
Braille	0	0	0
Total	300*	103	403

*The total doesn’t equal the sum as some respondents chose more than one option.

The majority of adults and young people said that no change was needed to the format of the information they were sent for Hearings. None said that they would have liked information in another language or braille. Where ‘other’ was selected and explained, this was usually to do with the format of reports and language used in them, for example: ‘less jargon’, ‘too legal’, ‘too many big words’, ‘difficult to understand’. Other comments related to reports not being received or received on day of the Hearing, and two respondents asked for reports to be printed on blue paper.

Preparation for Hearings

Understanding of why they are at a Children's Hearing

Children, young people and adults were all asked if they understood why they were attending a Children's Hearing. As found previously, more young people than children understood why they were attending a Hearing.

- 48% of **children** understood why they were at a Hearing (n=68) - a decrease from 56% in 2012/13 and 53% in 2008.
- 90% of **young people** understood why they were at a Hearing (n=107). This is in comparison with 94% in both 2012/13 and 2008.
- 97% of **adults** understood why they were at a Hearing (n=307) – it was also 97% in 2012/13 and 2008.

As previously found, this shows that the majority of young people and adults understand their presence at Hearings, and that children find this more difficult.

Speaking to others

51% of children (n=67), 62% of young people (n=105) and 64% of adults (n=310) said they had spoken to someone before coming to the Hearing (a detailed breakdown of who each age group spoke to and how helpful this was is presented in Appendix 7). For children it was also 51% in 2012/13 and was 46% in 2008. For young people it was 59% in 2012/13, and 67% in 2008. For adults it was 57% in 2012/13 and 66% in 2008.

- 14 **children** had spoken to their parent(s), 12 to a social worker, seven to their carer(s) and five to other family members.
- 38 **young people** had spoken to a social worker, 12 to their parents, nine to their carers, and six to other family members.
- 127 **adults** had spoken to a social worker; 45 to a solicitor, legal representative or advocacy worker; 26 to family members (including child, parents, etc.); 14 to a worker (other than a social worker), and 12 to their partner.

This shows that social work is the key agency assisting children and families to prepare for the Hearings. It also shows the importance of parents, carers and family members in helping children and young people prepare for their Hearings.

When asked how much speaking to someone had helped them prepare:

- 58% of **children** said that it had helped them a lot, 36% said it had helped a bit, 4% said not really, and 2% said not at all.
- 66% of **young people** said that it definitely had, 31% said it had helped a bit, and 3% said not really (none said it didn't help at all).
- 65% of **adults** said that it definitely had, 26% said it had helped a bit, 11% said not really, and another 11% said not at all.

The majority of children, young people and adults who had spoken to someone before their Hearing said that it helped them prepare (at least a bit).

As found previously, few young people said they would have liked to have spoken to someone else but did not get the opportunity. In three cases this was a parent, in one a legal representative, in one their school, one a friend and another a social worker. 38 adults said there was someone else they would have liked to have spoken to, most commonly a solicitor/legal representative (n=15) and social worker (n=9).

Additional information

Young people and adults were asked if they had accessed any other information before the Hearing. Similar to previous findings, six young people (6%) and 35 (11%) adults said they had looked for further information.

Four of the six young people who accessed information told us what this was. One could not remember, but recalled it helping 'a bit'. One looked on YouTube and again felt it helped 'a bit'. The remaining two visited SCRA's website and felt it 'definitely' helped.

Of the 35 adults, 11 had accessed SCRA's website (with seven finding it helpful). Other sources of additional information were legal advice, social work advice, and a range of websites including Scottish Child Law Centre, Scottish Parliament (for legislation), Scottish Government and Women's Aid. All additional sources of information were considered helpful with the exception of one person who used Google to find out what a Compulsory Supervision Order is.

Participation in the Children's Hearing

Children were asked whether they had things to say at the Hearing they were about to attend and **25% said that they did** (n=67) (27% in 2012/13). When asked about their previous Hearings, 81% of children (n=68) said they had definitely been to a Hearing before. Of these, **43% children said that they had spoken at their previous Hearing** and a further 29% could not remember if they had said anything (n=58).

80% of young people had been to a Hearing before. 84% (n=88) had attended their previous Hearing – **50 young people (68%) felt like they were the most important person at their last Hearing** (n=74) (it was 71% in 2012/13), and **73% said that they had given their views** (n=77). Of those that gave their views, **88% said they felt that they had been listened to**⁵ and 4% could not remember if they had felt listened to (n=54).

⁵ There are no comparable figures from previous surveys. In the 2012/13 young people and adults were asked if they had things they wanted to say at their Hearing (42% of young people and 61% adults said they did), whether they felt they would say them (87% of young people and 89% of adults felt they would) and whether they felt they would be listened to by Panel Members (83% of young people and 73% of adults said that they felt they would). As the questions asked previously are prospective about their participation in their upcoming Hearing and the question asked in this survey are retrospective ('Did you give your views at the last Hearing' and 'Did you feel listened to'), this data is not comparable.

Equalities

SCRA staff at the Hearings Centre

Part of SCRA's values is that 'we are approachable and open', and the organisation believes in treating people equally. To help measure whether SCRA is achieving this, young people and adults were asked if they felt that staff at the Hearings Centre treated them with dignity and respect.

98% of young people and 99.7% adults felt that they were treated with dignity and respect by SCRA staff at the Hearings Centre (it was also 99% for both in 2012/13). One adult and two young people felt they were not treated with dignity and respect and each of these comments were about Panel Members 'looking down their noses' at them.

Accessibility of the Hearings Centre

Adults and young people were asked if they would have liked any help at the Hearings Centre. 88% of adults and young people said that they didn't need any help with accessing the Hearings Centre. Responses are shown in detail in Table 3.

Table 3. Help required with accessing the Hearings Centre

Type of help required	Adults	Young people	Total
No help needed	270 (88%)	91 (88%)	361 (88%)
Accessing the building	6 (2%)	2 (2%)	8 (2%)
Moving around the building	2 (<1%)	1 (1%)	3 (1%)
Support with hearing	6 (2%)	3 (3%)	9 (2%)
Other	30 (10%)	8 (8%)	38 (9%)
Total*	307	104	411

*Sums do not equal totals as some respondents gave more than one response.

Where 'other' was selected and explained, in most cases this was related to lack of or limited availability of car parking.

Days and times of Hearings

Adults and young people were asked: 'when is it most suitable for you to come to Hearings?', and their responses are shown in Table 4.

90% of adults and young people would prefer to come to Hearings on a weekday, and for the Hearing to be held in the morning (45% of adults and 43% of young people) or in the afternoon (36% of adults and 44% of young people).

Table 4. When is it most suitable for you to come to Hearings?

Most suitable time of Hearing:	Adults	Young people	Total
Weekday - morning	110 (45%)	37 (43%)	147 (45%)
Weekday - afternoon	86 (36%)	38 (44%)	124 (38%)
Weekday - evening	6 (2%)	4 (5%)	10 (3%)
Weekday – blank/no preference	38 (16%)	7 (8%)	45 (4%)
Weekday - total	240 (91%)	86 (90%)	326 (90%)
Weekend - morning	7 (28%)	3 (3%)	10 (29%)
Weekend - afternoon	12 (48%)	1 (1%)	13 (37%)
Weekend - evening	4 (16%)	5 (5%)	9 (26%)
Weekend – blank/no preference	2 (8%)	1 (1%)	3 (9%)
Weekend - total	25 (9%)	10 (10%)	35 (10%)
Total	265	96	361

This question was also asked in the 2012/13 survey in three Hearings Centres: Arbroath, Dundee and Perth. Eighty people responded then – seven young people and 83 adults. 94% preferred Hearings to be held on weekdays: – 49% in the morning and 44% in the afternoon. The responses to the 2015 national survey are therefore consistent with these previous findings.

Internet access

Adults and young people were asked if they had access to the internet. This is to help inform the development of SCRA’s and Children’s Hearings Scotland’s join digital strategy.

90% of young people had access to the internet and 10% did not.

82% of adults had access to the internet and 18% did not.

There were differences in where young people and adults accessed the internet (Table 5).

Table 5. Where do you access the internet?

Location	Adults	Young People
Home	180 (71%)	60 (63%)
Mobile phone	66 (26%)	35 (37%)
Friend or relative’s home	8 (3%)	2 (2%)
Library/ Citizens Advice	8 (3%)	0
School	0	18 (19%)
College/university/work	8 (3%)	0
Residential Unit	0	3 (3%)
Homeless unit	2 (1%)	0
Total*	254	95

*Sums do not equal totals as some respondents gave more than one response.

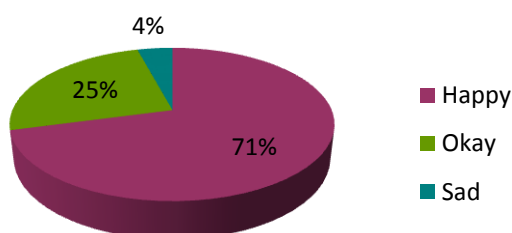
10% of young people (n=100) and 20% of adults (n=290) had accessed SCRA’s website.

Chapter 4. Children's feelings

Young children aged between three and seven years, and children aged seven to 11 years were asked about how they felt being at their Hearing (Figures 3 and 4).

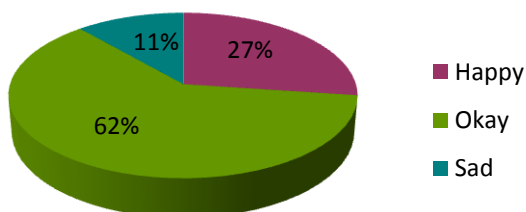
Young children answered by choosing a picture to colour in from a set for boys or a set for girls. Each set included three different pictures of either 'Billy' (for boys) or 'Chloe' (for girls), with each character being shown as either happy, OK or sad⁶. Children aged seven to 11 years were asked whether they felt happy, OK or sad about being at the Hearing.

Figure 3. How young children (3-7 years) felt about being at their Hearing



Young children were found to be happier to be at their Hearing than the older children. Overall, **71% of all young children indicated that they were 'happy'**, 25% that they were 'OK' and 4% that they were 'sad' (n=24). In 2012-13, 78% were 'happy', 11% felt 'OK', and 11% felt 'sad'.

Figure 4. How children (7-11 years) felt about being at their Hearing



Of children aged seven to 11 years, 61% reported feeling 'OK' to be at the Hearing, 27% were 'happy', and 11% felt 'sad' (n=70). In 2012/13, 62% of children said they felt 'OK', 33% felt 'happy', and 5% felt 'sad' to be at their Hearing.

⁶ Examples of colouring sheets by children in the survey are used to illustrate this report.

Chapter 5. Discussion and areas for improvement

The findings from the 2015 children and families survey are very similar to those of the 2012/13 survey. It raises questions for SCRA and its partners in the Hearings System, particularly around how to better support children and young people to enable them to participate in their Hearings.

Key questions

As found previously, young people are not engaging with the All About Me forms, with only 28% saying they filled it in, and of these 56% said it helped them prepare for their Hearing. **Are All About Me forms the best way to engage young people's views or would alternative methods be better?**

Over half of children (56%) completed the All About Me form. In addition, 36% of young people and 33% of children did not receive the All About Me form. These numbers are too low especially for children who, of those who filled the form in, all found that it helped them prepare for their Hearing. **How can SCRA make sure that all children receive the All About Me form and have an opportunity to use it to give their views to their Hearings?**

Less than half of children understood why they were at a Hearing (48% compared with 56% in 2012/13). There was also a slight reduction in the numbers of young people who understood this (90% compared with 94% in 2012/3). **How can children be supported to better understand why they are at a Hearing?**

18% of children, 36% young people and 41% adults recalled that they had spoken to their social worker about the Hearing before the day. Almost all who had spoken to a social worker said that it had helped them prepare for the Hearing (two young people and 16 adults said it didn't help). **How can more children, young people and adults receive and benefit from such support?**

Areas of good practice

The majority of adults and young people said that no change was needed to the format of the information they were sent for Hearings. And similar to previous surveys, most said that they got enough information for the Hearing.

73% said of young people said that they had given their views at their last Hearing, and of these 88% said they felt that they had been listened to. **How can this be increased still further?**

99% of young people and adults felt that they were treated with dignity and respect by SCRA staff at the Hearings Centre (it was also 99% in 2012/13). Where individuals did not feel they were treated with dignity and respect this related to others and not SCRA staff.

Appendix 1



Child's questionnaire (ages 7 – 11 years)

Section A: Administrative information

Complete as much of Part 1 as possible **prior to approaching** the child (aged 7 to 11 years) to participate in an interview. Please complete Parts 2 and 3 after approaching the participant, but before conducting the interview.

Part 1: Administrative information

Name of interviewer: _____

Locality: _____

Hearing Centre: _____

Date: / March /2015

Did the interview take place in a waiting room or private room?

Waiting room Private room

Reception area

Other

Was there anyone else present when the interview took place? Yes

No

Part 2: Consent *(please circle)*

If the participant is a child, did the parent/carer provide consent to participate? Yes No

Did the child provide consent to participate? Yes No

If either the parent/carer or the young person says no, please do not interview the young person.

Part 3: Participant information *(please write in/circle answer)*

How old is the child? _____ years

What gender is the child? Male

Female

Is this the child's first Hearing? Yes

No

Section B: Information about today

1. Did you get a letter asking you to come here today? (tick one option only)

Yes No Don't know
 (go to question 2) (go to question 3) (go to question 3)

2. How easy was it to understand the letter? (circle one option only)

very quite not very not at all
 easy easy easy easy

3. Did you get an 'All About Me' form before today?

Show the 'All About Me' form to the child

Yes No Don't know
 (go to question 4) (go to question 6) (go to question 6)

4. Did you fill in this form before coming here today (or maybe somebody helped you)?

Yes, I did (go to question 5)

Yes, someone else did it with me (go to question 5)

No, I didn't fill it in (go to question 6)

5. How did you feel about filling it in? (circle one option only)

liked it liked it didn't like didn't like
 a lot a little it much it at all

Section C: Your participation

Please tick one box and follow the directions under the corresponding box. When the answer requires writing, please write the answer in the space provided.

6. Before today, did you talk to anyone about what would happen today?
 (tick one option only)

Yes No
 (go to question 7) (go to question 8)

7. Who did you talk to and has it helped you? (e.g. mum, dad, Reporter, Social Worker, carer, friend)

Who?	Has it helped you prepare for today?			
	Yes, a lot	Yes, a bit	Not really	Not at all

8. Do you have things you want to say to the Panel Members today? (tick one option only)

Yes No Don't know

Section D: Your understanding of the Children's Hearings System

9. Do you know why you are here today? (tick one option only)

Yes No Don't know

10. How do you feel about coming to the Hearing today? (circle one option only)

happy okay sad

11. Have you been to a Hearing like this before? (tick one option only)

Yes No Can't remember

12. Did you say anything the last time you came? (tick one option only)

Yes No Can't remember

Thank you very much for answering these questions.

Appendix 2



Adults and Young People's Questionnaire (young people aged 12 or over & parents/carers)

Section A: Administrative information

Complete as much of Part 1 as possible **prior to approaching** the young person or adult to participate in an interview. Please complete Parts 2 and 3 after approaching the participant, but before conducting the interview.
Interviews are to be carried out before the Hearing.

Part 1: Administrative information

Name of interviewer: _____

Locality: _____

Hearing Centre: _____

Date: / March 2015

Did the interview take place in a waiting room or private room?

Waiting room Private room Reception area Other

Was there anyone else present when the interview took place? Yes No

Part 2: Consent (please circle)

If the participant is a young person, did the parent/carer provide consent to participate?
Yes No

Did the adult/young person provide consent to participate? Yes
No

If either the parent/carer or the young person says no, please do not interview the young person.

Part 3: Participant information (please write in/circle)

Is the participant a young person or an adult?

Young person Adult (parent) Adult (carer)
Adult (other)

How old is the **young person**? _____ years

Young person's gender: Male Female

Section B: Information for today

These questions are for ALL participants

1. What information did you receive for today's Hearing? (please tick responses where a 'yes' answer is provided and cross responses where a 'no' answer is provided)

Information	Received?	Understood?
Letter		
Papers/reports		
Leaflet(s)		

2. Would you have liked your information in a different format such as:

Bigger lettering Another language Brail Easy read

Sent by email Other _____ No change needed

3. Do you feel you got enough information for today? (tick one option only)

Enough Too much Not enough

4. Do you know why you are here today? (tick one option only)

Yes No Not sure

5. Would you have liked any further help at this Hearing centre with:

Accessing the building Moving around in the building

Support with hearing Anything else _____ No help needed

These questions are for young people only

6. Did you fill in the 'All About Me' form? (tick one option only)

Yes

(go to question 8)

No

(go to question 7)

7. Can you tell me why you didn't? (tick one option only)

Didn't get it

Didn't have time

Didn't understand it

Didn't want to

Other (please specify)

(please go to question 11)

8. Did anyone help you fill it in? (tick one option only)

Yes
(go to question 9)

No
(go to question 10)

9. Who helped you fill it in? (e.g. social worker, parent)

10. How much did filling in this form help you to prepare for the Hearing today? (circle one option only)

a lot

a little

not much

not at all

Section C: Your participation

Please tick one box and follow the directions under the corresponding box. When the answer requires writing, please write the answer in the space provided.

These questions are for ALL participants

11. Before you came here today, did you talk to anyone about what might happen? (tick one option only)

Yes
(go to question 12)

No
(go to question 13)

12. Who have you spoken to and has it helped you prepare for today? (e.g. social worker, parent, legal representative, safeguarder, Children's Rights worker)

Who?	Has it helped you prepare for today?			
	Yes, definitely	Yes, a bit	Not really	Not at all

13. Is there anyone (else) you would have liked to talk to about today? (tick one option only)

Yes
(go to question 14)

No
(go to question 15)

14. Who would you have liked to have spoken to? (e.g. social worker, parent, Reporter, legal representative, friend)

15. Have you accessed any information to help you prepare for today? (e.g. SCRA website, Scottish Child Law Centre, Scottish Commissioner for Children and Young People, etc) (tick one option only)

Yes
(go to question 16)

No
(go to question 17)

16. If Yes....

What?	Has it helped you prepare for today?			
	Yes, definitely	Yes, a bit	Not really	Not at all

17. Is there any information you would have liked to have (but didn't) to help you prepare for today? (tick one option only)

Yes

No

If yes, please explain:

18. Do you access the internet? (tick one option only)

Yes

No

(go to question 19)

(go to question 21)

19. Where do you usually access the internet

20. Have you ever looked at the SCRA website? (tick one option only)

Yes

No

21. Do you feel that the staff at this Hearings Centre treat you with dignity and respect? (tick one option only)

Yes

No

If no, "can you tell me more about that"

22. When is it most suitable for you to come to Hearings? (circle one)

Weekdays weekends

And (circle one)

morning afternoon evening

Section D: Previous Hearings

These questions are for young people only

23. Is this your first time at a Hearing? (tick one option only)

Yes

No

(no further questions) (go to question 24)

24. Did you come to the last Hearing? (tick one option only)

Yes

(go to question 25)

No

(no further questions)

Not sure

(no further questions)

25. Did you feel like you were the most important person at your last Hearing? (tick one option only)

Yes

No

26. Did you give your views at your last Hearing? (tick one option only)

Yes

No

Can't remember

If No - why not:

27. Did you feel listened to? (tick one option only)

Yes

No

Can't remember

Thank you very much for answering these questions.

Responses to Locality specific questions – Ayrshire Locality

21 respondents – eight young people and 13 adults.

How far have you travelled for today's Hearing?

5 to 10 miles: 5 (24%)

<5 miles: 8 (38%)

>10 miles: 8 (38%)

How did you get here?

By bus: 4 (19%)

Own car: 7 (33%)

Someone else's car: 8 (38%)

By train: 2 (10%)

What is more important for you?

A Hearings Centre close to where you live: 11 (55%)

A Hearings Centre with good facilities: 9 (45%)

Would you be prepared to travel further than today to go to a Hearings Centre with better facilities?

No: 12 (57%)

Not sure: 4 (19%)

Yes: 5 (24%)

Responses to Locality specific questions – Grampian Locality

34 respondents – 11 young people and 23 adults.

Is the waiting room comfortable?

Not sure: 2 (6%)
Yes: 32 (94%)

Are there any ways it could be improved?

No: 17 (63%)
Yes: 8 (30%)
Not sure: 2 (7%)

Suggestions for improvement to waiting rooms: TV (five respondents), toys (one respondent), and ventilation (one respondent).

Do you have any suggestions for improvement to this Hearings Centre?

No: 23 (69%)
Yes: 9 (27%)
Not sure: 1 (3%)

Suggestions for improvement to Hearings Centre: TV (2 respondents), magazines for teenagers, more toys for older children, toys for children, ventilation, signage for Centre, and free WiFi (all one respondent each).

Responses to Locality specific questions – Highlands & Islands Locality

22 respondents – Nine young people and 13 adults.

Was this Hearings Centre easy to find and get to?

No: 2 (9%)

Yes: 20 (91%)

If not, why? – Do not know named town (two respondents).

Is it private enough for you here at this Hearings Centre?

No: 3 (14%)

Yes: 18 (86%)

If not, why? – Not coming in off street (two respondents), too many people about (one respondent).

Are the reception area and waiting room here welcoming and comfortable?

No: 3 (14%)

Not sure: 1 (4%)

Yes: 18 (82%)

If no, what could be done to make them better? – Not child friendly/ not designed for family Hearings (three respondents); smell damp; provision of juice, tea and coffee; softer seats (all one respondent each).

Responses to Locality specific questions – Tayside & Fife Locality

137 respondents – 23 young people and 114 adults.

Did you feel welcomed when you came here today?

No: 2 (2%)
Yes: 132 (98%)

Two respondents didn't answer – one saying that they felt 'neutral', and other that they were distracted when they arrived.

One person who said 'no' – explained this by: 'don't like coming'.

Is there anything you think we should do to improve this waiting room?

No: 81 (59%)
Not sure: 6 (4%)
Yes: 50 (36%)

The following suggestions for improvement were made, with numbers of respondents shown:

- Coffee & tea/ vending machine – 22
- TV – 10
- Music – 7
- Brighter/more colourful – 6
- Heating/ too cold – 6
- More toys for children – 5
- Magazines – 3
- More for young people to do – 3
- Something for adults to read – 2
- WiFi – 2
- Games console – 2
- Waiting room smells – 2
- More chairs, better seats, lights, clock, water, food, faster service, private rooms, blinds, child safety covers on plug sockets, wooden floors (carpets dirty) – all 1 respondent each

Have you ever tried to phone the Reporters' office?

No: 93 (68%)
Yes: 44 (32%)

If yes, how easy was it to get to speak to the person you wanted to?

1 (very easy):	23 (54%)
2	7 (16%)
3	7 (16%)
4	4 (9%)
5 (very difficult)	2 (5%)

Who children, young people and adults spoke to and how much it helped them prepare for the Hearing

Table 1. Who children spoke to and how much it helped them.

Who was spoken to	Yes, a lot	Yes, a bit	Not really	Not at all	Total (N)
Child(ren)					
Parent(s)	8 (57%)	5 (36%)	0	1 (7%)	14
Other family	2 (40%)	2 (40%)	1 (20%)	0	5
Carer(s)	5 (71%)	2 (29%)	0	0	7
Social Work	7 (58%)	5 (42%)	0	0	12
Education	1 (25%)	2 (50%)	1 (25%)	0	4
Health/Mental Health					
Reporter/SCRA					
Advocacy/Solicitor/Legal Rep					
Police/Justice					
Voluntary Sector	1 (100%)	0	0	0	1
Other Worker	1 (100%)	0	0	0	1
Friend	1 (100%)	0	0	0	1
Partner (or ex partner)					
Other					
Total	26 (58%)	16 (36%)	2 (4%)	1 (2%)	45 (100%)

Table 2. Who young people spoke to and how much it helped them.

Who was spoken to	Yes, definitely %	Yes, a bit %	Not really %	Not at all %	Total (N)
Child(ren)					
Parent(s)	11 (92%)	1 (8%)	0	0	12
Other family	4 (67%)	2 (33%)	0	0	6
Carer(s)	6 (67%)	3 (33%)	0	0	9
Social Work	21 (55%)	15 (40%)	2 (5%)	0	38
Education	3 (100%)	0	0	0	3
Health/Mental Health	1 (100%)	0	0	0	1
Reporter/SCRA					
Advocacy/Solicitor/Legal Rep	5 (71%)	2 (19%)	0	0	7
Police/Justice	1 (100%)	0	0	0	1
Voluntary Sector	0	2 (100%)	0	0	2
Other Worker	5 (62%)	3 (38%)	0	0	8
Friend	2 (100%)	0	0	0	2
Partner (or ex partner)	0	0	1 (100%)	0	1
Other*	1 (100%)	0	0	0	1
Total	60 (66%)	28 (31%)	3 (3%)	0	91

*staff

Table 3. Who adults spoke to and how much it helped them.

Who was spoken to	Yes, definitely (%)	Yes, a bit (%)	Not really (%)	Not at all (%)	Total (N)
Child(ren)	4 (67%)	1 (7%)	1 (7%)	0	6
Parent(s)	8 (67%)	4 (37%)	0	0	12
Other family	5 (56%)	3 (33%)	0	1(11%)	9
Carer(s)	1 (100%)	0	0	0	1
Social Work	81 (64%)	30 (24%)	9 (7%)	7 (6%)	127
Education	2 (100%)	0	0	0	2
Health/Mental Health	2 (100%)	0	0	0	2
Reporter/SCRA	3 (50%)	3 (50%)	0	0	6
Advocacy/Solicitor/Legal Rep	33 (69%)	15 (31%)	0	0	48
Police/Justice	1 (100%)	0	0	0	1
Voluntary Sector	1 (25%)	3 (75%)	0	0	4
Other Worker	10 (71%)	3 (21%)	0	1 (7%)	14
Friend	2 (50%)	1 (25%)	0	1 (25%)	4
Partner (or ex partner)	12 (100%)	0	0	0	12
Safeguarder	1 (12%)	5 (42%)	1 (12%)	1 (12%)	8
Other	1 (100%)	0	0	0	1
Total	167 (65%)	68 (26%)	11 (4%)	11 (4%)	257

* MHO

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