

# Easy Read Information Guide for Parents/Carers

## Participating in a Virtual Children's Hearing



# Welcome

Due to Coronavirus (sometimes called COVID-19) your child's Children's Hearing might be held virtually.

This means everyone will be using computers (or laptops, tablets or mobile phones) to communicate and see each other.



If this is the case, it is a little bit different than attending a face to face Children's Hearing.

This guide will help you prepare to participate in your child's Hearing virtually.

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## Before a Virtual Hearing

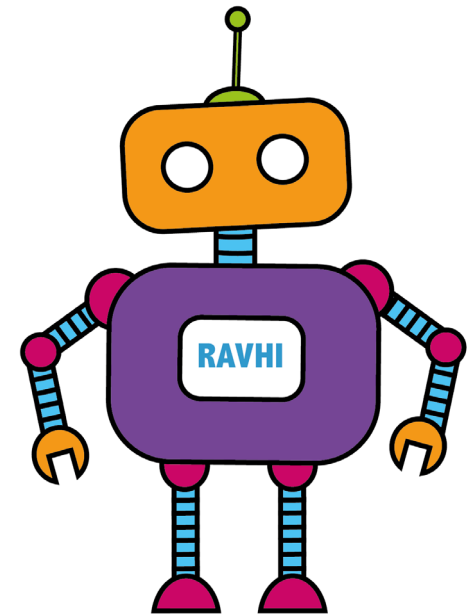
It's really important you take part in your Virtual Hearing if you can, as decisions can be made about your child.

You will be attending your Hearing using Microsoft Teams or Vscene. You will get a letter giving you information about this.

About a week before, you will be contacted about doing a test.

Two days before your child's Virtual Hearing is due to take place, you will receive your joining instructions to attend virtually – these are sent to your email address.

This is RAVHI the robot. They will guide you through your Virtual Hearing. Whenever you see RAVHI, you will know help is available.



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## Getting help

If you are unsure about joining the Virtual Hearing or have any questions, please get someone to help you. You can talk to a lawyer or your social worker.

You can get help from Parentline by calling **08000 28 22 33** or visit their website.

You can also contact the Virtual Hearings Team who arrange all the Hearings and make sure everything goes as smoothly as possible. You can email them at [virtualhearings@scra.gov.uk](mailto:virtualhearings@scra.gov.uk)

You might want to check your broadband speed before the Virtual Hearing. More information is available [here](#). If you are not sure about this, please ask someone to help you.

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## During the Virtual Hearing

The people at the Virtual Hearing are the same as a face to face Hearing. You can read our Going to a Hearing guide for parents [here](#).



If your child is very young, they won't be asked to join the Virtual Hearing. Older children and young people can attend and they are encouraged to take part.

During the children's hearing, only one person speaks at a time. Everyone else listens to what they have to say.

## Your views

The panel members will ask everyone what they think and feel. People will take it in turns to say what they think and feel. The panel members will get a chance to ask everyone questions.

You will get the chance to say what you think and feel.

After listening to everyone the panel members will make a decision about your child. They will explain their decision. Then they will explain your rights.

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## After the Hearing

If you have questions about the decision the panel members make, you can speak to your social worker, lawyer or the person that is helping you.

If you are not happy, you have the right to appeal the decision. You should speak to a lawyer about this.

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# More help about Virtual Hearings

→ Top tips

→ Available supports

→ Questions and answers

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