

# 40 Calls to Action

## SCRA's work 1 year on...

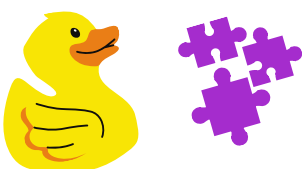
### Introduction

In October 2020, Our Hearings Our Voice published [The Zine - 40 Calls To Action](#) for organisations that work in the Children's Hearings System to make things better.

In SCRA, our Participation Group took ownership of the 40 Calls and set to work looking at them, exploring them and prioritising them.

We were able to see the links over from the 40 Calls into the work of The Promise - The Promise giving organisations high level principles and direction, the 40 Calls giving some practical actions that could support these.

We recognised that some of the actions could be made by one organisation, while some would need organisations to work together. We also recognised that some things could be changed now, whilst others would take some work and more time to get there - because they are about change - and that is good, and to make it meaningful and sustainable, it is worth doing well.





**OHOV said:** All Hearings Rooms and Waiting Rooms need to be updated to the new designs urgently. All big tables need to go... “they’re scary!” (and children and young people have been saying this for years).

**SCRA says:** We have now redesigned over 30 rooms, in the style co-designed by Hearings-experienced young people. **THAT’S 30 LESS BIG TABLES!**



These rooms are much lighter and brighter – natural light where possible, different colours with some funky accessories. Lots of comfy seats – in all shapes and sizes, and children’s play areas for the wee ones. The furniture can be moved around too, so that you can sit where feels comfortable and to make sure anyone in buggies or wheelchairs can be fully part of the room.

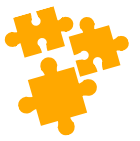
We have another set of rooms that are being re-designed this year – and another batch of rooms the following year. This is to make the rooms feel safe, inclusive and support participation. Our Options, Choices and Participation work will be developing this.





**OHOV said:** Make sure all Hearings Centres have good window and door coverings so my privacy and confidentiality is protected.

**SCRA says:** New blinds or window treatments have been added to all of the new rooms to protect privacy. Doors which have glass on them are being covered. We are also looking at more child-friendly signage on Hearing room doors too!



**OHOV said:** Make Pre-Hearing visits more available to me.

**SCRA says:** SCRA would love for you and your family or carers to come for a Pre-Hearing visit – they are a brilliant way to get to know what it looks and feels like, where everything is and get a sense of where you might want to sit or anything that you might need to support you when you come to your Hearing.



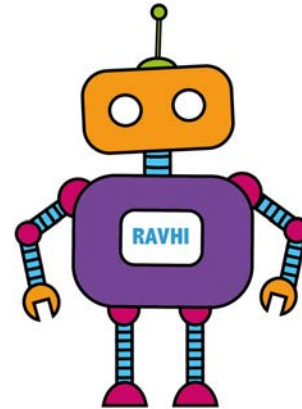
We have been doing loads to promote Pre-Hearing visits - in the letters that we send, on our website, leaflets and on Social Media. We have also been promoting them with our partners in social work, advocacy etc. to remind you and your family that you are very welcome to visit. Is there anywhere else that we could promote visits? Let us know!





Someone new to help you! We also have someone to introduce you to... **RAHVI** our **Virtual Hearings Robot!**

For people attending Hearings virtually, RAHVI can provide lots of support and help you to get to our Virtual Hearings Team. There are also some really good, easy to read and understand guides available on our [website](#).



**OHOV said:** Hearings are stressful! Support me to relax by having sensory and digital things in the Waiting Rooms that will entertain and help keep me calm.

**SCRA has:** Working with young people from Reach for Autism, we developed sensory kits that are now in every Hearing room. These kits contain loads of different tools, most are toys and fidget gadgets such as timers and stress balls, but some perform very specific functions to help relieve information overload, stress and anxiety. Ear defenders and sunglasses are also in the kit to help with over stimulation, light and noise.





During the pandemic we had to stop using these kits due to virus control. A suggestion from young people from Our Hearings, Our Voice was for us to develop smaller takeaway kits – ones for children with sensory needs but also ones for children to use just as a distraction, to alleviate anxiety or to support them to participate.

This was a fantastic idea and we invested in the purchase of items to produce these – and they have been hugely popular and we are continuing with these until the current restrictions are eased completely.



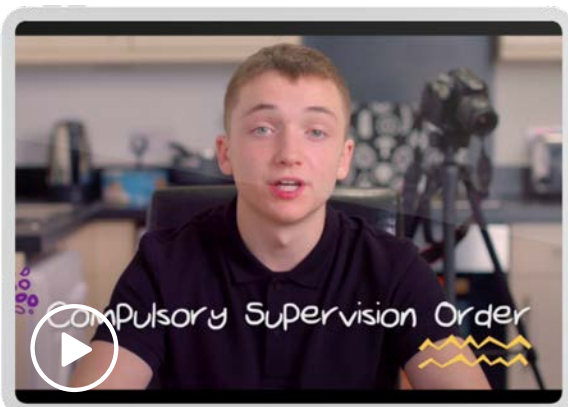
**OHOV said:** There are a lot of information leaflets about Hearings. Could these be condensed into something like films?

**SCRA says:** Been creating short, informative and (hopefully) interesting films about coming to Hearings for the last couple of years – these are available on our website [www.scra.gov.uk](http://www.scra.gov.uk). One of the films focus was made for people with neurodiverse conditions, as well as a film for people with learning disabilities and additional support needs.



All films have subtitles and BSL available.

Our most recent film, 'What is a CSO?' was an idea generated by Our Hearings, Our Voice and was co-scripted by a Hearings-experienced young person.





**OHOV said:** Leaflets should be redesigned to be more engaging and interesting. These should be co-designed with Hearings experienced children and young people.

**SCRA says:** You are right! We co-design all of our information with Hearings-experienced young people, but some of the leaflets are getting a bit old and definitely needing a do-over! We are in the process of doing this with the help of some amazing young people with new and fresh ideas.



**OHOV said:** Get rid of All About Me forms and instead have lots of different ways for me to tell you what is important to me.

**SCRA says:** The All About Me form will be discontinued. We are looking at different ways for you to provide your views. In the meantime, we have developed a 'Hearing About Me' form - this will be available online, as well as on paper. This has been designed with other Hearings-experienced young people that have used All About Me forms in the past. We think this new form is fab - much better for letting us know your thoughts and what we can do to support you. We will be building this into a whole package of materials to support you coming to a Hearing - more about that later.





## Coming soon – there's work still to be done!



**OHOV said:** Ask me what I need to be safe and comfortable to be able to take part in my Hearing. E.g. "If I hate lifts don't just expect me to use them."

**And:** Have lots of different ways to share my views and make sure my voice is at the centre of my Hearing.

**SCRA says:** We are developing a new package of materials to support you coming to a Hearing – this work will answer your Calls to Action and it will also deliver on part of our Keeping the Promise work.



We want to be able to show you and tell you what you can expect when you come into a Hearings – either in person, or virtually and what the options and choices are that are available to you – how you attend, how you participate, if there is anything that would help or support you – anything that we could do or prepare for you – or let others know about.

We are looking to set things up so that you can let us know all of this beforehand to help us to help you – but also for us to get to know you a bit better for when we meet you.

## Communications – this is a big area we need to work on!



**OHOV said:**

- Speak to me using words and explain things in ways that I will understand.
- All communications with me (letters and legal papers) should be written in a way that gives me the facts and in a way that I can understand.
- Have clear and easy to understand information about my right to ask for a review after 3 months.
- Make sure I know how to claim back travel costs for attending my Hearing.



**SCRA says:** We are completely reviewing the way that we communicate - the language we use, the approach - from letters, to leaflets, social media to surveys - and are working with our partners on this too, and guided by your voice and experience.



There are a few leaflets, forms and letters that have been prioritised by you for us to look at and we are doing them now, and not waiting until the full review is over - we might go back to them again later to make them EVEN better.

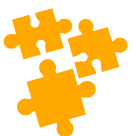
This is an exciting one - and challenge - which we accept! We would love to hear what works best for you - is it a letter or a podcast, is it detail or simple steps, are films the way to get information out or is it all of these - let us know! Get in touch with us - [communications@scra.gov.uk](mailto:communications@scra.gov.uk)

## Learning from your experiences



**OHOV said:** Always ask me about my experience of my Hearing and use this feedback to make things better.

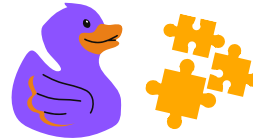
**SCRA 100% agrees:** We would LOVE to hear about your experiences - that would help us to make things better for you! We are exploring (with the techie folk) how we could do this - maybe sending you an email a few days after your Hearing? Maybe having a chat with you? Maybe an adult that you know and trust having a chat with you and letting us know? What do you think? Let us know - [communications@scra.gov.uk](mailto:communications@scra.gov.uk)







## Get in touch please



Anyway, we could go on and on, but hopefully this has given you a good flavour of the work that has been going on and some of what is coming up - of course, if you think we are looking at the wrong things or should be doing something differently, let us know - it would be great to hear from you!

And once again, THANK YOU!!!!!!

SCRA, October 2021  
#proudcorporateparent  
#40callstoaction

