



# 40 Calls to Action SCRA's work 2 years on...

## Introduction

It is hard to believe that *Our Hearings, Our Voice* published the fabulous [Zine and 40 Calls to Action](#) two years ago. Where has the time gone???

Since then we have been working hard to deliver on the 40 Calls to Action.

Our Participation Group - which is led by Jennifer Orren - has been co-ordinating our work to deliver on these important actions.

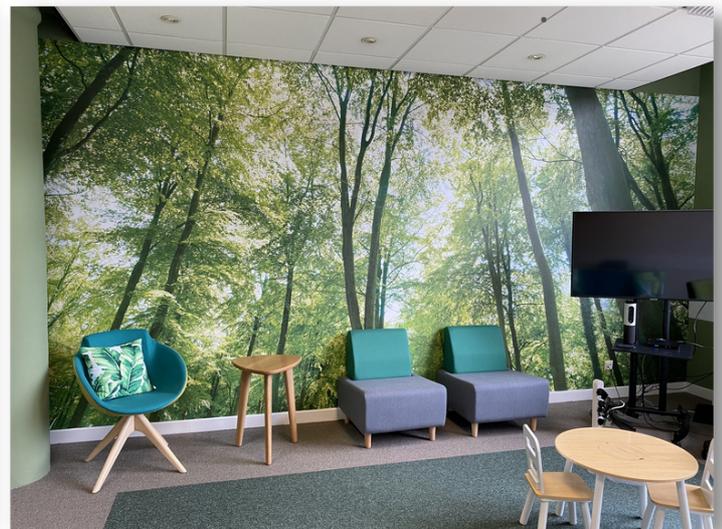
Two years on, we wanted to provide you with an update on our work ...





**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 revamped another six Hearing rooms in the past year to make them as fresh, friendly and comfortable as possible – and we did this with young people to guide us. That's almost 40 Hearing rooms with no big tables!





**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 says:** We introduced the Hidden Disabilities Sunflower Scheme to support people coming to our centres. We introduced toys back into waiting rooms, but we have still kept the sensory take away kits.

We piloted a sensory corner at our Glenrothes Hearings centre which has had lots of really good feedback - we are now going to do more!

We also rolled out the free book initiative for children with the Dolly Parton Imagination Library. That means children age five and under get a free book every time they go to a Hearing!

We have also created visual guides for Hearing centres for children and young people with autism and other sensory needs to try and explain what a Hearing is. We are working our way around the country and will have one for every Hearing centre by the end of the year.



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

**SCRA says:** We created two scripts for cartoon animations around the role of the Reporter which we consulted with OHOV Board Members about. The animations will be live on our website next month. Thank you to Board Members for their help with this!

We have also been working hard to make information films in British Sign Language, along with sub titles and audio. We now have a dedicated BSL section on our website. We plan to make more information available in BSL going forward.



We also worked with OHOV to record some podcasts which will be available on our website soon. We are committed to making our information available in as many formats as possible.



**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 has:** We had a fantastic session with OHOV Board Members creating our new rights leaflet for children and young people. This new leaflet is currently being finalised and will be available shortly. We are also going to review and co-produce a new going to court leaflet and secure accommodation leaflet with Hearings-experienced young people. If you want to get involved, please get in touch!





**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:** We worked with young people from the Inverclyde Proud 2 Care group to design a new Hearing About Me form which is available in paper format and you can also fill it in [online](#).

**Hearing About Me**

It is important that the Hearing hears your views. One option is to fill in this form beforehand. You can get help from an advocacy worker at [www.hearings-advocacy.com](http://www.hearings-advocacy.com). Here are some areas in your life you might want to tell us about. You don't need to answer all of the questions.

Your name

Hearing location

**My Learning** Would you like to tell the Hearing how things are going at school, college or work?

**My Living** Is there anything you would like to tell the Hearing about where you are living right now?

**My Feelings** Is there anything the Hearing should know about how you are feeling?

[www.scra.gov.uk](http://www.scra.gov.uk) [www.hearings-advocacy.com](http://www.hearings-advocacy.com)

### Hearing about me online form – Young People



It is important that the Hearing hears your views  
One option is to fill in this form online beforehand

Please fill this form in as soon as you can before your Hearing to make sure it gets to the Reporter on time. Remember to only use your initials (for example, J.A.), and to put the time, date and location (place) of your Hearing in.

The form will be printed and included in your Hearing papers which are sent to you, the Panel Members attending your Hearing, your Social Worker, and any Relevant Persons in your life.

Your initials	Your Hearing location	Date and time of Hearing
<input type="text"/>	<input type="text"/>	<input type="text"/>

**My Learning:** Would you like to tell the Hearing how things are going at school, college or work?

**My Living:** Is there anything you would like to tell the Hearing about where you are living right now?

Access





**OHOV said:** Have clear and easy to understand information about my right to ask for a review after 3 months.

**SCRA says:** We created a new page on the young people section of our website with step by step information about how to ask for a review.

The screenshot shows the SCRA website interface. At the top, there is a navigation bar with links for Home, About SCRA, Recruitment, Professionals, Virtual Hearings, and BSL. A search bar is also present. Below the navigation bar, there are tabs for Children, Young People, Parents & Carers, Resources, and Contact Us. The main content area is titled 'Young People' and features a sidebar with various topics such as Virtual Hearings, Never been to a Hearing?, Received a letter from the Reporter?, Before your Hearing, Hearing About Me, At Your Hearing, Your Rights, Participation Rights, Your wellbeing, Compulsory Supervision Orders, Asking for a review (highlighted with a blue circle), Going to Court, and Questions and Answers. The main content area is titled 'Asking for a review' and features a large image of a young woman smiling. Below the image, there is a text box that reads: 'Did you know you have the right to ask for a review three months after your Hearing? This page of our website will help you find out more...'. Below this, there is a section titled 'After your Hearing' with a star icon and text: 'You might be able to appeal against the decision made by the Hearing. An appeal must be made within 21 days beginning with the day of the Hearing.' An 'Accessibility' button is visible in the bottom right corner.



**OHOV said:** Make sure I know how to claim back travel costs for attending my Hearing.

**SCRA says:** We have posted information on our website about this, but we know we have more work to do to raise awareness about this. In some parts of the country, you can claim your money back at reception at your Hearing, while in other areas you claim via social work. We need to make this easier for everyone!

## More progress that you might be interested in...

We have introduced online complaints forms for [children](#) and [young people](#). We have also created a [top tips page](#) on our website, along with a [cartoon animation](#). We want to make it as easy as possible for children and young people to complain. If you have any ideas about what could help, we would love to hear from you.

We carried out and published Our Hearings, Our Voice [evaluation report](#) on behalf of the Children's Hearings Improvement Partnership (CHIP). This was a key piece of work.

We published our [Keeping The Promise Plan](#) to set out the work that SCRA are going to do to Keep The Promise. We also launched a dedicated Keeping The Promise [section on our website](#) so you can keep up to date with our progress.

There's lots of exciting work ongoing to Keep The Promise. We have created a group for staff with Hearings/care experience to help us to improve things.



We know language is so important. That's why we produced an LGBTQI inclusive language guide for our staff. In addition, we are part of the group set up by the CHIP looking at language which includes OHOV, people who work in education, social work and Children's Hearings Scotland. We are really excited to be working on this with you.

We are also about to launch a new project looking at making our letters (sometimes called notifications) better and easier to understand.

We are working with care-experienced young people from the Celcis VIP group to develop a **communication toolkit**. Watch this space for more information!

We've worked with you to design your VOICE magazine. We think it looks fabulous and it will be amazing to have children and young people read it while waiting to go into their Hearings.



And finally...

As always, it has been wonderful working with you. There is so much amazing work ongoing.

We hope you find this update helpful. If you have any questions/comments, please get in touch. We would love to hear from you.

Thanks for reading this.

Jennifer Orren



SCRA October 2022