

# 40 Calls to Action

## SCRA's work three years on...

### Introduction

It is hard to believe that Our Hearings, Our Voice published your amazing [Zine and 40 Calls to Action](#) three years ago. Where has the past three years gone???

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

Every year we want to provide you with an update on our work, so here's some of the highlights from the past year...





## Hearing room improvements

We revamped more Hearing rooms where the design was led by Hearings-experienced young people in Alloa, Elgin, Fraserburgh, Hamilton, Stranraer, Tranent – that's 40+ Hearing rooms with no big tables!

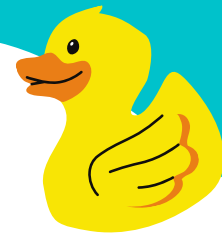
## Information in different formats

We worked with you to improve more information materials, including new cartoon animations and audio sound bites. P.S. we love them! We also have more information translated into British Sign Language and sub titles which is available on our website.

## Asking for a review

We created a new page with information about this on the young people section of our website, along with a short animation. We will also be getting the information translated into British Sign Language with sub titles too. This is such an important right.





## Rights

We worked with you to write and design a fabulous new Your Rights information flyer for children and young people.

## Sensory materials/information

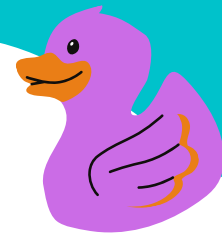
We now have a network of more than 20 Neurodiversity Champions who are ensuring we have sensory take away boxes and mini sensory takeaway kits available in every Hearing centre. These are currently being restocked! We now have 23 visual information guides for Hearing centres across Scotland. There's still a few locations where we need to create these, but we are almost there!

## Taking control of my Hearing

You always come up with brilliant ideas and we have loved working with you on this project, in particular the creation of the scrapbook. We can't wait to see the printed version!

## Giving your views

We have a number of exciting Keeping The Promise projects underway to ensure children and young people have different ways of giving us their views. We have a customise my Hearing pilot in Grampian, a child friendly Compulsory Supervision Order project in the Western Isles, a child friendly scheduling initiative in Ayrshire and a joint pilot feedback initiative in Central and Moray with Children's Hearings Scotland.



## Times of Hearings

A child friendly scheduling initiative got underway in Ayrshire this spring. In the first six months of the project, we fulfilled 100% of children and young people's preferences for the time of their Hearing. This is great news, but we have lots more work to do here.

## Letters

A new project has been set up to transform the letters we send to children and young people and Our Hearings, Our Voice will be contributing to their development. Watch this space for more information!

## Language Leaders

It has been a privilege to work with you on the groundbreaking Language Leaders project. This will make a massive difference to children and young people in the Hearings System and influence our new letters, as well as all of our communications with you.

## Your voices

We were honoured to have three OHOV Board Members present at our Staff Event in September. We had 200 members of SCRA staff from across Scotland attend. You were truly at the heart of the day and the feedback was so positive. Thank you for taking the time to talk to us.



## Working with you

We have been excited to work with you on so many amazing projects this year. We hope you have enjoyed working together and co-producing some awe inspiring information materials and communication tools. A massive thank you from everyone at SCRA!!!

We can't wait to work with you on the next stage of the journey as we work to implement the Hearings for Children report.

If you have any questions or comments, please get in touch. We would love to hear from you.

Neil Hunter

SCRA Principal Reporter/Chief Executive Officer

