



40 Calls to Action

SCRA's work five years on ...

Introduction

Where has the time gone? It is hard to believe it has been five years since you published your 40 Calls to Action!

In the midst of a global pandemic, you produced the fantastic Zine (which I still keep on my desk) which included your Calls to Action for SCRA and other organisations in the Children's Hearings System.

Every year we like to provide you with an update on our work. We know your priorities have shifted slightly, but here's some of the highlights from the past year...





Hearing room improvements

Earlier this year, we launched our new Hearing Centre Design Standards. The new standards will mean going forward, our Hearing Centres are:

- Welcoming
- Caring
- Safe
- Trauma informed
- Calming
- Non-institutional
- Green
- Sustainable

Work is just about finished to completely revamp our Hearings centre in Glasgow with the new look and we would love to welcome you all for a tour once the work is complete!

Information in different formats

We are continuing to make information available in different formats. We recently created a British Sign Language video dictionary which is available on our website (www.scra.gov.uk). We have also been adding new information to the Hearing centre location pages on our website, as well as new video pages.





Coming off your CSO

After an idea from Poppy for a video about Compulsory Supervision Orders, she also suggested we have information about coming off your CSO. We worked with Who Cares? Scotland to produce a [new page on our website](#) which includes a cartoon animation.

Easy read letters

Last year we worked with some OHOV Board Members on new easy read letters for children and young people. After testing, these have now been rolled out nationally. What a difference and what an improvement!

Sensory materials/ information

SCRA's Neurodiversity Champions Network has worked hard to continue to refresh and roll out in-Hearing room sensory kits and take away sensory items across Scotland for children, young people and families attending Children's Hearings. We have also worked with partner agencies such as Salvesen Mindroom and FASD Scotland to improve our understanding of neurodivergent conditions to improve our service delivery.



Inclusion and diversity

In December 2024, we launched our next three year [Rights, Inclusion and Corporate Parenting Strategy](#). If you have any questions or comment about the strategy, please get in touch.

Taking control of my Hearing

The Taking Control of my Hearing scrapbook was originally launched in Fife in November 2023. Thanks to Achilles and Ciara for a brilliant idea. Lisa then worked with us to create a booklet version which was launched in Stornoway in April 2024. The scrapbook and magazine version (which was also developed with Achilles, Ciara and a speech and language expert) is now being rolled out in other parts of Scotland and will soon be available across the country.

Corporate Parents

We are proud Corporate Parents and we have just appointed a new Corporate Parenting Manager. Some of you might have already met Karen Garside, but I know she is really looking forward to meeting you all.



Opportunities for Hearings-experienced young people

Our paid for work-experience young person recently moved on to pastures new in Stornoway after a really successful placement. We are currently working on launching a new work experience placement and Modern Apprentice post exclusively for care experienced young people in two separate SCRA offices over the coming months. Watch this space for more information!

Brothers and sisters

In September, we hosted an event for the Community of Practice for Siblings at our Hearings centre in Glasgow.

We heard some really important messages from young people from Perth and Kinross Champs Board, The Fostering Network and CHS' Experts by Experience group. We also heard from members of our own Voice of Experience Reference Group.

We are proud to be founding members of the Community of Practice for Siblings which has gone from strength to strength in the past year.



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 look to implement the Hearings for Children report. We had a fantastic day at your conference Rise Up and your new guide Seeing Beyond the Surface is terrific. What a powerful piece of work. We have shared it with all SCRA staff.

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

Lisa Bennett
SCRA's Head of Strategy and huge OHOV supporter!

