



40 Calls to Action

SCRA's work four years on ...

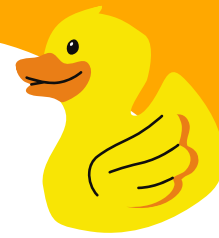
Introduction

Wow, has it been four years???

We can't believe it was October 2020 when you published your fabulous 40 Calls to Action. Since then we have been working hard to deliver on your 40 Calls.

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

We revamped more Hearing rooms (Kilmarnock, Paisley, Dumfries and Glenrothes) where the design was led by Hearings-experienced young people. We also created new sensory waiting rooms in Ayr, Kilmarnock and Dumfries.

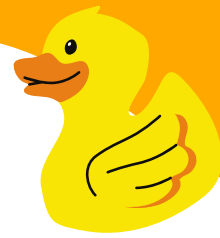
Information in different formats

We worked with you to improve more information materials, including the Your Rights flyer. We have also worked with a young person from the British Deaf Association Scotland to film a walk through of a Children's Hearings Centre in British Sign Language and with sub titles. We have created visual information guides for every one of our Hearing centres (33 in total) which provide a step by step guide. We have also started to add short video clips of Hearing centres on our website so you can see what they look like.

Rights

To mark incorporation of the UNCRC, we worked with some OHOV Board Members on new easy read letters for children and young people. What a difference and what an improvement! Thank you for working with us on such an important project.





Sensory materials/information

We introduced new toys, book shelves and books in our Hearing centres. We also replenished the sensory items. We also launched a Communi-crate pilot in Glasgow where a variety of different communication tools and sensory items are available for children and young people to fully participate in their Hearing. The toolkit is about to be introduced in Glenrothes and Hamilton as well.

Taking control of my Hearing

The Taking Control of my Hearing scrapbook was 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.

Giving your views

A joint pilot feedback initiative got underway in Central and Moray with Children's Hearings Scotland in October 2023, this was then extended to Highlands & Islands and then Ayrshire.



Language Leaders

We were honoured to attend the launch of Articulate animation in May. It is a fabulous piece of work and you should all be very proud. You should also be extremely proud that Our Hearings, Our Voice is leading the way in transforming language in the Children's Hearings System. We were pleased to play our part too, in producing a Language that Cares guide for our staff. There has been tremendous buy in from our colleagues for this work.

Opportunities for Hearings-experienced young people

SCRA continues to value its Modern Apprenticeship Programme, which has been running since 2011, in providing not only the organisation with valuable care lived experience input, but also in providing young people with care experience employment and training opportunities. To date, we have recruited 14 Modern Apprenticeships. In addition, we also run work experience programmes for people with experience of Children's Hearings and/or of being in care. We currently have one paid for work experience programme underway in Stornoway and will be shortly recruiting our 15th Modern Apprentice.



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.

Lisa Bennett

SCRA's Head of Strategy and OHOV supporter

