

TIME TO BE HEARD

Information Pack

This pack is for you if you spent time in Quarriers Homes as a child. Information about *Time to be Heard* and how to take part is at Part 1.

Please return the form at the back of this pack by 30 April 2010.

This pack is also for you if you are a survivor of abuse as a child in care in any Scottish institution or placement in Scotland. Information about services available to you is at Part 2.



Tom Shaw

PART 1

A MESSAGE FROM TOM SHAW WHO WILL CHAIR *TIME TO BE HEARD*

I want to explain to you what *Time to be Heard* is about. To do this I have tried to answer the kind of questions I think you might ask.

1. What is TIME TO BE HEARD?

Time to be Heard is about helping us all understand and acknowledge your experiences as a child in care, whether they were positive or negative. You will be able to talk to us in your own words. You will be able to tell us about your experiences, including any abuse you suffered, and how it was dealt with at the time.

We will try to answer any questions you may have. Although we are not able to follow-up on individual complaints, we will help anyone who wants to make allegations about abuse. We will provide information and advice about next steps and about helpful services.

We are using a pilot to test out whether having a forum of this kind is useful for survivors and other former residents. We want to do this quickly and honestly and we need your support. We are inviting up to 100 people who spent time in Quarriers as children to tell us their experiences in confidence. If you are eligible we hope you will be willing to contribute. If you aren't eligible we would still like to hear your views about *Time to be Heard* and are keen to keep you advised about what happens.

Time to be Heard is part of the SurvivorScotland strategy. You can find out more about that at www.survivorscotland.org.uk or by phoning the SurvivorScotland Team on **0131 244 3633** or **0131 244 3214**.

2. How will it work?

Each person who comes to tell us their experiences will be listened to by two people – that is, by me and one of my two Commissioners, Kathleen Marshall and Anne Carpenter. We have met and heard from adults who were in care as children through other work we have done in Scotland and we are grateful for the trust that they placed in us. We hope this will encourage you to take part in *Time to be Heard*.



Kathleen Marshall



Anne Carpenter

You can bring up to two people with you when you come to talk to us – a family member, friend or supporter – provided they are at least 18 years old. Our interest will be in you and what you tell us. We want you to describe your experiences in the way that suits you best. We know that telling your experiences might upset you. We will offer support, help and advice before, during and after sharing your experience.

We won't interrupt you and we will accept what you say in good faith. *Time to be Heard* is not like a court. Lawyers do not take part and there is no set of rules we have to follow.

You can bring things with you that are related to your time in Quarriers – photos, letters, anything that matters to you about that time in your life. If you want to show them to us we will treat these items with respect and care.

You can also send us your account or testimony before you come to *Time to be Heard*. Anything you send will be treated as confidential and will be held securely.

If you have a disability we will work with you to find ways in which you can best describe your experiences – just tell us what your needs are. For those who are unable to travel to the *Time to be Heard* venue in Glasgow we will arrange to come and see you.

Everyone at *Time to be Heard* has the right to respect and privacy. We will be asking you to respect the privacy of others taking part by not telling anyone who they are or where *Time to be Heard* is located. People coming with you will also be asked to keep this information confidential.

What you say will be recorded on tape unless you don't want this to happen. The tape recording will be held in a secure place until we can transfer the information into a database. When we do this we will remove all references to individuals or anything that might identify you or others. You will have the chance, if you want, to hear the tape of what you have said.

Personal information that you give to us about individuals will be confidential to *Time to be Heard*. It will be used anonymously and no names of individuals or any information identifying them will be published in any of our reports. Information on individuals will only be disclosed in limited circumstances, for example, where alleged abusers named at *Time to be Heard* are known to be working currently with children or with adults in need of support and protection. We will always advise you before we disclose any such information.

If you have any concerns about confidentiality you can contact me either by email at Tom.Shaw@scotland.gsi.gov.uk or by writing to me c/o Scottish Government in the Freepost envelope provided. Please mark your envelope 'For the Attention of the Chair' and it will be passed on to me unopened.

3. Where and when will it be?

Time to be Heard will be based in office premises in central Glasgow. When you arrive, there will be someone to welcome you. We will have a private room that you can use before and after you tell us your experiences. This photo shows the room in which we will meet you. We will pay travel expenses for you and the person or two people you bring with you.



Time to be Heard will be held between May and September 2010 on four days each week – Mondays to Thursdays.

4. What else is important to know?

The Scottish Government has planned for and funded *Time to be Heard* to show the importance given to the experiences of adults who were in care as children. But *Time to be Heard* will operate independently from government.



Time to be Heard is not about investigating specific allegations. And it is not about identifying individuals or holding them personally to account. Being involved in *Time to be Heard* doesn't prevent you from reporting allegations to the police, claiming Criminal Injuries Compensation or seeking legal advice – and Part 2 of this pack tells you how to do this. We are keen to ensure that your rights, and the rights of others, are taken into account in the work of *Time to be Heard*, with the help of advice from the Scottish Human Rights Commission.

No individuals will be named in any reports, and all information will be handled safely and stored securely, in accordance with data protection policy. Personal information provided to *Time to be Heard* will not be given to anyone else unless we must do so to prevent harm to others or to you.

We will make special arrangements with the police to ensure that survivors who want to report abuse can do so quickly and to a police officer who understands the trauma that this can cause to survivors.

5. What will happen after TIME TO BE HEARD?

I will write a report for the Scottish Government on the work of *Time to be Heard*. What people say at *Time to be Heard* will form an important record about children in care in the past. I hope to be able to identify lessons we can learn from the experiences of those who take part. I want to ensure the future safety of children and young people in care. I also hope to be able to comment on services and support for survivors and other former residents and what they say they need. I will make recommendations based on my findings.



Part of my report will cover how *Time to be Heard* was run. It is very important to learn from those who take part how they found the experience. I want to find out whether it worked for them and to see if we can develop future options. All participants will be invited to give us feedback and I would be grateful for your help with this if you do take part.

I hope my report will demonstrate to all of you who experienced pain and suffering that you are not forgotten. By telling your experiences you will have done a very valuable service to survivors, to Scotland's children today and to everyone else who lives or has ever lived in care in Scotland.

6. How do I take part?

If you spent time in Quarriers as a child and would like to take part in *Time to be Heard* please complete a form and return it as soon as possible. You can find a tear out form on the inside back page of this pack.

If you would like further information before you decide please phone the Information Line between 9am and 5pm on weekdays at **0131 244 3633** or **0131 244 3214**.

The closing date to let us know if you want to take part is 30 April 2010.

Those who are older and people who have health problems will be given priority.

If you would like to talk to someone in confidence, face-to-face before making your decision, please contact the In Care Survivors Service Scotland (ICSSS). This is a free and confidential service and can be reached at Freephone **0800 121 6027**. In supporting *Time to be Heard*, ICSSS is happy to assist people who have been in care to make a decision about making an application, whether they are survivors of abuse or not.

7. What services are available for adults who were in residential care as children?

This pack contains information about other services and opportunities for adults who were in residential care as children. If you are a survivor, ICSSS can also give you information, advice and support on any of these issues.

TIME TO BE HEARD: Principles and values

- We will treat everyone equally who comes to see us, whatever your circumstances, age, disability (including mental health issues), gender, race, religion or belief, or sexual orientation.
- We will listen to you, support you in telling your experiences to us and accept in good faith what you tell us.
- We may ask you questions to help us understand what you tell us.
- You can ask us questions about the work of *Time to be Heard*.
- We will give you time to tell us your experiences.
- We will understand if you get upset when describing your experiences.
- We will not judge you.
- We will be honest about what we can and can't do in *Time to be Heard*.
- We will help you to get in touch with the right people if you wish to take further action on anything to do with your time in residential care.
- We have contacts with lots of organisations and may be able to help you get the personal support you need.
- We promise that what you tell us will be brought to public attention so that the experiences of people who were in care as children can be better understood and recognised.
- We will always keep your identity confidential before, during and after *Time to be Heard* unless we need to share information you give us in order to prevent further harm to anyone, including yourself. We will always tell you about this before we take any action.
- We will write reports but your name will not appear in these reports. All information will be presented in ways that ensure your identity and the identity of others referred to by you are not revealed.

PART 2

WHAT CAN IN CARE SURVIVORS SERVICE SCOTLAND DO TO HELP YOU?

The In Care Survivors Service Scotland (ICSSS), a partnership led by an established support agency, Open Secret, is a new support service for any adult who suffered abuse as a child in care and also for their families. It is available to all survivors who suffered abuse as children in care, whether or not they take part in *Time to be Heard*.

In the case of *Time to be Heard*, ICSSS is happy to assist people who have been in care to make a decision about making an application, whether they are survivors of abuse or not.

Here are some of ICSSS's services, which include face-to-face, outreach and telephone help:

- Locally based development workers who can link up with services across Scotland, and offer you and your families support, advocacy and confidential counselling.
- A national confidential telephone support line – **0800 121 6027** – providing support, guidance and advocacy and operated by trained staff and volunteers.
- A website and leaflet campaign highlighting the support available. Their website is: **www.incaresurvivors.org.uk**
- Help for survivors to access the Criminal Injuries Compensation Scheme and support to pursue other legal issues (for example support to attend court).
- Help with seeing your records from your time in care.

If you would rather write to ICSSS their address is:

ICSSS, Open Secret, 98 Thornhill Road, Falkirk FK2 7AB.

CRIMINAL INJURIES COMPENSATION AUTHORITY

Please note that *Time to be Heard* can't pay compensation to participants.

The Criminal Injuries Compensation Authority (CICA) is a government organisation that can pay money to people who have been physically or mentally injured because they were the blameless victim of a violent crime. They offer a free service, processing applications and making awards that range from £1,000 to £500,000.

Can I apply?

You may be able to apply if:

- You have been seriously injured enough to qualify for at least the minimum award (£1,000).
- You were injured in an act of violence in England, Scotland or Wales. The offender does not have to have been convicted or even charged with the crime.
- You have made your application within two years of the incident that caused your injury. (But we might accept applications outside this limit if it wasn't reasonable for you to apply in time and there is enough evidence to support your claim.)

How do I apply?

You can apply:

- Online at <http://www.cica.gov.uk/Apply> - online/
- **Through Victim Support Scotland** – Victim Support Scotland (VSS) is the national charity that gives free, confidential advice and support. Some offices can support you throughout your claim by dealing with CICA on your behalf and help you fill out forms. You can find your nearest Victim Support service by looking at their website <http://www.victimsupportscotland.org.uk> or by calling the Victim Supportline on **0845 603 9213**.
- **By post** – You can ask for an application form to send by post by telephoning the free helpline number: **0800 358 3601**. This number is open **8.30am to 8.00pm (Monday to Friday) and 9.00am to 1.00pm (Saturdays)**.

IF YOU'RE THINKING OF REPORTING A CRIME OR WANT ADVICE ON THE CRIMINAL JUSTICE PROCESS

Time to be Heard can't deal with prosecutions for any criminal offences that may have been committed against people who were in care as children.

So you can still go ahead and report a criminal offence that happened to you while you were in care (or at any other time in your life). You can also get advice on things you may be worried about if you do decide to report.

Here are some helpful organisations and services who can give you information and support, if you're thinking of reporting a crime.



The **In Care Survivors Service Scotland** offers a range of services to adults who experienced abuse in care, and this includes advice and support if you are thinking of reporting a crime. They will help talk through what you want to do, they can accompany you to the police station and even to court. Their **website** is www.incaresurvivors.org.uk, their **confidential telephone support line** is **0800 121 6027** and their **address** is: **In Care Survivors Service Scotland, Open Secret, 98 Thornhill Road, Falkirk, FK2 7AB.**

A very useful website (if you're able to access one) is **Victims of Crime In Scotland**, which is at www.victimsofcrimeinscotland.org.uk

They can give you a lot of information about how to report a crime. They also have plenty of information on the judicial process, and on support organisations. They also have a "jargon buster" glossary that you can look up if you're baffled by legal jargon!



The major voluntary sector organisation for victims of crime in Scotland is **Victim Support Scotland (VSS)**. They have a directory of their local services throughout the country. Their trained volunteers can give free, confidential advice and support by phone or in person at their offices or even in your own home if you wish. They have a wide range of information leaflets for you to read. VSS also runs the Witness Service that provides help to people when they have to attend court as witnesses. Their website, if you are able to access it, is:

www.victimsupportsco.org.uk

They operate a helpline and the number for Scotland is **0845 603 9213**. Their national office address is: **15/23 Hardwell Close, Edinburgh EH8 9RX**. Email: **info@victimsupportsco.org.uk**. Tel: **0131 668 4486** Fax: **0131 662 5424**.

THE CROWN OFFICE AND PROCURATOR FISCAL SERVICE (COPFS)

COPFS can give you a lot of basic information which is provided on their website. If you don't have access to the web you can phone and ask for copies of the information given below. This information will help you to find sources of support, and it may also help you in deciding whether to report a crime. Among the topics you can find there are:

- How the prosecution system works, and what happens when a report is submitted to the Procurator Fiscal.
- How the different courts in Scotland work and what kinds of offences they cover.
- Details of the Witness Service that can give you help and support if you're called as a witness to a crime – it helps people through the judicial process by giving practical and emotional support at court.
- Specialised advice about certain crimes, such as sexual offences.
- Best practice in keeping victims of domestic abuse as safe as possible.
- Access guides which give you details about disabled access.
- Support organisations you can go to, such as voluntary organisations.

COPFS National Address is: **25 Chambers Street, Edinburgh EH1 1LA**. Telephone: **0131 226 2626** Email: **PS/COPFS@scotland.gsi.gov.uk** Fax: **0844 561 4069** Website: **www.crownoffice.gov.uk**

You can also find the address of your local Procurator Fiscal Office on the COPFS website or in your local phone directory.

TIME TO BE HEARD Form for those who want to take part - Guidance

On the next two pages you'll find a form for you to complete and return to us if you want to take part in *Time to be Heard*.

Please detach the completed form at the perforated edge and return it (using the FREEPOST envelope) by 30 April 2010. This will come to us at **SurvivorScotland Team, Area 2GR Scottish Government, St Andrews House, Regent Road, Edinburgh, EH1 3DG.**

If you have a problem answering any of the questions, or if you find completing these details difficult, please don't worry. If you phone us on **0131 244 3633** or **0131 244 3214**, we will be happy to help you. Office hours are from 9.00am to 1.00pm and 2.00pm to 5.00pm, Monday to Friday.

It would be helpful if you could also complete and return the Diversity Monitoring Form that is enclosed with this Pack. You don't have to do so but it would give us useful information about people who are interested in taking part in *Time to be Heard*.

We will ensure that any information you give us is treated as confidential.

If you have concerns about giving your personal details to us you can ask the Chair – Tom Shaw – to deal with your application. Just write 'For the Attention of the Chair' on the envelope provided with this form.

For support in making your decision, including face-to face-discussion, please contact the independent service In Care Survivors Service Scotland at: **www.incaresurvivors.org.uk** Confidential telephone support line **0800 121 6027**.

In Care Survivors Service Scotland, Open Secret, 98 Thornhill Road, Falkirk, FK2 7AB.

Thank you for your interest in *Time to be Heard*. The information that participants give to the Chair and Commissioner at *Time to be Heard* will form an important record describing what happened to children in care in the past. If you take part you will be helping to improve things for children who are in care now and for adults who were in care as children in the past.

Notes

Your own details

First name: _____

Surname: _____

Surname as child (e.g. maiden name): _____

Contact address: _____

Postcode: _____

E-mail address (if any): _____

Contact telephone number: _____

Date and place of birth (if known): _____

Which time of day best suits you to attend *Time to be Heard*?
 (Please circle)

10am until 12 noon

1pm until 3pm

4pm until 6pm

Please list below any weeks when you will be unavailable to attend between Monday 17 May and Thursday 31 August 2010 (Please note that *Time to be Heard* will not operate on Fridays or at weekends):

Your past experience

Please let us know approximately how long you spent at Quarriers:

Years

Months

Please let us know the approximate dates that you were there (e.g. 1978 to 1982): _____

Meeting the Chair and Commissioner

Would you like to bring someone with you (you can bring up to 2 people – they must be aged 18 or over) Yes No

If so, please let us know their name/s:

Are they your (please tick as appropriate)

Spouse/Partner Other relative Friend

Counsellor/Therapist/Social Worker Other

If “other” please specify: _____

If you have any special needs or feel you will need practical help on the day please give details (e.g. problems with hearing, mobility, health issues including mental health, or other factors that we need to know about)

Please also advise if you will be unable to attend the venue for health or other reasons and need to be seen at home or in another place.

Support

Do you have access to support/counselling to do with your time in care? Yes No

If you would like support/counselling you can contact the In Care Survivors Scotland Service at the address on page 9.

Signature:

Date:

If you would like a copy of this pack in large print, Braille or another language please contact the SurvivorScotland Team by writing to:
**SurvivorScotland Team, Scottish Government, Area 2ER,
St Andrews House, Edinburgh EH1 3DG.** Telephone **0131 244 3633** or
0131 244 3214.

SurvivorScotland