

Visual Guide to the Dundee Carers Centre Mobile Sensory Hearing Suite

Welcome to your photo tour, showing you what the building looks like, the rooms you will visit for your hearing and what will happen.

Are you in the
right place?





This Building is the Dundee Carers Centre



Arriving



The Dundee Carers Centre is at Seagate House, 132-134 Seagate, DD1 2HB

This is the main entrance.

I will go in the main entrance.

Someone I know will be with me.



Inside the Building



Someone I know will be with me.

The **hearing clerk** will meet us inside the building.

The hearing clerk is a member of the **Tribunal's** staff.

The hearing clerk will tell me their name.

The hearing clerk will help me.



Sensory Waiting Room



Someone I know will be with me.

The hearing clerk will show us to where to wait until the [hearing](#) starts.

We will sit down and wait.

The hearing clerk will tell me when it's time to go into another room.

The hearing clerk will tell us where to go.



Waiting Room



Someone I know will be with me.

The hearing clerk will show us to where to wait until the hearing starts.

We will sit down and wait.

The hearing clerk will tell me when it's time to go into another room.

The hearing clerk will tell us where to go.



Hearing Room



Someone I know will be with me.

Some adults will be sitting at the table.

The adults will tell me their names.

I can choose where I want to sit.

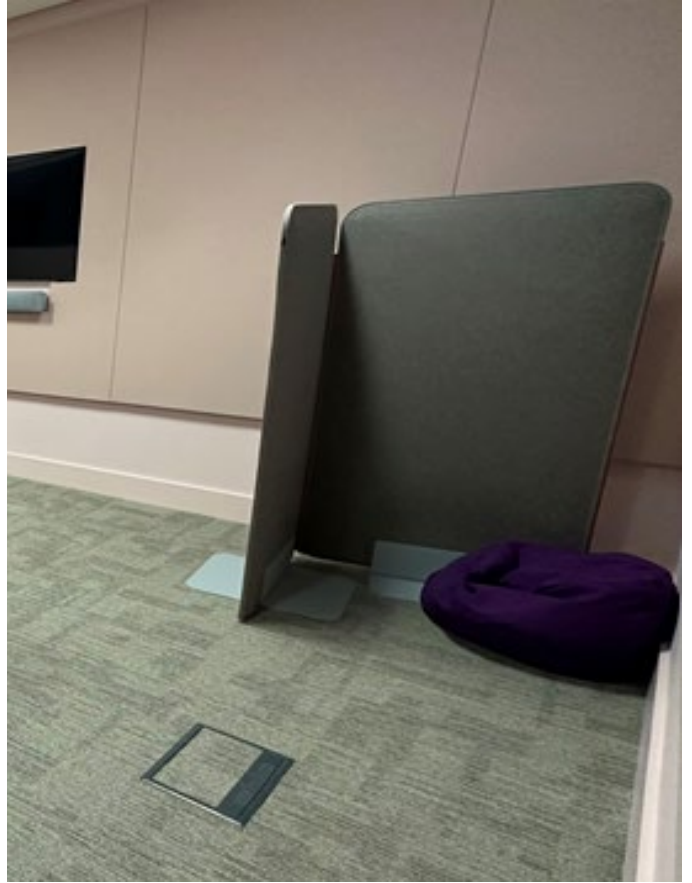
I can sit or move around in the room.

I can have a break when I need a break.

The hearing clerk will be here.



Breakout Space



Every hearing room has a **breakout space**.

This is my space.

There are some screens in front of the breakout space.

There is a beanbag in the breakout space.

I can use it if I want to take a break at any time.

I will still be able to hear everything that is being said by the adults.

This helps the adults to remember that this is my hearing, and it is all about me.



Word meanings

In this guide there are some words which you might not know. If the word is in **blue** then you will find the meaning of the word here. It will appear in blue the first time it is used in a section of the guide.

Additional Support Needs – the reasons why you are not able to benefit from school education without additional support.

Children who have additional support needs may include those who:

- are looked after or care experienced
- have motor or sensory impairments
- have a mental health problem, for example anxiety
- are being bullied
- are particularly talented
- have autism
- have a learning disability, for example Down's Syndrome
- have a learning difficulty, for example dyslexia
- are living with parents who are abusing substances
- have emotional or social difficulties
- are young carers

Breakout space – a breakout space is provided in a tribunal hearing room for the child or young person to use at any time during the hearing. Some children and young people call this a Feeling Space or a Safe Space. No-one else can use this area except the child or young person.

Capacity – this means the legal ability to do something.

Case Officer – a member of **Tribunal** staff who provides administrative support. The case officer is not a Tribunal member. The case officer is your contact person at the Tribunal.

Claim – an appeal to the **Tribunal** that an education authority or **trustees** have discriminated against a person because of a disability.

Co-ordinated support plan (CSP) – a legal plan the **education authority** must put in place for your education if you have complex additional support needs that are likely to last for more than 1 year and that need a lot of support from outside the education department, for example from the NHS or the social work department.

A CSP will contain a lot of information about you including what your additional support needs are, your educational objectives (what your aims are at school), the support you need to achieve those objectives and who should provide the support.

Education Authority – the local authority (council) who is responsible for your education. This will usually be the council for where you live.

Hearing – a legal meeting where a **Tribunal** listens to evidence from **witnesses** and hears legal arguments from representatives before it comes to a legal decision.

A tribunal hearing does **not** take place in a court.

Hearing clerk – a member of **Tribunal** staff who provides administrative support before, during and after the tribunal hearing. The hearing clerk is not a Tribunal member. The hearing clerk is the person you will meet at the tribunal hearing.

Independent Advocate – a person who supports a child to give their views.

They are called ‘independent’ because they are not part of the **Tribunal** or the **education authority** and have no personal interest in the dispute.

They are called ‘advocates’ because they can speak on your behalf.

Parent – this is usually your mum or dad. The law says that this can also include any guardian and any person who has parental responsibilities for you, for example a grandparent.

Physical or mental impairment – something that makes it difficult for you to carry out your ordinary day to day activities without extra help or adjustments. This could include conditions like cerebral palsy or autism.

Reference – an appeal to the **Tribunal** about a decision or failure to do with a **CSP**, or an appeal against your **education authority’s** decision about your **capacity** or **wellbeing**.

Responsible Body – the organisation that is responsible for any discrimination against you.

If you attend a local authority (council) school, then it will be council responsible for the school. If you attend a private or independent school, then it will be the owners of the school.

Supporter – A person who may come to a **hearing** to help a party during the hearing. A supporter can be a relative or friend of the party. A supporter may provide moral support, help to manage **Tribunal** documents, take notes and provide advice on points of law and procedure. A supporter may also advise a party on points they may wish to raise with the Tribunal during the hearing. Permission of the tribunal is needed before a supporter may attend a hearing.

Tribunal – in this guide it means the Additional Support Needs Tribunal, which is in the Health and Education Chamber of the First-tier Tribunal for Scotland. Its logo looks like this:



The Tribunal has nothing to do with your school, social work, **education authority** or the NHS.

The Tribunal is a panel of 3 people who will consider a **claim** or **reference** and make a decision. One will be an experienced lawyer and the other two have expertise in education, social work or health.

Trustees – the people who are responsible for managing a private or independent school. This means a school not run by a council.

Witness – Someone who gives evidence to the **Tribunal**. They can do this by attending a **hearing** or by writing a witness statement. Some witnesses do both.

Wellbeing – the law says this means assessing how safe, healthy, achieving, nurtured, active, respected, responsible and included you are in school.