



The User Voice and Participation Team - Menu of Service



Summary

This document gives an overview of the User Voice and Participation Team, including participation groups, training and services that we run and work closely with for children and young people, as well as their parents, guardians and carers.



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Who are the User Voice and Participation Team?

The User Voice and Participation (UVP) Team empowers children and young people, their parents and carers to share their views and opinions about the services they use.



Professionals use your feedback to form a real understanding of what is and isn't working in the services they provide in Surrey, including: health, social care, and education.

“Participation made the most difference to my journey, I was an elective mute & now I’m off to uni”

Participation helps young people build self-belief and develop the skills needed to become confident and independent.

The UVP team provides a variety of ways to get your voice heard:

- **Participation groups**
- **1-2-1 sessions**
- **Phone calls and messaging**
- **Online through social media**

We also provide an advocacy service for children, young people, parents and carers who need support accessing or communicating with services.

Benefits of joining a participation group

Get your voice heard, learn new skills and make new friends!

“Seeing what changes I can make and how I can contribute”



Taking part in consultation work through one or more of our participation groups allows you to take an active part in making positive change to Surrey Services.



Develop a deeper understanding of how the services you use are run. Meet other children and young people with similar interests, who may also have had similar experiences and take part in our yearly celebration events and activities!

Improve your communication and listening skills through discussions, residential trips and games!



Learn new skills that can go on your CV.

We can also provide references for future job interviews!

Participation Groups

Our participation groups give children, young people and parents the opportunity to have their voices heard, have fun, and network with others who may be in a similar situation.

CARE COUNCIL



Care Council is a group for 13-to-25-year olds in care or that have left care. The group is a safe space to share thoughts on the care system and help make a positive change for looked after children in Surrey.

“It is good that we can have open discussions, every opinion is valid, and staff don’t disagree with us.”

CARE COUNCIL JUNIORS



Care Council Juniors is a group for 8-to-13-year-olds in care, fostering or under special arrangement orders. Members engage in social events together, alongside consultation workshops on Surrey’s services.

“I love Care Council Juniors I wish it happened more often!”

Join Care Council or Care Council Juniors by contacting us on

Facebook: /SurreyCareCouncil

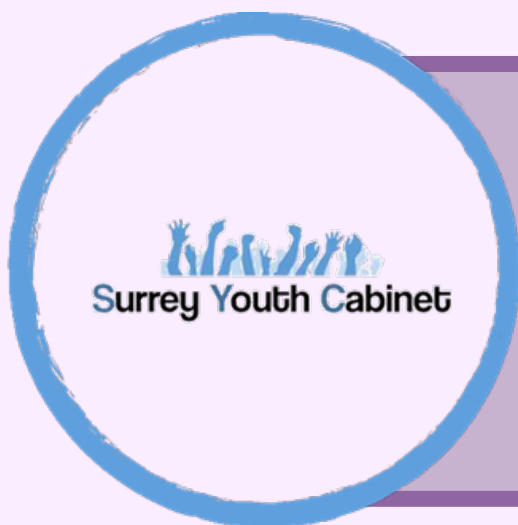
or **emailing us:** care.council@surreycc.gov.uk



The Care Leavers' Forum is for care leavers aged 18+. It is an open space to talk about any issues you are facing that are specific to being a care leaver and meet new peers who may be in a similar situation to you. We can also provide help and support for

"I was very nervous to begin with, but everyone was really friendly and was open with their experiences which helped me to open up."

Email us join: care.council@surreycc.gov.uk



For Surrey residents aged 11 – 19 years, or up to 25 years for those with additional needs. Surrey Youth Cabinet hold monthly meetings where the views, experiences, opinions and concerns of young people living in Surrey are discussed.

"It has made me so much more confident, opening opportunities that I would never have had ... It was one of my best choices to join this group. Plus, the pizza is delicious."

Add us as a friend on Facebook: [/surreyyouthcabinet](https://www.facebook.com/surreyyouthcabinet)

Follow us on Instagram [@surreyyouthcabinet](https://www.instagram.com/surreyyouthcabinet)

Visit the [Youth Cabinet page](#) on our Website





CAMHS Youth Advisors (CYA) is open to 10-to-25-year-olds who access emotional wellbeing and mental health services in Surrey. CYA ensures young people have their voices heard and make a positive difference to the services that they access.

“CYA has shown me how strong I can be and has given me good skills for the future.”

Add us as a friend on Facebook: /SurreyCYA

Visit [the CYA Website](#)



ATLAS is a participation group for children and young people aged 10-25 who have additional needs and disabilities in Surrey. ATLAS was named by the members themselves and stands for: Accept, Teach, Listen, Access, Support!

No Decision About Us Without Us!



Add us as a friend on Facebook:

/SurreySYAS

Visit [the SYAS Website](#)



PACA is a participation and support group for parents and carers of children and young people who access emotional wellbeing, mental health services and Special Educational Needs and Disability Services in Surrey.

"It was really good to meet other parents going through the same"

Email us for more information or to get involved:
user.voice@surreycc.gov.uk



For 8-to-25-year olds who are at risk or involved in serious youth violence, Child Criminal Exploitation, Children in Need, Child Protection, Missing or Exploited.

Gathering views and case studies from those involved to support Surrey services working to reduce crime and anti-social behaviour, as well as tackling the factors that lead children and young people down this path.

The network will offer peer to peer support and help build confidence social skills and work experience.

Contact us for more information and to get involved at:
user.voice@surreycc.gov.uk



Support, Programmes and Activities

There are also several ways to access support and meet other fellow children and young people outside of our participation groups.



The Children and Young People (CYP) Haven is a crisis mental health service for children and young people age 10-18 living in Surrey. Our UVP advocates work with the CYP Haven to ensure CYP understand their rights and empower them to be heard!

Opening Times

Weekdays 4pm-8.30pm

Weekends 12pm-6pm

**“The CYP Haven is my safe space
and I feel so supported by the staff”**

Visit the [CYP Haven Website](#)

Or visit the [CYA website](#) to meet our UVP advocates

Young Inspectors

Young Inspectors is open to anyone aged 11 to 21 years, or 25 years with additional needs, who wants to have a say in how Surrey can be improved for young people. Full training and support will be given to all young people involved. The project could include ‘inspecting’ web pages, youth club buildings, activities and resources, or even a service process which supports vulnerable young people. All the services that are inspected are relevant to young people living in Surrey.

Get in touch to get involved:

user.voice@surreycc.gov.uk



Kier Highways Training Programme

An annual partnership programme for young people age 18+ with an interest in a groundwork career. The 2-week training teaches the participant skills in communication, teamwork, health and safety at work and the basic skills needed to work on the road which may then lead to employment.

"I can feel my confidence growing as I carry on."

Please contact:

user.voice@surreycc.gov.uk



Watts Gallery Art for All Project

Watts Gallery **Art for All Project** is a partnership programme ideal for young people who need to build their confidence and improve their communication skills. The small groups help young people improve their self-esteem while learning new ways of creating art.

'The staff are amazing; they lift your spirits as soon as you walk in.'

Please email for more info:

user.voice@surreycc.gov.uk

Or visit the [Watts Gallery's Website](http://www.wattsgallery.co.uk)



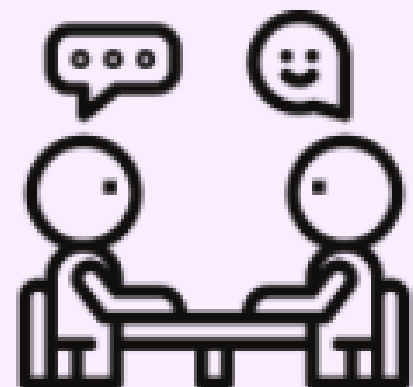
Recruit Crew

Recruit Crew is an opportunity for children and young people in Surrey to be part of the recruitment process for staff in child-based services. Young people sit on interview panels, present questions to the interviewee and their views are part of the process of employing that person. Young people can earn money, build confidence and skills, and include their time with Recruit Crew on their CV.

“I really like recruit crew as I have learned a lot in a short time of doing it. Also, I would to say it has helped me with my confidence and personality and it is worth doing it as it is good to see people from different backgrounds and reasoning of why. When I began, I really enjoyed it and I still do.”

Contact us to get involved!

user.voice@surreycc.gov.uk



Advocacy

Advocacy is when you get support from someone else to help you get your voice heard and stand up for your rights. The person that helps you is called an advocate.

You may need an advocate if you are having difficulty communicating with professionals, if you feel like you are not being offered all the options that should be available to you or if you feel like you are not being fully involved in the decision-making processes you should be.

Children and Young People Advocacy Support & Complaints.

If you need help in finding an advocate in Surrey and you have either a EHCP or are involved in Children Services, you can contact our Children's and Education Customer Relations Team, who will contact our advocacy provider, Coram Voice, on your behalf and ask them to contact you.

For more information contact the team on:

be.heard@surreycc.gov.uk

Visit the [Coram Voice website](#) for more information.





Jargon Buster!

Some common acronyms you may see when communicating with the UVP are defined here:

- **CAMHS**—Children's and Adults' Mental Health Service
- **CIN**—Children in Need
- **CL**—Care Leaver
- **CP**—Child Protection
- **CYP**—Children and Young People
- **EHCP**—Education, Health and Care Plan
- **FC**—Foster Carer
- **GRT**—Gypsy Roma Traveller
- **LAC**—Looked After Child
- **PEP**—Personal Education Plan
- **SEND**—Special Education Needs and Disabilities
- **SW**—Social Worker
- **UVP**—User Voice and Participation
- **YO**—Young Offender

Subscribe to the [**UVP Team's YouTube Channel**](#)

Visit the [**UVP Team website**](#)

Contact us for more information or to get involved!

Email: user.voice@surreycc.gov.uk

 On Facebook: [/UserVoiceandParticipationTeam](https://www.facebook.com/UserVoiceandParticipationTeam)

  On Instagram and Twitter: [@ourvoicesurrey](https://www.instagram.com/ourvoicesurrey)