

Hi

My name is Annmarie Ahtuam and I am a Service Manager with Coram Voice.

Coram Voice are commissioned by Worcestershire Children First to provide advocacy support to children from Worcestershire. Advocacy is available to children and young people open on a plan to Worcestershire Children First, including children and young people on a Child Protection Plan, a Looked after Care Plan or Care Leavers with a Pathway Plan.

### **What is an advocate?**

An advocate is different from any other professional.

They can help children and young people to:

- Talk to their social worker and others about their wishes and feelings.
- Speak up at meetings and understand what is being said.
- Know their rights
- Tell someone or complain if you are unhappy.

They can make sure people listen to children and young people.

My team of advocates can help children and young people's voice be heard when professionals are making decisions about their care. We can also help to make sure children and young people understand their rights and entitlements.

We support children and young people with things that are important to them. This might include:

- Support at meetings so their voice is heard when decisions are being made.
- Asking questions about their care so they understand their rights and entitlements.
- Getting them the right support at the right time, from the right person. For example, support with a care or pathway plan.
- Supporting with issues they are unhappy about. These could include where they live, contact with family or friends or how they are communicated with.
- If they are really unhappy with something and want support to make a complaint, we will help them with that.

You can find out more about what we do in the information sent with this letter. You can also visit our website [www.coramvoice.org.uk](http://www.coramvoice.org.uk). This has videos and more information to explain who we are and how we might be able to help children and young people.

Children and young people can contact us directly or you can support them to make contact in one of the following ways:

**Freephone: 0808 800 5792**

This number is free to phone and does not show up on telephone bills. Our Advocates are there to answer your call from Monday to Friday 9.30am–6pm and Saturday 10am–4pm.

If the child or young person wants to speak to someone outside these times and their call is urgent, they can phone and leave a message and someone will phone them back. We'll always try to help straight away and always get back to them within 24 hours.

**WhatsApp: +44 (0)7758 670369**

If the young person is aged 16 or over, they can add us to their contacts and send us a message free with WiFi.

**Text: 07758 670369**

The child or young person can just send a text to this number and ask for someone to call them back. Texts to this number are at the standard rate for sending texts (8p-12p). (Calls to this number cannot be answered).

Email: [help@coramvoice.org.uk](mailto:help@coramvoice.org.uk)

If you are working with a child who you think would benefit from our support, please talk to them about our advocacy service and how to contact us.

Regards,

Annmarie