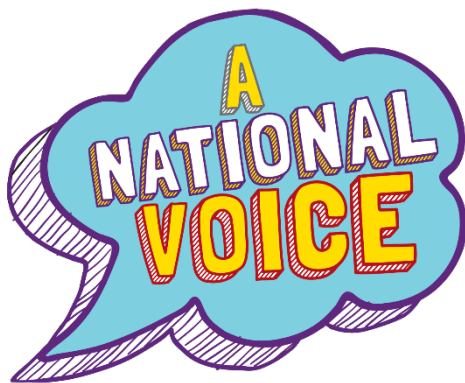


## A National Voice - Initial thoughts on the Stable Homes Built on Love Strategy



A National Voice is the 'National Children in Care Council' for children in care and care leavers aged 11-26, who are passionate about how the care system works and how it affects those within it.

They work to improve the care system through the voices of care experienced young people. They empower children and young people by giving them the skills and support to make real change at both a local and national level.

Key to A National Voice is the 'A National Voice Ambassadors Group', which is a core group of young people aged 16-26 recruited annually from across the country, to represent each region and bridge the gap between local and national campaigns.

This paper summarises what two groups of A National Voice Ambassadors spoke about on two separate occasions, February and April 2023, about Stable Homes, Built on Love. All quotes are direct quotes from the ANV Ambassadors. The paper is a record of the conversations that were had within the time we had to discuss the Strategy and the group may not have had the opportunity to cover all the issues that were important to young people.

## **A word from our chair and vice chair, Chloe and Becky**

There's so many things that need to change around the foster care system. It is so important that the government, the people who have the power to make a difference, take some time to listen to children and young people who have experienced being in the care system. To them, this is just a job, but this is our lives. They have so much power to change the way things are.

Over the years I personally feel the system has gotten worse, the lack of awareness of what it is like to be in foster and how hard it is.

There were so many points I wanted to talk about from Stable Homes, Built on Love - the first one - LISTEN TO THE CHILD. I was told my whole childhood to speak up when I wasn't happy, there were so many occasions I reached out for help and no one was there, this is still continuing till this day. I have so much I want to say and so much I want to change.

### **Chloe (Chair of ANV)**

Reading through the ambitions and missions I agree with a lot of the things in here. Although I would like to add a few comments.

I think that there should be more mental health support for younger children.

I would also like to comment on friendships for care leavers and older children in care. Local authorities need to understand that young adults and care leavers are going to act like young adults and care leavers because that is the age that we are. When restricting friendships it might and could potentially make the situation worse especially if both young people are within the care system.

### **Becky (Vice Chair of ANV)**

## **Ambition 1: Family Help**

*Key Messages: Young people thought that the emphasis on family help was positive and felt a range of support for families (both parents and children) was needed including mental health, addiction and parenting support. They felt workers need to balance the need to protect children with keeping them safely with their families. They thought that there should be senior oversight and scrutiny of those decisions and young voices supported to be heard through advocacy.*

“The language is a great start.”

“I agree that family support should be better. There is lack of support with the basics. My parents had involvement in social care and the support should have been more and intense at the start, especially with mental health support for parents. There should be trusting relationships in place. In my LA domestic abuse has been downgraded to a non-emergency, this isn't good. There should be more support for parents and parenting classes should have an overhaul, they should go back to basics.”

“Depending on the situation I think support needs to be given to the children not just the parents. Living with a parent with addiction is just as hard for the child as it is the parent. Make sure all party's get support. I do think sometimes young people get forgotten in situations like that. Also make sure an advocate is offered to help a young person, if wanted.”

## **Ambition 2: Keeping children safe**

*Key messages: Keeping children safe was the top priority for our ambassadors. Their key messages included the importance of listening to the child, having highly trained professionals who can make well informed decisions and understand the context and identities of families (e.g. class, culture)*

“Keeping children safe – what does this mean? In my case there were a lot of flags, I can see that now reading my files, but they were ignored. I think that it's important that professionals listen to children because if they did they might not miss things. I think kinship care is important, if it's right for the child.”

“Someone who is highly trained and is able to make decisions...like SNAP decisions, because social workers are able to decide whether or not the child is actually safe. Sometimes they make the wrong choice. Yes, I'm aware of this. And sometimes they make the right choice, but they're able to make the decision that if they think there is an immediate danger that they can immediately take the child and put them in a safe place until they can reassess. And either bring him back home or maybe have some further intervention.”

“Yeah, but this is the problem we get a lot, because they get too trigger happy, really. And because there's not really much with what they can balance. That kind of, it seems

provisional. These kind of care orders but in effect, that the damage they do to working class families I mean, it's just, it's incredible. There's no, there's no comparison.”

“I’m fully aware of the impact it has got. Well, I thought I got wrongfully taken away personally, myself, and that caused a whole strain on my family and things like that. I do know the working-class issues it has, but also at the same point I’ll explain. Let's say there's a situation where the child is in an immediate danger and a family worker is there. And they need to take them out now, but, they actually need to go to a direct confrontation now and then you're putting in like blockers. That might not necessarily need to be there. And I get that it's an issue that social workers also have a quota to fill about how many children they're taking away as well. And things like that. But also at the same time, you need people who are able to make the snap decision and make sure that the child's welfare is safe in that second and not having to go back. Go to this person and then assess and then go back and do this whole net of things.”

“No, I agree in the sense I would disagree in in a in a sort of broader sense, because I think that the philosophy is, quite, quite wrong. Indeed, the question is whether or not they should scrutinize themselves? I think they should. They should be scrutinized within far more intensity... as is team leaders as is now. Team leaders are essentially just the only people that are overseeing these kinds of things.”

“They need more scrutiny. I'm just explaining why I think there's a major downfall to having people who are less qualified necessarily. There is the good side of, there'll be more workers. But less now decisions that could actually save a child or to help a situation rather than make it worse, and then obviously there is the point of. Well, social workers get trigger happy and things like that. ”

### **Ambition 3: Supporting families to help children**

*Key Messages: Young people emphasised that supporting the involvement of family and friends goes beyond providing a home for children and staying connected should be supported in a range of ways. Their comments highlight to overlap between Ambition 3 and Mission 1. In particular they emphasised how children need support to stay in touch with other children (friends, siblings) not just important adults.*

“Siblings shouldn’t be separated. The strategy doesn’t talk about this enough. “

“Lots of things need to be done in kinship care. Contact should still be supported while you are in kinship care. Kinship carers still need money and help. When I was in kinship I didn’t see my brother and then when I went back into foster care no one sorted this out and asked me about it. I am now 18 and haven’t seen my brother for 12/14 years. He was 3 and I was 6 and maybe he doesn’t remember much, where I remember lots. If I did see him now it would be hard. How do you get back in contact with someone after this time? “

“I heard that he has moved and I’m not in contact with my biological dad so that’s a dead end.”

“Life-long links sounds good and means people can get back in touch.”

“It's not necessarily a disappointment or positive. But I find it weird. That obviously we're talking about families and things like that, and later on they start talking about friends and family. Which is weird because they're talking about friends and family, but they're not doing anything to support the friends' side. But they want to support both sides of it and I'm a bit confused because I'm sat there and it's like, yeah, friends are just as important as family. I hated having to leave my best friend of like 7 years at the time, I'm back in contact with them which is awesome. But in any case, but that's a very happy ending for me, and I know a lot of people don't have that. So why are? They talking about it but not doing anything about it at the same time?”

“When I went into care I only moved away an hour, which is very, very fortunate. I could have really seen my friend at any time, but they blocked me from seeing my friend. They did not allow me to have any contact with my old friends at all. Until I left, so. It's a case of, yes, that's a really good positive that they wanna build things closer to friends. But if they're gonna block the friends, then why do it? Because it's not just me that they blocked, they blocked one of my best friends from care as well. She had a huge friend group. She was a social butterfly and it was good influences and they I know this because they said it too well. They were all good influences but they blocked her from seeing it. So it's a bit like. If you're going to mention it. Do more around it.”

#### **Ambition 4: Make care better for children in care and care leavers**

*Key messages: Although ANV Ambassadors welcomed some aspects of the plans in this Ambition, young people were unclear whether the proposed actions were ambitious enough and they questioned whether they will achieve change. They were concerned whether adequate funding was there to implement changes and worried that inadequate resources could lead to the experience of the care system becoming worse, not better. Young people did not feel that the reforms focussed enough on mental health of children and young people and suggested that the proposal in the independent care review to make care experience a protected characteristic needed further consideration.*

“I feel like with how the ambitions are at the moment and the work that they have put towards the ambitions it will do naff all to change anything. It's poorly funded. Anything they are doing is poorly funded. There's hardly any work getting put in by government, and it's probably going to be outsourced and then it'll probably get all confused in communication and we'll end up with a messier system. So, what I think it will happen is either there'll be no change at all, or it will end up being negative change.”

“I have to say you know. As we as we're talking about this issue, I expect this you know kind of sceptical perspective from care experienced young people because we're coming from the situation which really hasn't had much... to have this kind of recognition that our, our concerns were valid is a great first step and although we didn't get everything, we would have liked especially It is. A pretty good way from my perspective...I'm happy I've spent the last 10 minutes celebrating.”

“The changes sound really good in idea and this is the thing they sound really good. Like If it were just the headlines and there was no other information or any sort of weirdness that

seems to be going on I'd be all for it. But our current government isn't very good at sticking to its promises, for one, and it's just. It just didn't fit anything that we actually did ask for. We asked for a focus on mental health. They didn't even really account mental health at all."

"We asked for more time to be spent with social workers they went here's more money. Which yes, is an important factor into things. You need money to be able to do things but that's not the only factor, nor was it the fact that we were necessarily talking about. So yes, there's good things there, but they've dodged most of what we've asked for."

"We're very sceptical, we've heard it all before. We will believe it when we see it!"

***Mission 1: Social workers and other practitioners make sure children and young people can see and spend time with the people who love and matter most to them***

*Key messages: The Ambassadors felt that resources are needed to support relationships. It should be a focus for both children in care and care leavers and include support to reconnect and maintain relationships with family and friends. Young people welcome the introduction of opt out independent advocacy for both children in care and care leavers.*

"What about care leavers in that? Again. It's another thing that gets left out and I'm a care leaver at the moment struggling, and I'll mention it, how many times. And it's just still not there and I'm not the only person who does struggle. I know someone who has to travel to really far to see their siblings, so it makes it difficult. "

"The issue was is that...My family didn't have enough money to meet in public all the time, but that wasn't valued in the sense of, let's just do something that doesn't cost money. So yeah, financial [support is] helpful. But what about just actually valuing the time that young people need with their family?"

"I understand that we want to prevent young people going into care as much as possible. I am all for preventing that. But as well, what about the young people who are in care? Yeah, who are already in care and would need this sort of thing going on. Because family network packages for otherwise in care. Yeah, that's fine. But what about family network packages for in care? How about repairing the relationships that get broken down once they go in or things like that?"

"Like [other young person] said of the fact that like families get destroyed when quite young people end up going into care and things like that. But there's no effort to try and fix those relationships whilst you're in or leaving, and then it's all the young person's fault for the relationship breaking down as well. When that's not how that works."

"It's awesome that it's an opt-out advocacy because if it means you have to be told that you, you can have advocacy for one. And retaining IRO's wasn't there a whole thing about merging them with something else?"

"I mean, personally, I don't know about other people, but personally I was always told that my IRO was a form of advocate. So, if my IRO is a form of advocate, then why not just merge the advocate and IRO?"

“Having life-long relationships is important. I can honestly say that my advocate from NAYS was the best thing. They empowered me and were the best person I had. It shouldn’t take a complaint to push social care into change. “

“Advocacy should be a opt-out service so that they can give you confidence and self-esteem when going through the system. Adults that believe in you and hear your voice. This can help your mental health. With the right support you can have a good experience”

***Mission 2: We want to have more people and organisations act like, or be, corporate parents.***

*Key messages: Young people felt a key part of organisations acting like a corporate parent was for these bodies to challenge stigma and discrimination. Young people talked about how, in their view, making care experience a protected characteristic could help provide protection against discrimination.*

“I absolutely love [Mission]2 [but worry that if more adults act like corporate parents that adults] assume that young people adapt enough to go and talk to an adult because it's I know a lot of adults know this too, but it's known between young people that you don't go to adults because adults' equal trouble most of the time. Going to a trusted adult means social services get involved and social services means your family gets mad at you. And so on and so forth. So, I like the idea that they think ohh yes, our young people are really responsible and going into adults like you should do...But adults have just proven time and time again that they can't be trusted. So I love that something.”

### **Care experience as a protected characteristic**

“They don’t want to make being in care or having care experience a protected characteristic, but jobs have outright denied young people from, well, adults from care. Sorry, should just say. From working and I know this because I've had it myself. I'm under Universal Credit and obviously they've had me looking for jobs. And I have applied to a few and some that have gotten interview for have turned around and went because of your care experience we can't have you. So, they outright denied me because of that. This is why it needs to be a protected characteristic, so they can't do that. Yes, care experience does impact how you maybe view and how you deal with things, but that shouldn't stop you from having the same opportunities as other people. Why, when there are stories and I know I'm not the only one? I've had friends from care that have also had the same. I'm sure there's been plenty of others outside my group.”

I think yeah, it should definitely be characteristic because If you've got a job as a care experience [person] I feel like they treat you differently, especially pay wise. The reason I say this is that yeah, I know someone doing a traineeship and for the first like few months she was getting £1000 for it. But then they all of a sudden dropped it down half that much. For the same amount of work for the same amount of hours. And even with me. I during my time working. Where I work, you know, I worked there for three years now. They rought someone in who was also doing an apprenticeship, but for a different section, but she was a she was also doing an administration role, which is what I'm doing at the moment and she

got paid much more than me. I was. I was on minimum wage while she was above. And she was the same age as me and everything.

And they're able they say in the thing (report) that it's a stigma and normally like one of the biggest stigma examples is some races being violent and obviously the government and most people disagree .... So they want to save some but not others.

***Mission 3: We want to make sure there are enough good foster homes and children's homes for children to live in***

*Key messages: Young people felt more money was needed to increase choice and availability of homes (placements). They talked about both foster care and residential care. They felt a national recruitment campaign could help ensure consistency across the country and thought that it was important to address concerns prospective carers could have about the challenges of supporting children in care. They highlighted that care experienced carers would understand what children and young people are going through which could be a particular target group for recruitment campaigns.*

“It's awesome that they're looking at children's homes, but on that note, where's the financial support to improve [existing] children's homes and the support that they? Why is it only foster? And also, I do have an issue with foster. Why is it only three million? Like then there needs to be more for that, even if it's just the Northeast. Yeah. Well, what's £3,000,000 really gonna do when foster care at the moment is in an abysmal state? And where's any support for children's homes other than building more of them, which is kind of already a failing strategy?”

“A lot of care homes are built in, sort of secluded areas because a lot of young people who end up in care in care homes of that sort of kind. And I have been to a couple end up having a few issues that neighbours will complain about, but just because I'm the only one you've talked to doesn't mean there aren't millions of people who are coming from that experience.”

“[Regarding the fear that much needed children's homes might be being closed over the years to eventually get rid of them entirely] Our local director of Children Services closed all of our internal children's homes, so it is definitely something that has happened over the past few years. It's just different areas. “

“It's just weird, because if they are trying to get rid of children's homes, which I can see why they would want to, because it's not a very... We're wanting a more loving environment and it's not a very loving environment because for professional boundaries, but they want to build more and they don't want to help fund because there's millions of young people that are in children homes. So, where's the financial support that they need, even if it's something as poor as for foster care... something to show, we actually do think about you other than wanting to build more of the issue you're in, does that make sense?”

“They [government] do realise that foster care is a voluntary sort of like system of where families or people who have good homes and things like that, opt in to it. So how are they going to make sure there are enough foster homes when they are relying on the general



public? Which I know, which is where the children homes come in because they're professionals actually hired on, but if they're doing focus on foster home because that that is what I'm getting there, that they are focusing on foster carers”

“[Regarding local adverts on TV] Yeah, but that's not very likely to happen, cause how many people watch TV nowadays? Yeah, I get do the campaign, for example, in my LA, they have signs everywhere and every so often they run. They run something. I don't remember what it is. I know they used to. They used to run something that would bring awareness to the foster system in my LA. And then the difference in the next LA, is that I've never seen a foster care sign anywhere. So yeah, a national level, but still, they're still relying on the local authorities to push it.”

“Maybe in the future I would like to be a foster carer because like I understand the situation and I thought I'd probably be better if someone was like under my care because I'd be like, yeah, I actually understand what you're going through and like, these are some ways to help and everything.”

“It's also a case of a lot of people are aware that young people that go into foster care and things like that have highly complicated lives and may or may not have mental health issues or crippling disabilities and things like that. Basically, people are aware that it can be difficult to have someone who's in foster. And that scares a lot of people. And there's nothing they can really do about it. I know that unless they're going to explain in great depth why they'd be changing their life, but even then, that's not gonna do tonnes.”

***Mission 4: We want to make sure children in care are supported to do well in school or get good jobs, including older children aged 16 to 19 years old***

*Key messages: The ANV Ambassadors stressed that to support children and young people to do well and get good jobs you need to challenge stigma (see feedback around Mission 2) and celebrate their achievements. You should provide a range of opportunities including chances to get involved in influencing the care system through participation.*

We have awards for children in care in my LA. I think they should be national if they aren't already. It celebrates us and our achievements. There should be national awards as well. Maybe DfE could be involved and trainee social workers. It would highlight achievements and be something for us. It would bring care-experienced people together. It would help with stigma over time. This is something that can help future generations.”

“After becoming an Ambassador I learnt about my local children in care council and have got involved. It's shown me lots of opportunities. I wasn't aware of them before ANV. I think these services should be offered. You should get introduced to different services.”

“Understand that it's not one box fits all. Yes getting involved in participation and clubs are really good. We need to find alternatives for some young people that may not be able to get involved for a number of reasons. Just having a range of different activities/options available and making sure that young people are involved in some sort of way if they want to even if it looks different to what usually happens. Everyone deserves to have a voice and it's the workers job to find a way around it if they need to communicate it in a different way.”

**Mission 5: We will make sure more care leavers live in safe homes**

*Key messages: Young people agreed that feeling safe and settled is really important. This mirrors what young people have consistently highlighted through Coram Voice advocacy work and wider youth voice work (e.g. Bright Spots programme). Feeling safe was also a key priority for ANV ambassadors.*

“I think it is really important that a young person feels settled, comfortable and welcome where they are living. Jargon within the care system has become all too familiar and sometimes people forget that having a home where you feel safe and settled can be one of the most important things in a young person’s life. A home can be defined in many different ways depending on the young person and what they feel makes it their home.”

**Mission 6: We want to make sure adults working with children in care and care leavers know how to support them with their physical and mental health needs**

*Key messages: Young people felt that the strategy did not put enough emphasis on supporting the mental health of children and young people.*

“Given that we did a whole campaign about mental health I'm a bit disappointed that they haven't really mentioned mental health. Because I've read the document in depth in the past, so having a great time...And it doesn't really come up other than kind of mentioning it in like conjunction with physical health, which is equally as important, but yeah, it feels like they should at least mention it...”

**Ambition 5: Children have great social workers**

*Key Messages: Young people want stability of workers (regardless of whether they move ‘teams’ or their status changes), but the option to change where there is a breakdown in the relationship. Workers should be available and see them regularly and have the skills to understand children and young people and build rapport.*

“How are we getting social workers to stay longer? It can really affect children when they leave. What are the plans now to get them to stay? Pay them more. Do social workers have mental health support? They must need it if they are hearing and seeing things?”

“This [ambition] is really important. I think there is consent change and this needs to change, I think we should have 1 social workers for longer, maybe though out our care. However sometimes there is a clash of personality and it feels like social workers give up. They need to work on relationships harder as many of us have abandonment issues and this is just another blow when social workers give up. They need to push social workers to try harder so we can keep them. “

“However when a child expresses a clash of personality and expresses a change of social worker this is often ignored. You feel like you are left with nobody. Children should be heard on these things. “

“Social workers should receive better training on different cases and personalities. They need to have higher resilience. Social workers are badly paid and this affects the quality of social workers. Then they don’t bother/ don’t care.”

“Social workers should be matched to the child. Maybe it’s about background or culture, it might be gender. It should be about compatibility, someone that understands them. Children should be able to choose their social worker so that the relationship is better (like you would choose your IV or mentor).”

“Children have great social workers – contact shouldn’t always be with a social worker. My brother’s social worker is insisting that they supervise contact, but my brother doesn’t get on with his social worker so it’s affecting his contact with his dad. It should be done with someone that they trust. Now that I am 16 my foster carer can supervise my contact rather than my social worker but I think it’s because I am older. It’s not fair on my brother as he’s not getting the best out of it. It shouldn’t be like that.”

“In my LA they are creating a PA service for 16-25 year olds that support individuals with family contact, housing, independence, mentoring etc. The service is going to be a Mon-Sun service and will not be in the LA. I think that PA’s who are in the LA let you down and I hope this service will built trust. It’s important that you have 1 independent person that you can trust. There needs to be flexibility in changing relationships sometimes it feels that you are trying to make it work. “

“I have asked for a change of PA as they overstepped some boundaries so I have asked for a new PA, the LA refused to do this. I have asked for an advocate and they are refusing to do this as well. I have spoken to senior managers about the situation but it feels like a dead end. There is just a lack of flexibility. The LA have said that I am having a mental health issue but I believe it’s because of my PA and the issues there. It’s like they will do everything to defend the department and not listen to the young person.”

“Why do they think there shouldn't be an annual requirement to see young people in like person and spend time with them on that?”

“At the moment there is a requirement to contact the young person that you work with as a social worker every six weeks. They also try to do so in person but not all of them do, and some of them don't care.”

“I've had a social worker that I tried getting hold of for 6 months And I never got contact. I didn't even see her. Once she left after 6 months I never actually met her then. And it's a bit like that's why there needs to be a requirement, because then it stops situations like that happening.”

“And also yes, leadership is important. Knowing how to do your job is also important. But if your job is working with people like how you guys, you have to know how to communicate and things like that. And if you guys aren't communicating with us, there's a clear issue that isn't there. So it's a bit like you're allowing social workers to not have to communicate in the favour of leadership.

“I feel they’ve completely missed out like early education of social workers, and I know there is work going on around it, but it seems to be very like spotty in various places.”

“Like social work, degrees just aren't fit for purpose. I've recently done some work with some of the Masters and the undergrad students at my local university, and they had to make a presentation about me and my story and like, present me back to their class and they were both shocking. Like any of us could have done a better job and you expect social workers to be such highly skilled people and the training is just not, it's not there. I feel like you just need a complete overhaul.”

“I understand there is a big issue with social workers atm trying to keep them in the job/training new ones but if a Social worker needs to leave the yp needs to be informed and needs to be directed to someone else if they need some sort of support. As the gap between a Social worker leaving and a new one being allocated is such a length of time.”

### **Ambition 6: Improving the whole system for children and families**

*Key messages: Although young people support the ambition to improve the whole system they felt that more detail of changes are needed to have meaningful and consultation around what is proposed. They wanted to see changes implemented, not just discussed and had their own suggestions for changing services.*

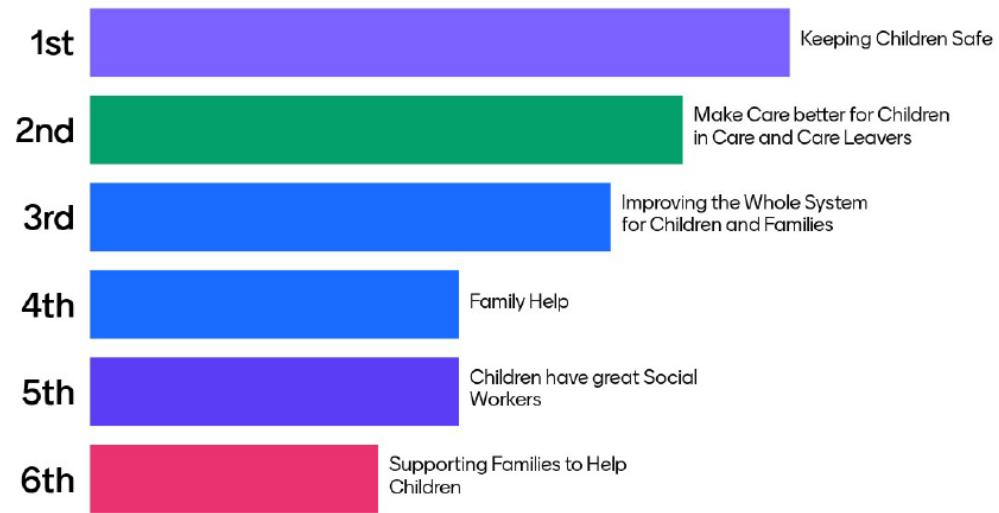
“I think that every child should have 2 social workers working together, therefore everyone would have 4 ears. This would mean that social workers can’t mishear things and write things down. When information is written down wrong, it harms the child/family. Documents should be proof read by the managers and family should see the documents before they go on record as these are legal documents and social care says they can’t be changed after they are uploaded onto the system.”

“Ambition 6 is a bit vague, what does it mean? It’s good in its intention but it needs to have more detail.”

“It is good that they want to establish a framework and a new formula that. Even that consult on a new formula, that's not a guarantee that they're going to create one. It's just that we're looking at it, yeah. And it's a bit like but. We're telling you what's wrong, so you know it's wrong, so why not actually work to make a new one, not consult anymore...”

# What do you think is most important?

Mentimeter



## We want to ask about relationships, social worker training, what care is for and mental health, what else?

18 Answers

Mentimeter

Foster care training and the lack of foster carers and why there is this lack for Foster Carers and support they receive

more support surrounding mental health, and listen when we try speaking about it

Trying to keep the same workers for as long as possible not changing them too much. If possible one key worker that understands

Meeting them before or know more about them before going into a strangers home

communicate with us children and young people about things going on behind the scenes so we know what's going on

What makes you feel safe, how can that be improved? who are the safe people that you turn to, do you need more people

Having children and young people inform the direction of social care

try give more information about placements, even if its emergency placements

What has been the most helpful thing that social services/care leavers/[insert relevant organisation] have done to help you move on with your life after being in care?

## We want to ask about relationships, social worker training, what care is for and mental health, what else?

18 Answers

Mentimeter

Maintaining bonds and relationships with family and friends during going into care and moving around in care - how they are going to support this better

How they are going to create more foster homes and different forms of placements - where the funding is coming from etc

Relationships end up getting severely damaged and there seems to be very little support on maintaining or fixing relationships

There needs to be a greater understanding that things won't be fixed straight away

Use of lived experience in training helps Kent workers improve

Try to build relationships with biological family if possible. if not, try to maintain relationships with foster family/ residential support workers

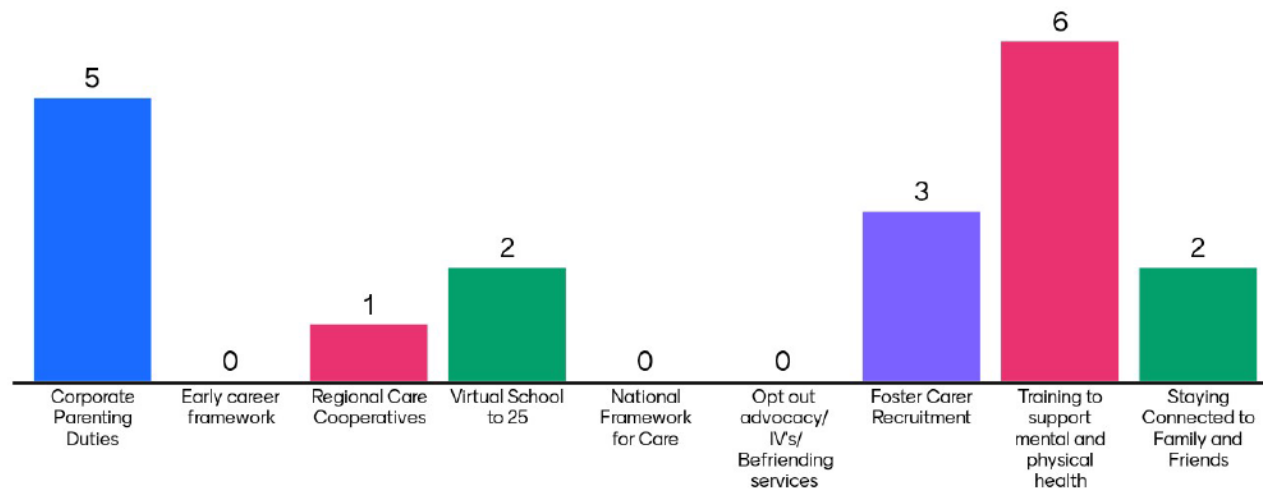
Promoting positive social workers and small things that helped feel listened to

making good bonds between social workers. and keeping them .

Positive endings work for when social workers do have the leave- focus on a good handover

# What do you think children and young people would be interested in discussing?

Mentimeter





For more information about ANV or this response please contact Coram Voice participation team (Emma Hosking and Shelly Reed) by emailing [ANV@coramvoice.org.uk](mailto:ANV@coramvoice.org.uk).

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