



OUR SHOES TRAINING



In partnership with

**Surrey Youth
VO!CE**

**SOCIAL
CARE**



**SURREY
COUNTY COUNCIL**

Introduction

Surrey's 'Our Shoes' series is a partnership between young people in Surrey, and Surrey County Council. Our aim is to empower young people to have a respected voice, to be heard and to be included.

To promote and enable this, we have developed a series of courses that bring young people from all backgrounds, and adults who support and interact with them, together in a positive and mutually beneficial way.

The young people share their experiences through our structured sessions, so that those who engage with them in whatever capacity, gain insight and perspective into the challenges that young people face today, regardless of background.

By attending Our Shoes training professionals will gain profound insights into the varied experiences and perspectives of others. This enhanced understanding directly contributes to building a culture of inclusivity by promoting empathy, reducing unconscious bias, and strengthening team cohesion.

About our training

With a focus on Equality, Diversity and Inclusion (EDI), Our Shoes training, in partnership with Surrey County Council (SCC), is an award-winning series of courses designed to empower your team, and support them to deal empathetically with every person with whom they interact.

The aim of all of the courses is to give insight into a child or young person's point of view in a range of situations. By seeing situations from their perspective we can begin to understand how our actions, words or inaction can affect young people.

Our behaviour, and how we interact with young people has a direct effect on how they will respond and interact with adults and professionals.

By attending Our Shoes training, each delegate has the opportunity to gain an understanding of the emotions that children and young people feel in a range of situations.





POWERFUL AND EFFECTIVE COURSES

BY YOUNG PEOPLE FOR YOU, FOR YOUNG PEOPLE

We have collaborated with young people over the last decade, to develop the courses that we offer today. Each young person has helped us to create courses that are powerful and effective.

In return we provide support and employment so that young people can move forward with their lives, experience the world of work, and find some benefit from their experience.

Employing, and paying a young person is a step towards a better future for them, and an opportunity for you to help the next young person that you work with.

A man in a blue suit, white turtleneck, and tie stands on the left, holding a laptop and a coffee cup. He is looking towards a woman on the right. The woman is wearing a dark blue suit, white shirt, and glasses, and is seated in a wheelchair. She is smiling and looking up at the man. The background is a blurred office hallway with a green exit sign.

ELEVATE AND EMPOWER YOUNG PEOPLE

Equality, Diversity
and Inclusion

Is it for me?

At the forefront of everything that we do are the children and young people in our care or that we interact with during our work, volunteer or personal day.

Our Shoes training is designed for professionals who work with children and young people. It aims to deepen understanding of diverse viewpoints and enhance professionals' ability to interact effectively with people from different backgrounds.

Our Shoes training will help foster an inclusive environment and improve decision making processes by recognising, and mitigating biases by encouraging a more empathetic and respectful way of communicating with young people.

We all come into contact with young people at some point. How we treat them can have a significant impact on how they respond to us, how they behave, perceive the world, and ultimately on their future.

Our Shoes training will support professionals to better understand and appreciate the unique experiences of children and young people, which in turn will lead to more positive interactions and improved outcomes for the young individuals in our care.



HIGHLIGHTS

A Decade of Collaboration: Our Shoes is the result of a decade-long collaboration with young individuals. Their experiences, emotions, and unique perspectives have created a programme finely tuned to the diverse needs of a significant group of young people that will include colleagues, partners and young people that you engage with on a daily basis.

Deeper Understanding: At its core Our Shoes encourages staff to view young people from a different perspective, fostering a deeper understanding, and shifting perceptions, resulting in a more positive and effective business environment.

Promotes EDI: Our Shoes training helps create an inclusive environment where people of all backgrounds, including different races, genders, sexual orientations, religions, and abilities, feel respected, understood and safe.



BENEFITS

Culture and Behaviours: Our Shoes training aligns with Surrey's organisational strategy, promoting inclusivity, compassion, and valuing diversity.

Building Trust and Confidence: The training emphasises relationship building with children and young people, leading to positive interactions.

Improved Outcomes: It supports corporate parenting principles by encouraging professionals to consider the views and feelings of children and young people.

Use of Language: Professionals are trained to use respectful and supportive language, enhancing young people's confidence and engagement.

Respect and Understanding: The training promotes treating young people with respect, helping them achieve their goals, and involving them in decision-making.

Our Perspective 1

A child or young person's perspective can be quite different depending on their experiences. How a child or young person behaves in a situation can be determined by their experience which means that the more knowledge adults have, the better they can engage with a young person in a wider range of situations.



Improve your understanding of the impact of your interactions for a child or young person experiencing mental health difficulties and/or concerns.



Gain knowledge to improve services for children and young people.



Hear young people's experience and perspective of accessing emotional well being and mental health services.



WHAT IS OUR SHOES - PERSPECTIVE?

Our Shoes - Perspective training is designed to take professionals on a journey of discovery through a range of scenario based experiences which highlight how young people, especially those with Additional Needs and Disabilities, anxiety, or other mental health issues, or who are part of the LGBTQ+ community, experience the world.

By applying this knowledge in their work, professionals are able to engage in a way that can be beneficial both to them, and to the young people they engage with.



LEARNING AND OUTCOMES

Understand: Better understand what it can be like for young people with diverse backgrounds or needs, in different situations.

Recognise: Key challenges that young people face in their lives, and how that changes young people's perspective on a situation.

Labels and Stereotypes: Experience what it's like to be labelled or pre-judged as a young, vulnerable person.

Adapt Practice: Help professionals to embed the voice of a child in all the work that they do, to improve outcomes.

Our Perspective 2

Additional Needs and Disabilities are not always obvious, especially in high pressure situations. Even experienced staff can make assumptions without knowing the full story of the person they are engaging with. Our AND module helps equip staff to better understand, and to deal with young people in an empathetic manner, no matter what their situation might be.



Recognise how AND might affect a young person's understanding of what is being asked of them.



Gain knowledge to improve interactions with young people from all walks of life.



Hear from young people about their experience and see how such experiences create different perspectives on everyday life.



WHAT IS OUR SHOES - AND?

Our Shoes - AND training is a module that highlights the experiences of young people with Additional Needs and Disabilities in various situations.

By attending this module, staff will gain a deeper understanding of how they can interact in a way that respects the young person, and enables the best outcomes for all parties.



LEARNING AND OUTCOMES

Empathise: To better understand how different situations can be stressful for young people with AND.

Reduce Discrimination and Bias: This training addresses unconscious bias and helps staff recognise, and mitigate these biases in their decision-making processes.

Adapt Practice: Recognise ways in which staff can support young people with AND, during their day.

Language: Improve understanding of the impact of words and actions.

Our Perspective 3

Our Shoes - LGBTQ+ training aims to highlight issues faced by young people who are part of the LGBTQ+ community. This training gives staff who engage with young people, a better understanding of what it is like to be an LGBTQ+ young person, navigating life.



Improve understanding of the impact of words and actions, for a young person from the LGBTQ+ community.



Gain knowledge to improve practice during the working day.



Hear young people's perspective and experiences in a range of scenarios.



WHAT IS OUR SHOES - LGBTQ+?

Our Shoes - LGBTQ+ is a training module that highlights the experiences of young people from the LGBTQ+ community. It helps professionals become better equipped to support, and understand these young people in various situations.

This course could also help to reinforce a culture of tolerance and open-mindedness towards LGBTQ+ young people across the community.



LEARNING AND OUTCOMES

Language: How language used could be seen as insulting and impact how a young person may see, or feel about themselves.




Understand: Staff will better understand what it can be like for a young person growing up in fear of judgement or discrimination.

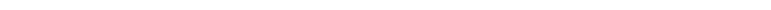
Recognise: Day to day challenges faced by young people, and how these challenges can impact their ability to cope with situations, and how they perceive the world.

Our Perspective 4

Our Shoes - Respect is a course that stands on its own or serves as a key complement to Our Shoes - Perspective. Our Shoes - Respect is dedicated to recognising the voices of young people, especially those with care-experience.



-  Improve practice to get better responses from young people.
-  Engage, Encourage and Empower young people in every interaction.
-  Include the voice of young people from all backgrounds, in all activities.



WHAT IS OUR SHOES - RESPECT?

Our Shoes - Respect training focuses on 'listening to young people and taking them seriously'.

Our Shoes - Respect has been developed in collaboration with looked-after young people and care leavers in Surrey to help professionals understand their experiences, and what it is like to access various services.

Attending Our Shoes - Respect will enhance delegates capability to listen, consult and respect the views of young people, and care leavers.



LEARNING AND OUTCOMES

Language: How language that we use can make young people feel uncomfortable, excluded, and anxious.

Communication: The importance of understanding that people can hear and interpret information differently, and not in the way intended.

Emotion: Understand frustration, vulnerability, and the feeling of helplessness, experienced by young people.

Adapt practice: Improve your practice by using the voice of the young person in all the work you do.

Our Perspective 5

Our Shoes - Intro to Participation is designed to highlight the importance of participation in the practice of professionals. Participation is about being ready to listen to children and young people, to support them to express their views and to be ready to take those views into account when making decisions with and for them.



Improve your practice to enable children and young people to be heard.



Listen to what children and young people say.



Include children and young people in decision making - give them power.



WHAT IS OUR SHOES - PARTICIPATION?

Participation is about being ready to listen to children and young people, to support them to express their views through discussion and activity and to be ready to take their views into account when making decisions with and for them.

Participation is about allowing children and young people to have a voice and to participate in decisions that affect them, allowing them to share some power and responsibility.



LEARNING AND OUTCOMES

Understanding: Learn what participation means and develop an understanding of participation theory.

Adapt practice: Learn about the benefits of participation and how to embed it into everyday practice.

Recognise: The importance of allowing young people to have a voice and to participate in decisions that affect them.

Our Perspective 6

There are over 376,000 young adult carers in the UK. Over 50,000 young carers spend 50 hours or more a week on their caring role. Carers can be as young as 5 years old, and it can take up to 10 years before they are identified even though they will be present in every school, college, university and workplace across the country.



Improve understanding of what a young carer is and what it means to be someone who, sometimes from a very young age, is charged with caring for others including siblings and parents.



Gain an understanding of the pressures under which young carers live on a daily basis and how external intervention, even well meant, can add more for a young carer to deal with.



Hear directly about what it is like to be a young carer, what they have to do every day, how that affects them as a young person and why we all need to be more aware of and supportive of them.



WHAT IS OUR SHOES - YOUNG CARERS?

Our Shoes – Young Carers training has been co-developed with young carers themselves to bring understanding to professionals about what it means to be a young carer. This training brings to life what it is like to be a carer as a young person, what they have to do, what mental and physical burdens and responsibilities they carry, and what effect it has on them. By completing this training, professionals will be better equipped to identify young carers, be more supportive and ultimately improve outcomes for them.



LEARNING AND OUTCOMES

Understand: What it can be like for young carers in different situations and environments.

Recognise: Some of the key challenges that young carers face throughout their time as a carer.

Adapt practice: Listen to and understand young carers and change practice to help support them.



Partnership

As well as delivering our own courses we can also support your service with development of programmes that fit your specific needs so that benefits and outcomes can be tailored to your requirements.

Our team includes people from all walks of life and experience backgrounds. Our care-experienced staff and apprentices have been instrumental in developing our training content - which means that we offer a unique insight that your team can benefit from.

We can tailor our services to your requirements providing consultancy, workshops, and a range of other services.

Surrey County Council will be delighted to partner on any project that supports care-experienced young people, and those with AND, emotional wellbeing, mental health or any other needs.



Our Shoes, has recently secured celebrity backing from care-experienced British Olympian Fatima Whitbread. Fatima said

“Well done on achieving a great concept for our young people.”



How to Book

The Our Shoes training modules have been designed to stand alone so that you can enter the series at whatever point is best for your business.

However, in order to get a complete overview of all of the subjects and issues, we recommend completing the full series, ideally in the order outlined in this brochure.

Our highly experienced team is available to discuss your needs, and to help you to get exactly what you need. If you would like to tailor the training, or discuss anything in more detail, please contact us on the details below.

If you are ready to learn more about the Our Shoes series, please get in touch.

Contact Us

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Follow us on social media to support and keep up to date with the work of children and young people accessing Surrey services.



@ourvoicesurrey

OUR SHOES TRAINING

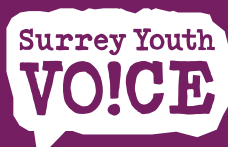
**ENGAGE,
ENCOURAGE,
EMPOWER**

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