



Who we are.

We are committed to making the criminal justice system work for everyone. Our unique approach is designed, deployed and delivered by former service users working alongside current service users and providers. We have been delivering significant change in the Criminal Justice System for a decade and bring about transformation for: institutions, individuals, and the agenda – so the system can work for everyone. We believe the experience of users is vital for positive change.

Change for institutions: User Voice Councils.

User Voice applies our proven User Council model to prisons, probation and other services, giving decision-makers a tried-and-tested route to engagement, feedback and continuous improvement from service users.

Change for individuals: user-led change.

At User Voice we facilitate User-Led Change. With the right opportunity, encouragement and support, everyone can play an influential role in society. We know because we have done it ourselves.

Change in the agenda: user research.

User Research offers policymakers, and service providers the opportunity to learn from, and act upon, the insights of those hardest to reach. Our insight leads the conversation around system change.

User Voice is a values-based organisation. This means that it places its mission and its end goal engaging with service users and giving them prominence in the process of the improvement of criminal justice services – at the heart of everything it does. Our values are described below, and they and associated behaviours provide the framework for growing and managing the organisation.

- Ordering Chaos
- Optimism
- Resilience
- Authenticity
- Democracy

There are three key areas of behaviour that relate to working at User Voice:

- As an ex-offender, how you behave and conduct yourself in all aspects of life
- Your life is manageable, and you can prove it
- You are passionate about helping other people