

Kent's Working Together Charter

Purpose of Kent's Working Together Charter





This Charter explains how families, young people, and professionals will work together to support children and young people with Special Educational Needs and/or Disabilities (SEND) in Kent.

It was created with input from parents, carers, and local services. It is based on the [Lived Experience, Engagement and Employment Framework](#) and the [Kent Youth Charter](#) which show practical ways to involve families and young people in decisions.

The Four Key Principles of the Charter



1. Working together

- Families and professionals are equal partners.
- Children and young people, and their families, are at the heart of all decisions.
- We share plans and choices openly.



2. Inclusion

- Children and young people feel valued, heard, and included in decisions.
- Every child and young person will get the support they need to thrive.
- Information is shared openly and honestly, so families can make informed decisions and feel confident that their child's needs are recognised.
- Families' views, experiences and expertise are respected and used to shape the support offered.



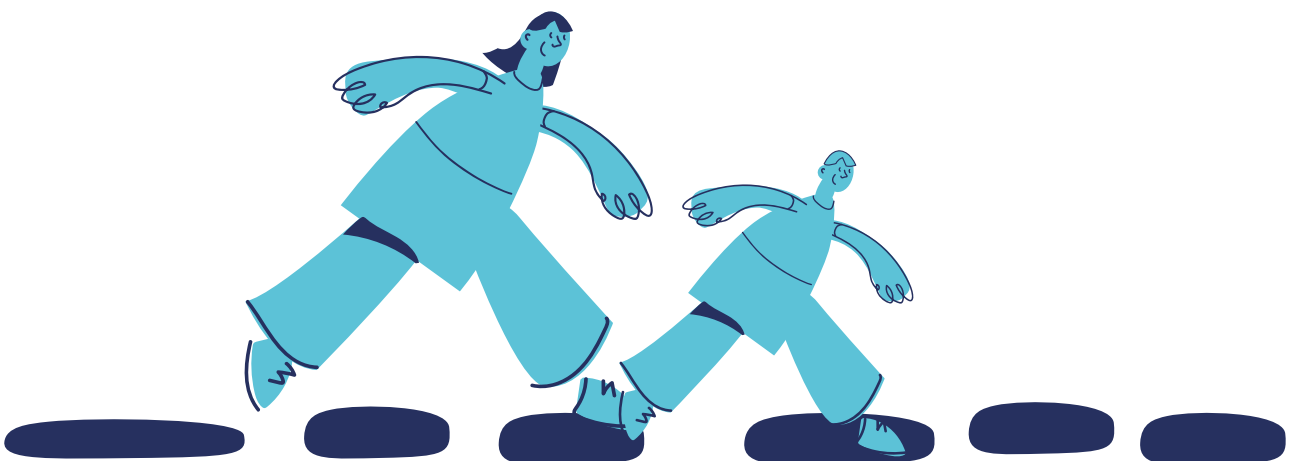
3. Ambition

- We set and share ambitious goals with children and young people.
- We focus on strengths and keep learning.
- We prioritise outcomes that matter to young people.



4. Accountability

- Families and young people will know who is supporting them.
- If we make mistakes, we will be honest and fix them quickly.
- Contact details will be easy to find and included in all communications.
- The Local Offer will always be up to date.



Examples of what this looks like in practice

For children, young people and families

- EHCPs – Families and professionals work together to create and review plans that meet each child's needs.
- Decisions about support – Families and professionals agree the support needed, including therapies, transport, and short breaks.

For local services

- Local Offer website – Parents help design content so it's clear and easy to use.
- SEND Enquiry Hub – Families help shape how queries are handled and what information is provided.
- Training for professionals – Parents and carers co-create training for teachers and social workers.

For strategy and planning

- SEND Strategy and plans – Parent Carer Forums and young people help set priorities and outcomes.
- Commissioning services – Families influence what services are funded and how contracts are designed.
- Policy and governance boards – Parent Carer Forums sit on SEND Partnership Boards to co-produce improvement plans.

Families will be able to say:

- I have the information I need and can take part in SEND decisions.
- I can be involved at every stage where it's appropriate.
- I am kept up to date about changes that affect me.
- Information is easy to find, clear, accurate, and up to date.
- I know that policies and services support my child.

Checklist for families

Use this checklist to make sure you feel informed and involved:

- I know who to contact for support and have their details.
- I understand my child's plan and have been part of creating it.
- I have access to clear, up-to-date information about SEND services.
- I feel my views and experiences are listened to and respected.
- I know how to give feedback or raise concerns if needed.
- I am aware of opportunities to get involved in shaping services.

Checklist for staff

Use this checklist to make sure you are working together well with families:

- I have shared clear, accessible information with families at the right time.
- I have involved families in creating and reviewing plans for their child.
- I have asked for and listened to families' views before making decisions.
- I have explained how families can give feedback or raise concerns.
- I have provided opportunities for families to help shape services or training.
- I have checked that families know who to contact and how to reach us.



Get involved by contacting:

SEND services

Kent PACT

Email: info@kentpact.org.uk

Health services

Healthwatch Kent

Email: info@healthwatchkent.co.uk

For young people

Kent Youth Voice

www.kent.gov.uk/about-the-council/kent-youth-voice

Sensory Student Council

hivimsi@kent.gov.uk



kent.gov.uk/SEND

