

COLLABORATION

We will be an equal partnership with families

The child is central to decisions and plans

The needs of the child will be the focus not the process

Plans and pathways of options and possibilities will be shared

Support and information will be provided to navigate the process/ pathway

Current information, advice and guidance will be understandable, accessible and provided at the right time and in the right place (Local Offer)

ACCOUNTABILITY

Families will know who is involved, what their role is and what is expected

Practitioners will fulfil responsibilities, acknowledge mistakes and take prompt action to rectify them

Information is available when it is needed including the Complaints Procedure

Contact details on all communication including the Local Offer are up to date

AMBITION

We will share ambitious goals and plans for children and young people

Focus on strengths and what children and young people can do

Build valued and trusting relationships that connect with children and young people to support them to grow and develop and recognise that this means spending time with families

Families and practitioners will work together and learn together

COMMUNICATION

Actively listen, acknowledge and understand what is needed

Trust and value families' viewpoints and lived experience

Provide consistent and reliable messages about the service and support

Be Professional. Be Transparent with all information. Be Open in all communication. Be Honest in response

INCLUSIVITY

Respect everyone as an individual

Recognise, celebrate and accept differences in every individual and family

Every child and young person will have support to thrive and succeed

Everyone, including young people, coming together from the start

to work collaboratively as equal partners, communicating and listening in a respectful manner

to achieve the best possible outcome for everybody

Kent's co-production Charter