

# Wakefield People's Charter



May 2014

## Values

Respect each other as equal partners  
 Solution focused \* 'can do'  
 Helping us all be better  
 emphasising strengths and achievements  
 respond with sensitivity  
 building confidence, well being and self esteem  
 listening to everyones voice  
 Rights



## Participation

Working Together  
 working together to develop as a community and on specific programmes  
 doing things differently  
 being creative and flexible  
 The potential to do something good if we work together  
 Value what we bring as equal partners  
 open to new possibilities  
 we are all more than a tick box   
 Community solutions

## Working Together

A brighter future.....



## Our relationships

Recognise waking together takes time  
 Mutual understanding  
 building a community  
 Communicating clearly  
 Honesty and transparency  
 focused on outcomes & aspirations  
 Solution focussed and positivity  
 Open communication  
 changing our conversations



## What we bring to the table

preparation  
 Solution focused  
 change  
 persistent  
 We are a voice  
 organised  
 personalised  
 Small steps  
 We care  
 enabling  
 determined  
 it matters to us  
 ambitious  
 multi tasking  
 patience  
 brave  
 passion  
 focused  
 creative  
 interested  
 research  
 we keep going  
 'we get it' rights  
 reflective  
 judgemental  
 vision  
 negotiation  
 sense of humour  
 helpful  
 dedicated

being involved makes  
 happy enabled  
 momentum  
 we feel...  
 valued I'm part of it!  
 supported empowering  
 we are doing privileged positive  
 somewhere included  
 Job satisfaction being  
 grounded not alone involved  
 building building capacity  
 foundations more knowledgeable  
 empowering  
 unity  
 gateful

This charter is supported by:

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## Why a Charter?

Children and Families Act 2014 has brought reforms to services for children and young people with disability and special educational needs. Importantly it puts the child and family at the heart of assessing needs and planning services. In this new way of working children, young people, and families, will be involved in decisions from the start and throughout. Services will cooperate to support them.

## How the Charter was created

'TEAM' is Wakefield's Parent Carer Forum. Since 2013 they have been talking with many parents in Wakefield to understand their experiences of services for children with special needs. The powerful and moving stories inspired TEAM and a group of partners from education, health and the council to develop a People's Charter. On 1 May 2014 this group worked alongside some of the parents to gather all the knowledge and ideas. The whole group created the illustration on the cover of this charter showing our shared values, approaches and goals. It is the 'golden thread' to show how families and those providing support can work together

### Our values:

- Respecting one another - make time to listen and understand each other
- Valuing everyone's experience and expertise
- For everyone to focus on finding solutions and being prepared to "think outside the box"
- Working together to achieve the child's, and their families, full potential

positively to benefit the child. The Charter has three core themes Values, Working in Partnership and Good Communication.



### Working in partnership:

- To build good relationships to help us to all work towards a positive outcome
- Working together in partnership as equals
- Achieving more by working together
- Listening to everyone's opinions

### Parents' feedback on the Charter

This charter expresses values that should be at the heart of everything we do in Wakefield. It clearly says what I have hoped for the last 11 years. We can't begin to measure the ripple effect of positive outcomes this will bring. 'no decision about us without us'.

### Good communication:

- To help each other by being open and honest
- Communicating in a way that promotes solutions
- Using clear information that all can understand

The charter principles make me feel valued, respected and have given me hope and confidence to approach school / services that I never would have dreamed of doing. I now feel that I have a voice.

