



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

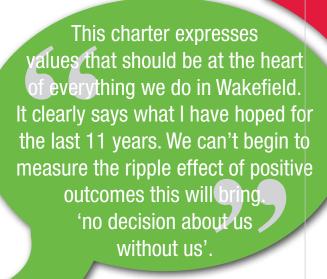
positively to benefit the child. The Charter has three core themes Values, Working in Partnership and Good Communication.



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



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.

WakefieldTogether