

Our Partnership Values



Partnership working is a family centered way of involving people in the design, planning and delivery of services across North Yorkshire.

Together

Services work best when we work in partnership

Understand

Clear in our approach and take ideas on board

Respect

Understand and listen to all points of view

Communication

Listen, share, inform, reflect

Open

Approachable and honest

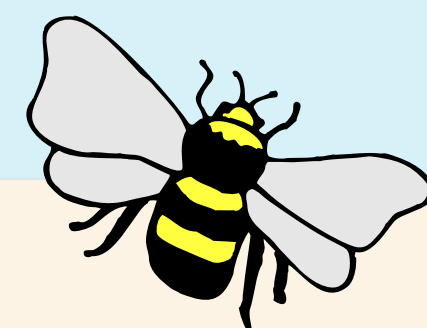
Care

Support each other and the work we do

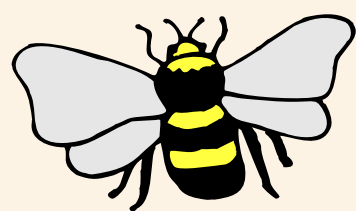
Responsible

Hold each other to account





Communication



- Actively listen to me and the people who support me.
- Choose language carefully and avoid abbreviations and jargon.
- Give me the time and information I need to prepare.
- Inform me of what support is available and enable me to contribute.
- Involve me in the planning, design and delivery of support and take my views seriously.
- Keep me involved and informed about outcomes and next steps.

Open

- Be open and honest.
- Keep me updated.
- Help me prepare for meetings.
- An agenda is always useful.
- No conversations behind closed doors.
- Be clear about the level of engagement we are working at.
- No surprises or shocks and let me know if something changes.
- Be clear about time frames.

Understand

- Treat me as an equal.
- Engage me in all aspects of support planning and delivery.
- Include me in decision making.
- Respect my right to participate.
- Embrace my knowledge.
- Be flexible...my time is as valuable as yours.
- Ask my boundaries and understand confidentiality.
- All partners have a clear understanding of levels of engagement.
- Everyone understands their roles and responsibilities.

Respect

- Create an environment which enables me to engage.
- Give me opportunities to share my skills, knowledge and expertise.
- I can learn a lot from you.
- You can learn a lot from me.
- My opinion counts so allow my voice to be heard in the way that meets my needs.

Together

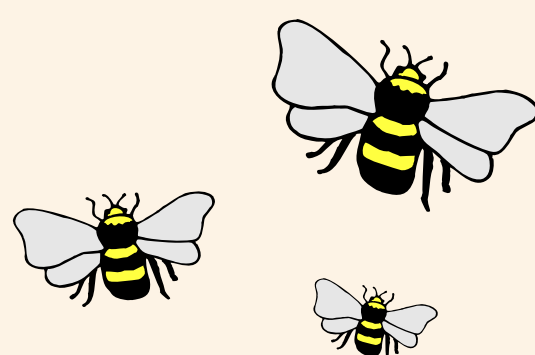
- Working as equal partners.
- Learn from one another.
- Make a commitment to work together.

Care

- Have empathy and respect.
- Support one another.
- Be truly invested in what we are doing and who it is for.

Responsible

- Take ownership.
- Be clear who is responsible and accountable for actions.
- Be honest if something cannot be done.
- Be realistic and don't give false hopes.
- Commit to participation and where things arise have a 'Plan B'.
- Ensure appropriate people relevant to the conversation are represented.



Our Formal Commitment

Working as equal partners we are committed to making a difference to the lives and outcomes of children and young people with additional needs and their parents and carers. Partnership working will be at the heart of everything we do.



Find out more:

www.northyorks.gov.uk/send-local-offer

