

# OUR SEND CHARTER



## Welcome and Care

We will welcome every child and show that we care by:

- Providing a happy and secure environment
- Celebrating strengths and achievements
- Preparing for transition points and supporting successful transfer to new settings
- Acknowledging and respecting how both families and professionals contribute to the progress of the child

## Value and Include

We will all work together to support every child to make the most of their educational experiences by:

- Having a 'Can do' and pro-active approach, pre-empting difficulties
- Identifying needs early and agreeing how we can help in collaboration with all parties
- Being creative and flexible so we respond in the best way to individual needs and changing circumstances
- Problem-solving any difficulties even when it means uncomfortable conversations
- Making well-considered decisions, valuing the input of families and professionals

## Communicate

We will communicate openly, clearly and honestly by:

- Making time to listen calmly and respectfully to others' views, acknowledging their input
- Responding promptly to queries, explaining answers clearly
- Following up and reviewing regularly, using a range of information to inform discussions
- Making sure professional partners explain needs clearly and simply, and say what they will do to make things better
- Providing all the information needed in good time, in a form that can be readily understood
- Using positive and constructive language, being sensitive to the stresses for families and professionals

## Work in Partnership

We will work in partnership across families and professionals to help us all be ambitious for our children by:

- Sharing good practice from home and in school
- Encouraging training and support networks to flourish
- Preparing well in advance for future life and transition
- Using feedback and contributions from all parties to improve what we do
- Acknowledging that mistakes sometimes happen and putting things right when they do - and learning from them so they don't happen again
- Encouraging active participation in developing what we can offer to our local community
- Treating each other with respect