

## Communication



## Accessibility – Inclusivity



## Respect, recognition & understanding



## Honesty, transparency & accountability



## Focusing on strengths



## Working in partnership, valuing everyone



Local Area Co-production Charter for 0 - 25 years  
Special Educational Needs and Disabilities (SEND)  
*Working together to get things right*

**Local Offer**



**NHS**  
Lancashire &  
South Cumbria  
NHS Foundation Trust

[www.bwd-localoffer.org.uk](http://www.bwd-localoffer.org.uk)

## Communication

We will...



- Ask how you want to be communicated with
- Ask how would you like to be addressed
- Ensure communication is specific to your needs
- Provide regular updates on progress towards actions
- Support you to understand what's available and avoid misinformation
- Provide information before meetings so you know what to expect
- Use positive language and give you time to answer and have your say
- Ensure posters, meetings and emails are friendly and simple
- Return your call - it is important

## Accessibility – Inclusivity

We will...



- Plan meetings/events so that you can be involved
- Give advanced notice
- Aim to ensure there is an accessible transport route
- Aim to provide refreshments, childcare and expenses
- Aim to provide interpreters for the Deaf and home languages
- Use British Sign Language Videos, Makaton and simplified text
- Use consistent eye contact and tone of voice
- Aim to provide timely Mental Health support for all parent/carers
- Aim to include surveys in events. We will aim to improve your access to information and support
- Ensure the venue is accessibility checked
- Ask you if you can use or access IT

## Respect, recognition & understanding

We will...



- See you for you are, provide for your unique needs with kindness and respect
- Look at your needs, not your age
- Give you time to prepare, speak, listen at your own pace
- Support you to move forward with your own goals and priorities
- Recognise and understand change can be difficult for you
- Recognise and respect your an expert
- Consider your wider family and wellbeing
- Raise awareness, educate family members to accept and act on the diagnosis.
- Be sensitive and respectful about your culture, gender and gender diversity.
- Treat all people fairly, recognising hidden disabilities

## Honesty, transparency & accountability

We will...



- Believe you
- Ask you
- Listen to your story, hear and act on this
- Encourage you to speak up, and speak openly to improve experiences
- Be realistic, be open honest and transparent
- Have clear pathways.
- Give you access to information, advice and support to access services
- Prioritise the transition from child to adulthood
- Reflect and learn from mistakes together

## Focusing on strengths

We will...



- Build and celebrate progress and strengths
- Support you with your choices to become independent
- Involve the trusted people who know you best finding solutions together
- Aim to give you practical solutions that will work in the home
- Aim to be efficient in the use of resources
- Do what makes a difference with you

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## Working in partnership, valuing everyone

We will...



- Believe and trust what you say as 'experts by experience'
- Support and feedback to you in a timely manner
- Support you to make choices and be part of the decision making and co- produce services together
- Support you when you feel vulnerable and embrace differences and diversity
- Communicate with everyone involved working together on your journey
- Supportive of others' contributions