

Hillingdon Local Area Co-Production charter



Our Hillingdon Local Area co-production Charter underlines the way in which we will work together to create a culture where all professionals and families:

Value Lived Experience



- Respect everyone as an individual
- Value the contributions of all involved
- Empower children, young people and their parents /carers to voice their opinions
- Work together to find different ways of getting families' views so that it increases opportunities for all families to be involved in shaping practice and provision
- Be flexible to the needs of those involved, including timings and locations of meetings
- Act on feedback and let people know how we have acted on what we have heard

Open and Honest



- Be open in communication and honest in our response
- Support each other to have honest conversations
- Provide consistent and reliable information about the services and support available, in a timely way
- Show that we are actively listening to all views and learning from each other
- Follow up on actions and keep people updated
- Communicate information regularly and in lots of different clear and accessible ways

Responsive and Accountable



- Be clear about what to expect and hold ourselves and each other to account
- Do what we say we are going to do, when we say we are going to do it, or explain clearly why we cannot do something
- Keep people up to date on what we are doing and the timescales
- Demonstrate that we have listened and learned
- Learn from each other and share our learning widely

- Ensure people know who is involved, be clear about their role and what they should expect from services and each other
- Acknowledge mistakes, take prompt action to rectify them and learn from them
- Be open to new ideas and new ways of working together
- Work together to resolve issues

Do what matters



- Agree realistic, meaningful and achievable outcomes and work towards them together
- Help children and young people be successful and happy in their lives
- Keep the child and young person's interests and ambitions at the heart of what we do
- Focus on what we can do and identify solutions together
- Focus on what children and young people can achieve and build from there
- Listen to the non-verbal voices of children and young people
- Stay curious about what young people want
- Keep working together until we find a solution

Work Together



- Involve the right people to identify and agree solutions, action and support needed.
- Agree together the desired outcomes for each child and young person and work towards them collaboratively.
- Focus on the needs of children and young people and their family, and not just 'the process'
- Plan and deliver multi agency training where possible
- Communicate clearly with each other and wider services in accessible ways