

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