

Our Better Together Framework – How we want to work with you



Our Better Together way of working is guided by 3 things.

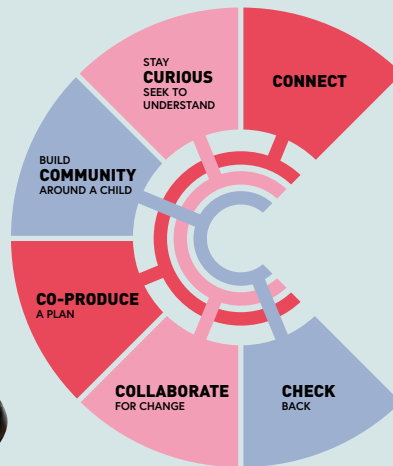
Firstly, our vision:

- **We will keep children within their family network whenever it is safe and appropriate**
- **We will build compassionate relationships and strengthen families**
- **We want every child to be healthy, safe and successful**

We want to work with you and your wider network (for example family, friends, faith leaders) to achieve this. We have a Family Participation Service who can help bring together those people who are important to you, through a Family Group Conference, to agree a plan of support. Ask your worker for more details or contact the Family Group Conference service directly if you are interested at FamilyGroup.Conference@towerhamlets.gov.uk

Secondly, we have also committed to the following behaviours:

- **Be open and honest**
- **Listen to understand**
- **Value your experience**
- **Work to prevent harm and repair damage to relationships**
- **Have honest conversations about what needs to change and offer support to get there**



Thirdly, our Better Together way of working includes our "C Change approach" which sets out 6 things we will do as we work with you. We often call them the "6Cs":

Connect: We will spend time connecting with you and those you live with, individually and together – getting to know the things that you are good at and enjoy, as well as where you need help.

Be curious: We will try to understand your situation, listening to how your background and beliefs shape how things are now, in a non judgemental way. We will ask questions when information seems contradictory or unclear.

Build a community: We recognise that children and families do best when they have a network of support, and we will work with you to identify who that is for you.

Co-produce a plan: We want to make use of your good ideas about what might help you and your family. We will work with you to agree a plan that helps you/your child to be healthy, safe and successful, rather than just tell you what to do.

Collaborate for change: We will try to use the time we meet with you to help things get better for you and your family; we will think with you about others who might be able to help too

Check back: It's really important that we check back that the way we are working with you and the plan we have made is making a positive difference, and to make changes if it isn't.

An important part of us *checking back* is through getting feedback from you.

Whatever your experience of working with us, we'd be really grateful if you could give us feedback through using these QR codes or by asking your worker for a link to the form.



If things have gone wrong and you are not happy with how we have worked with you, we would love the opportunity to hear from you and try to make things right. Please talk to the person you are working with or ask to speak to their manager so we can discuss your concerns and try to find a solution.

If that doesn't help, or you want to make a formal complaint, please complete the form using this link

https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/complaints/Complaints_about_childrens_services.aspx

or go to www.towerhamlets.gov.uk and search for 'Complaints about Children's Services'

