

# Children and Young People's Service - Principles of Best Practice

“Every conversation matters, every day counts”

## Our Values



We work together to achieve the best for people



We put people and communities at the heart of everything we do and value our employees



We value, trust and support each other



We embrace change and look for better ways to deliver services

## Our Principles

- **The Best For Our Children:** We want every child to be safe, have the best start in life, good health and access to good, quality education, training and employment. We will strive to be a good parent when children are looked after in our care.
- **Think Family/Think Inclusion:** We will work with other agencies to deliver good outcomes for all children and young people through childhood, into adulthood and independence. Wherever appropriate, there will be one lead practitioner to coordinate a whole family plan.
- **Timeliness:** We know that childhood is precious and that every day counts. We will work hard to ensure there is no delay for children and young people's plans as a result of our work.
- **Stability:** We know that moving placements or schools can be hard for children and young people and can affect their progress and wellbeing. We will work hard to minimise moves for children and support smooth transitions.

- **Working With:** We will work with children, young people, families and each other with compassion and humility and in a context of high support, high challenge. We will try to ensure everyone receives the right support at the right time.
- **Child Focused:** We will ensure that we spend time with every child and young person so that we understand what life is like from their perspective, what 'good' looks like for them and to help prepare them for their next steps.
- **Relationships Matter:** We will take responsibility for creating and maintaining effective relationships with children, young people, families and each other using language that everyone can understand. We will strive to provide consistency of workers as we know this is important in building trusting relationships.

- **Strengths Based:** We will discuss with children, young people and families what we are worried about, ensure that we understand what is going well in their family and help them find their own solutions. We will adopt an evidence-based approach to assessing need and managing risk.
- **Supporting Families And Communities:** We believe that children and young people should remain living in their families and local communities with support where it is safe to do so. We want communities to be confident that our services safeguard and protect when they need to.

- **Transparency And Accountability:** We will work with partners to make sure there is clarity in who makes decisions for and with children and young people and why these decisions are made. We will regularly review situations to ensure that decisions and support remain appropriate and ensure that we spend public money wisely.
- **Creative:** We will be creative in finding the best way to support every individual child and family to achieve good outcomes as soon as issues are identified as well as working to reduce their reliance on services.



Durham  
County Council

