

## Our Values Statements for how we will work with Herefordshire's children, young people, and families

- 1. We will try our very best to make sure that children and young people get the right help at the right time**, spending time getting to know the children and young people we support, and doing activities with them that help us understand more about their lives and how we can best support them. Being honest about what we can and can't do, and working to earn their trust by doing what we say we will do.
- 2. We will keep our working relationships with children, young people and families at the heart of everything we do**. Having clear and simple conversations, being honest about what we are worried about, recognising families' strengths, acknowledging their hopes and listening to their worries in order to help create a better and safer home environment. When we make decisions we will be sure that children, young people and their parents will understand why we did so, even if they don't always agree with us.
- 3. We will work together with families' wider networks of support and with our partner agencies** to create the best possible support that builds on the family members' ability to help themselves. Using clear language and making sure families know what information we will share with others, whenever possible seeking their consent or telling them when there are times that we cannot.
- 4. We will support parents and carers to make sure that children and young people are safe at home, if at all possible, and nurtured by others if not**. Taking the time to listen to families' views, and trusting their ability to find their own solutions and make positive changes. We will work hard to provide children and young people who cannot live with their families with a stable home, with people who understand the effect that difficulties experienced in childhood can have on children and young people later on.
- 5. We will make sure we take into account the diverse backgrounds and needs of children, young people and families**, recognising that not everyone's journey is the same as we all have different roots. Supporting children and young people to understand and own their individual journeys and listening when they tell us about themselves in their own words. Respecting their choices and supporting them to own their plans for making positive change.
- 6. We will keep written information about children and young people in a way that recognises that the information belongs to them and will best enable them to fully understand their journey** if they ask to see their records. Listening carefully to what children, young people and parents tell us and writing it down so they know that what they say matters, and writing in a way that would help a young person understand what we have done and why.
- 7. We will work hard to have positive endings when we move on**, when children and young people journey through the care and support we offer, or when children and families no longer need our help. Doing our best to make sure that workers are involved with children and young people for long enough to build up trust, and managing any changes of worker by introducing their new workers.

8. **We will create a supportive working culture** that recognises the importance of critical reflection and shared learning of good practice, in order to help each other provide the best outcomes for children and families. Working in a supportive way with colleagues, sharing our learning, and working together to offer good quality services. Although we won't always get it right, we will always strive to improve, to take responsibility for our own actions, and to acknowledge and learn from our mistakes to help get it right next time.
  
9. **We will keep a focus on making a difference to improving outcomes for children and young people.** Valuing children, young people, and young adults and encouraging them to tell us about their own life goals so we can advise and help them to achieve them where possible, and gathering and learning from feedback from children, young people and families in order to improve our practice. We will know that we have done well when our children, young people, young adults, families, carers and other partners tell us so!

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