

# Hertfordshire's Professional Promise

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**Our promise for how children, young people & young adults with special educational needs and / or disabilities and their families should be treated:**

**We will be honest about what can be achieved**

We will be clear from the start about what we can do allowing for time, resources and the law. We will be clear why things are happening.

**We aim to get it right first time and continue to learn from our experiences to inform changes**

We will try hard to make things work and if they don't we will try to understand what went wrong so that we can make sure it doesn't happen again.

**We will have the skills to do the job or sign post elsewhere when needed**

We will make sure that all of our staff are well trained and that they know who is the most suitable person to help if they can't.

**We will work together in an open and honest way**

We won't let the fact that we are from different organisations stop us from working well together to help you achieve the best outcomes.



**The views of the child and young person and family will be at the centre of everything we do**

We will listen to what is important to you, build on your ideas and always remember that we are working to help you get the outcomes you want.

**We will recognise the strengths and abilities of children, young people and young adults and we will build on these**

We will focus on what works and what you are good at so that we can build on this.

**We will communicate clearly and appropriately and in the way that children and young people choose**

We will talk to you about how you like to give and receive information and together find a way that will work.

**We will work together towards positive solutions and outcomes**

We will be creative and open to considering new ideas to help you get the outcomes that you want.

