

Our Pledge to Families

In Brighton & Hove we are keen to see improved services and experiences for our disabled children and young people, and their families. We want to build upon good practice so that the experience of being a service user, parent carer, manager or practitioner becomes more constructive, positive and effective. We recognize that parents should be at the heart of decisions about services for their disabled children.

We have designed this charter to set out what families can expect from the Integrated Child Development and Disability team and our service providers, in both the council and the voluntary and community sector.

Trained Parent Carers, working in pairs, will periodically visit service providers to conduct a short assessment, giving an indication of how well the organisation is working to the standards set out in the Charter, and giving suggestions for improvements.

Parents, service providers and managers have worked together to put this Charter and its standards together. This leaflet summarises our standards.

Find out more

To find out more information please email:

sharon.sartin@brighton-hove.gov.uk
(Development Manager)

pacc@amazingbrighton.org.uk
(Parent Carer Council)

Or visit www.brighton-hove.gov.uk/



Translation? Tick this box and take to any council office.

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية. Arabic ☐

অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali ☐

需要翻譯? 請在這方格內加剔, 並送回任何市議會的辦事處。Cantonese ☐

ترجمه? لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi ☐

Traduction? Veuillez cocher la case et apporter au council. French ☐

需要翻譯? 請在這方格內划勾, 并送回任何市议会的办事处。Mandarin ☐

Tłumaczenie? Zaznacz to okienko i zwróć do któregośkolwiek biur samorządu lokalnego (council office). Polish ☐

Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese ☐

Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz Turkish ☐

other (please state) ☐

This can also be made available in large print, Braille, or on CD or audio tape

Brighton & Hove City Council & Parent Carer Partnership Charter

Integrated Child Development & Disability Service



3863 design by www.graphicdesignteam.org.uk

Working with:
Amaze
Parent Carer Council



Our information will

- be accessible, available, relevant, accurate and up to date
- link to all other relevant services, providers and sources of help or support.
- cover all services and providers and how to access these.
- be provided for key stages of a child's life, e.g. diagnosis, starting school, becoming an adult, etc.

How resources are managed

- A user friendly explanation about whether you are eligible for our services will be available, including information about who you can talk to about what you may be entitled to receive
- There will be information about how our overall resources are decided and allocated
- Information about impartial support services for families will be available and parents will be encouraged to use them

Quality of Services

Information will be available to demonstrate how:

- services contribute to disability equality
- services meet legal requirements
- services are developing their practice within these Partnership Charter standards
- services are evaluated

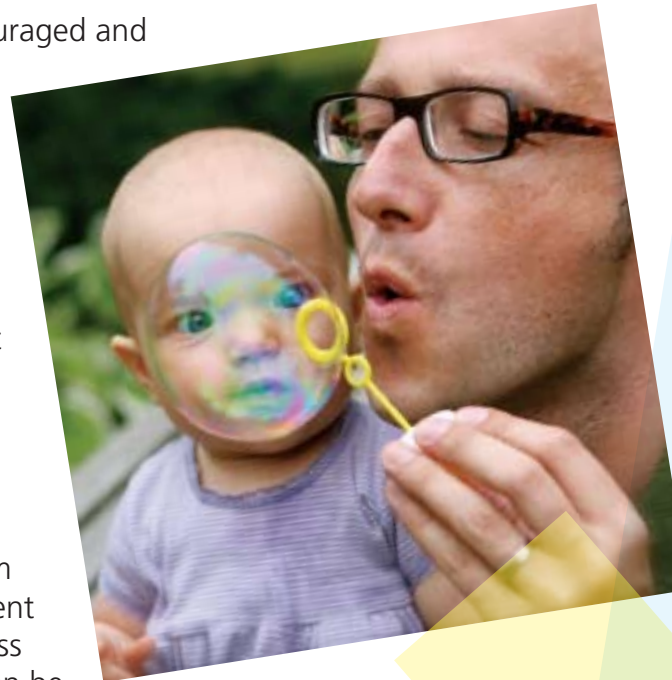
Assessments

- The purposes and outcomes of any assessments and action plans will be recorded and shared with parent carers
- Assessments will focus upon the needs of the child/young person and their family, rather than fitting the child to the service
- Assessments will be undertaken by staff with the right skills

- There will be evidence of parental consent for any sharing of information gained during assessment
- Professionals will provide up to date information about services' waiting times and availability
- Parent carers and young people will take part in assessments
- Practitioners will check with families which assessments they have already had before each one proceeds

Taking Part in Care Planning

- Parent carers will be encouraged and supported to participate in assessments and care planning at all stages
- Clear information will be available about who to contact if parents have queries and concerns
- There will be choice about the support provided and how this is delivered
- Parent carers and children will be informed of the range of options in care provision available to them
- Where there is disagreement there will be a clear process about how a resolution can be reached



Parent carer representation

- There will be information about training and support available, and funding for expenses, for those parents willing to act as representatives on strategic groups

- A range of parent carers will be involved, and all parents will have the opportunity to feed into consultations and fact finding processes, via communication links with the Parent Carer Council
- There will be training, involving parent carers, for staff, about working in partnership with parent carers and families
- Parent carers will be involved in a range of decisions affecting service delivery, including recruitment and planning decisions, as appropriate

Feedback

- Practitioners will provide formal and informal feedback to parent carers about the progress of their child
- Feedback about services will be regularly and appropriately sought from children and families, and acted upon
- Parent carers will be able to express their views about a service in an open and honest dialogue directly with a member of staff
- There will be user friendly and easily available information about ways of giving feedback, including a formal complaints procedure

Inclusion

- All providers will know who to contact for advice regarding supporting inclusion
- Families will have access to information on where to go for advice about inclusive activities.
- Services that provide high quality, inclusive and accessible activities will be recognized by the council
- The responsibility to include disabled children will be shared by all service providers and commissioners, and facilities for disabled children will be a key part of design processes

We will measure our performance against these standards and make the results of this available via our website and via Amaze communications.