

# Hertfordshire's Professional Promise

In Hertfordshire, all professionals who support you make a promise about how they will treat children, young people and their families.

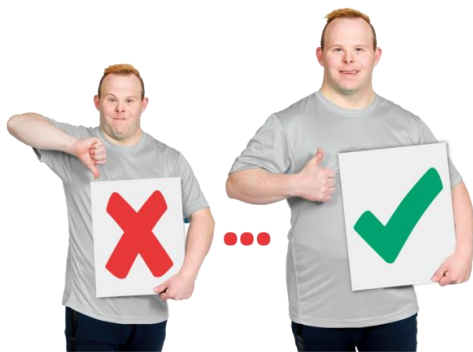
Below you can read what they promise to you.



**We promise to be honest with you.**

We will tell you what can or cannot be done to support you.

We will let you know why things are happening.



**We promise to try and give you the right support.**

If we do not get your support right the first time, we will try to understand what went wrong.

We will learn from our experiences to make things better.

**We promise to have the skills to do our jobs well.**



If we do not have the right knowledge, we will know who the right person is to help you.



**We promise to work well together with other organisations that support you.**



**We promise to listen to what is important to you and your family.**

We will use your views and ideas to decide how to help you achieve your goals.



**We promise to talk about your strengths and abilities.**



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



**We promise to talk to you clearly and in a way that you choose.**



We will ask you how you like to share information and this is how we will work with you.



**We promise to work well with you to find the best way to meet your needs.**



We will be creative and open to different ways of supporting you.