



APPENDIX C – VALUES & PRINCIPLES

As practitioners who work with individuals with lived experience across the partnership, you are at the forefront in the stand for human rights, social justice, empowerment and giving space to hear the voices of those from unheard, marginalised, and oppressed populations. A commitment to collaborative, co-produced practice, is a commitment to bettering individuals' lives, and by doing so, improving communities and society.

The ethical principles and values guiding practice, encompass far more than compliance with regulations, requirements, policy, and procedure and box ticking. They reflect the core beliefs of best practice, ensuring that while members of the partnership work on behalf of their respective organisations, they also work collaboratively with people who have lived experience of those services, teams, and organisations. They are constantly learning and developing at both an individual and practice level whilst working collaboratively to empower others. It is the application of these values and ethics, alongside the ability to remain curious, creative, connective and retain the essence of humanity, that is critical to collaborative, trauma responsive, co-produced practice.

The following values and principles are intended to serve as a guide to all work with individuals who have lived experience, across the partnership

Connection: The value from which all other values stem. It is the foundation of relationship building, which is the bedrock of effective co-produced, collaborative practice. It enables insight, and understanding, developing knowledge and skills from both education and experience. It enhances well-being through shared narratives, mutual recognition, validation, appreciation, and a passion for positive change; that can transcend the immediate connection and enhance wider families, neighbourhoods, and communities. Connection is an act of empowerment and should be a primary aim of collaborative co-production. It is a vehicle for challenging social conditions, highlighting the essential role of human relationships, and that through connection all parties can develop, grow, be supported to heal. This learning can translate into building and maintaining stronger, sustainable, supportive services.

Compassion: Trauma responsive co-production requires individuals to tune in and connect with their compassion, an attitude of the heart and an informed and responsive approach to adversity & trauma. Taking a non-judgemental, unconditional approach that treats individuals with dignity, values their uniqueness and respects individuality and differences in thinking and behaviour, including cultural and ethnic diversity. In taking a stance of compassion first, you can then work to promote capacity, identify resources, skills, opportunity and indirectly improve individuals' personal situations. Members of the partnership will be compassionate in seeking to eliminate the factors that impact upon dignity and worth, whilst taking an approach that respects and values difference and honours choice, control, and self-determination.

Collaboration: The collective commitment to working with a shared spirit, through co-ordination, co-operation and partnership working, that transcends professional boundaries and reflects the importance of human relationships. Supportive practice, where all individuals



feel as though they can participate in a way that is appropriate for them. One that meets their needs; if there is a problem, or it is felt that the expectations are not being met this is navigated mutually. It is about employing the principles of partnership, and working together, to navigate, negotiate and overcome barriers. With the use of creative curiosity, collaborative practice can be embedded at all levels of decision making. This can be achieved through design, development, delivery, and review, from commissioning and procurement to direct work in practice. Promoting and encouraging shared awareness of the value collaboration can bring to all parties, and their services and organisations.

Social Justice: Socially just, practice is collaborative, co-produced, it values all individuals equally, regardless of diversities, uniqueness, or difference. Individuals must be treated justly and fairly, going beyond the tokenism of inclusion. Ensuring everyone has a valued role and their contribution is appreciated. It is anti-discriminatory, anti-oppressive, empowering, and ensures voices are not only heard but responded to. It takes consideration of all factors that may impact on an individual's ability to be able to work in this way. This could include factors such as poverty, homelessness, discrimination, exclusion, harassment, and any other forms of injustice. Working collaboratively to overcome, navigate and negotiate these factors. It includes the provision of information, support to access information and external resources. It is an approach which educates those who do not directly experience discrimination about the struggles, reflecting upon issues of privilege and agency, and identifying how power may be shared.

For practitioners it means acknowledging, examining, discussing, and reflecting upon biases and encouraging others to do the same. To create a more equitable system that takes into consideration how structural conditions and discrimination contribute to disparities in access to service provision, and in the health and well-being of individuals and communities. Social justice is the human factor, that we are all treated non-judgementally, like we all have intrinsic worth, and our contribution is valued and appreciated. Members of the partnership will make a commitment to extending connections, relationships and networks with people who have lived experience of social work and social care practice. Engaging with communities in all their wonderful uniqueness & diversity, and collaborating and co-producing with individuals and groups at all levels

Respect: As human beings, having respect for one another and each other's points of view, the environments in which we occupy, and all things that we may encounter along our journey are fundamental to best practice in social work and social care.

It is respecting individuality and identity, values and beliefs, each other's roles, responsibilities, and experiences - that trauma is a human issue. As humans', people may have a trauma history that we know little or nothing about; that could potentially impact interactions and engagement. Therefore, members of the partnership must continually reflect upon the ethical principles and standards that guide best practice, set a good example by behaving openly and honestly, practicing with respect for all persons, demonstrating transparency, authenticity, reliability, integrity, and accountability for personal actions and those of the organisations in which they work.



In facilitating respectful relationships, rooted in mutuality, members are practicing in a way which serves to empower others. Developing and cultivating trust, treating individuals fairly, acknowledging them as the expert in their own life and protecting privacy and dignity. In promoting dignity and respect, practitioners ensure that individuals are given the information they need, are informed about their rights and responsibilities, including confidentiality. Also being aware that consent is not enduring and that this should be reviewed by practitioners with individuals regularly.

Respectful practice is built upon connection and through taking a flexible, adaptable, open approach to communication. One that considers language, culture, and is responsive to the individual where there are expectations surrounding engagement and collaboration.

Practitioners will be respectful of person in situation, and what this looks like to them. Listening deeply to individuals' stories and ensuring that they, the service, and organisation are responsive to this. That mistakes are acknowledged, and any restorative work is done to repair the relationship. That individuals are afforded the respect to be informed of any procedures in relation to concerns or complaints and they are dealt with in a timely and respectful manner. Valuing respect in co-production will involve taking a holistic approach to practice, gaining depth of insight, and demonstrating unconditional positive regard for all individuals.

Safety: All members of the partnership commit to providing services with safety embedded at their heart, throughout institutional leadership, governance, and culture. Upholding the fundamental right to be protected from all forms of harm, which is everyone's responsibility.

Members will provide services that are equitable and do not discriminate, respecting diverse needs, people's culture, family situation, age, gender, disability, faith, sexual orientation, and gender identity. In valuing safety, members will acknowledge, understand and be responsive to people's physical and psychological safety, in both physical and virtual environments. Practice will be pro-active and informative, ensuring people feel safe to contribute as they are aware of all relevant information. Including information about how to respond to concerns, complaints, and allegations of harmful practice; ensuring that policies and procedures are regularly reviewed and improved.

Working safely includes demonstrating practice competence, critically reflecting upon practice to manage the influence of contributory factors such as bias and the impact of one's own values. In demonstrating a commitment to safety all individuals will be supported to express their views and have them taken seriously. Through collaborative co-production, and a safe space to explore, engage with, navigate, and negotiate the learning that comes from experiences, and decisions that were taken which have affected their lives.

Across all services and activities of the partnership, members will seek to create conditions that reduce the likelihood of harm to all, committing to the principles and expectations outlined in this charter. Engaging with regular training on collaborative, trauma informed strategies and practices. The partnership actively commits to reviewing these strategies and



working across the sector and with all members to continually strengthen approaches and improve outcomes for all.

Hope: Collaborative practice may sometimes feel as though there is an element of dealing with the contents of 'Pandora's Box'. What practitioners must hold on to is the fact that no matter how complex and chaotic the situation may seem there is always hope; when Pandora's Box was empty all that remained was hope.

A commitment to fostering hope employs curiosity. It acknowledges capacity and capability to contribute positively, takes a creative approach to identifying internal resources and opportunities. It is a reciprocal relationship that assists people to find meaning. Enabling internal and external resource building, taking a creative and more liberating approach to practice design, development, and delivery, creating personal development & sustainable change.

These values are significant in underpinning collaborative co-production for all individuals across the partnership who are working with people with lived experience of social work and social care, to support effective practice and inform the standards that guide co-production.