

# Making Kent a county that works for all children

Our shared vision across Kent County Council is to work with you as young people in making decisions on the issues which impact your life and the services you receive

## You should expect that all staff and volunteers will:

### Respect you and be kind

- Find out about you, from you
- Be relaxed with open body language
- Help you to feel welcome

### Include YOU and accept you

- Accept everyone's differences and individuality
- Be a place that you want to come
- Find out and act upon your needs

### Listen, understand and act upon what you say

- Make enough time for you
- Give you opportunities to share your views
- If we say we're going to do something, we will do it, and show you the outcomes

### Be honest and work to build your trust

- We will be clear about our intentions
- We will be honest about what we're going to do
- We will work to build a trusting relationship with you

### Support you to grow and learn from your experience

- Staff are trained to work with young people
- Staff understand the community and know where to seek help
- Staff have knowledge of what opportunities are available to you

### Let you lead and make decisions

- Give you a voice about the things that affect you
- Ensure you understand your right to make choices
- Help you feel valued by listening to your views and opinions, and make decisions together

If you feel our service is not fulfilling these expectations, please first speak to a member of staff. If you do not feel your concern has been dealt with, or if you have any comments on our shared vision, please call us on **03000 410304** or email **CScomplaints@kent.gov.uk**