THE NORTH WEST LANGUAGE CHARTER

Clear. Kind. Human. Shared.

North West Safeguarding Partnership

WHY THIS MATTERS

Children, young people and families told us that the way professionals speak has a huge impact on how safe, respected and involved they feel.

Language can build trust — or create fear and confusion.

This Charter sets a shared expectation across the North West: **we speak clearly, honestly and with respect — every time.**

WHAT THIS MEANS FOR YOU

We will:

- Explain things in a way you understand
- Check if things make sense
- Give you time to ask questions
- Be clear about any worries
- Work through things **with** you, not to you

You can:

- Ask us to explain something differently
- Tell us if something doesn't feel right
- Expect us to listen and respond

When we speak with clarity and care, people feel safer and better decisions follow.

OUR SHARED APPROACH

We aim to always:

- Use clear, simple language that people understand
- Speak with kindness and respect
- Be honest and clear, even when conversations are difficult
- Talk about what's going well as well as worries
- Make sure people know:
  - what is happening
  - what happens next
  - who they can talk to

We aim to never:

- Use acronyms or technical terms without explanation
- Use language that feels blaming, shaming or judgemental
- Talk about people instead of with them, wherever possible
- Use labels instead of understanding what's really going on

A SHARED RESPONSIBILITY

This Charter applies across all services.

It will be:

- Modelled by leaders
- Used in meetings, conversations and written communication
- Built into training, supervision and everyday practice

Because safeguarding should be: c**lear, consistent — and human.**