

What is the Total Communication Charter?

The Total Communication Charter is a set of 10 standards to help support people with learning disabilities and their carers to communicate as effectively as possible.

How does it work?

Service providers sign up to the Charter and commit to implementing the Total Communication (TC) Approach in their service.

Each service nominates a **Communication Champion** who is responsible for co-ordinating the implementation of TC in their service e.g. finding out which service users need communication passports and ensuring they are supported to make one.

The Communication Champion fills out monitoring forms and documents evidence of TC in action at their service.

Progress is reviewed at **3 - 6 monthly TC Charter Review meetings**. Champions bring their monitoring forms together with other evidence of Total Communication at their service e.g. photographs of a service user making/using their communication passport.

If the standards are met the service is awarded a **certificate of achievement** and the right to use the **Total Communication graphic device** on their documents.

What do you get?

On signing up the service receives a **Total Communication Charter Pack** containing:

- The 10 Communication Standards and how to check them
- Monitoring forms (for documenting progress)
- A Communication Bill of Rights (for display)
- A poster of the 10 Communication Standards (for display)
- Total Communication Resource Pack – an excellent booklet made by the East Sussex County Council Kickstart Programme which contains lots of useful information and ideas about communication methods and resources.

In addition each service that signs up to the Charter will receive a **free** copy of the **Photosymbols3 software** - a database of photos to help to make written information more accessible.

How are you supported?

The TC Champion will attend the **TC Advisory Group meetings every 2 months**. The meetings are themed around workshops (e.g. Talking Mats) and are attended by representatives from services across Brighton & Hove as well as service users. It is an important and valuable source of information and support in implementing the TC standards.

Communication Champions can contact the Total Communication Project Officer for help and advice. If a need is identified at the TC Advisory Group or the Charter review meetings the TC Team can arrange special consultations or visits to the service.