

## Stockport Local Area Co-Production Charter – Update to SEND Board

Version: May 2020

Next Review: October 2020

In Stockport, our vision is for all children and young people with special educational needs and disabilities (SEND) to have the best start in life. We want all children and young people to be happy, prepared for adulthood and able to achieve their goals. We want families to feel supported, confident, resilient and connected to their community.

Our SEND Strategic Priorities outline that we will work pro-actively and co-productively with parents, carers, young people and other partners to improve service planning, design, delivery and review and to ensure services are child, young people and family focused.

To strengthen our co-production locally, and in response to an area of weakness identified during our Local Area Inspection in September 2018, a local, working definition of co-production was developed by parents, carers, education, health and social care colleagues and young people. Stockport's definition is:

Co-production happens when all voices are actively listened to from the start of the planning process. This involves a mutual respect for each other's views, with an open and honest relationship that is transparent and continually evolving to achieve meaningful and positive outcomes.

In our Written Statement of Action, which sets out a number of actions to address weaknesses identified through the inspection, it was also stated that a core set of co-production principles (or values) would be agreed across the SEND community and a Co-Production Charter would be developed based upon the agreed values.

Stockport's Local Area Co-Production Charter has been co-produced with families, children, young people and health, care and education colleagues. The Charter is about the way we will all work together to create a culture where we will all:

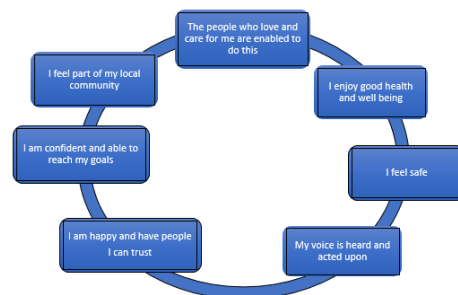
- Be Open and Honest
- Actively Listen
- Value the Lived Experience
- Do What Matters
- Be Accountable and Responsive
- Work Together
- Be Respectful



### Links to Outcomes

These values link directly to the Outcomes Framework which underpins our SEND Strategy for service design and delivery, and clearly reflects the lived experience of children, young people and families. These outcomes are:

- The people who love and care for me are enabled to do this
- I enjoy good health and well being
- I feel safe
- My voice is heard and acted upon
- I am happy and have people I can trust
- I am confident and able to reach my goals
- I feel part of my local community



| Principle                     | Link to Outcomes  |
|-------------------------------|---|
| Be Open and Honest            | The people who love and care for me are enabled to do this<br>I feel safe   |
| Actively Listen               | My voice is heard and acted upon<br>I am happy and have people I can trust<br>I feel part of my local community   |
| Value the Lived Experience    | The people who love and care for me are enabled to do this<br>I enjoy good health and well being<br>My voice is heard and acted upon<br>I am happy and have people I can trust        |
| Do What Matters               | The people who love and care for me are enabled to do this<br>My voice is heard and acted upon<br>I am happy and have people I can trust<br>I am confident and able to reach my goals |
| Be Accountable and Responsive | All 7 outcomes  |
| Work Together                 | All 7 outcomes  |
| Be Respectful                 | My voice is heard and acted upon<br>I am happy and have people I can trust  |

### What we will do

Whether we are co-producing on an individual or strategic basis, whether we are looking at education, health or care services, we should all observe the following commitments to support our co-production values:

| Value                      | What we will do   |
|----------------------------|---|
| Be Open and Honest         | We will agree together who are the right people to be involved<br>We will provide relevant information in a timely way<br>We will be transparent<br>We will respond promptly and follow up on actions |
| Actively Listen            | We will agree together who are the right people to be involved<br>We will let people know how we have acted upon what is heard<br>We will value contributions equally from all involved               |
| Value the Lived Experience | We will value contributions equally from all involved<br>We will agree together who are the right people to be involved<br>We will be flexible to the needs of those involved                         |

|                               |   |
|-------------------------------|---|
|                               | We will hold meetings virtually where it is more convenient and is likely to increase opportunities to be involved  |
| Do What Matters               | We will agree together who are the right people to be involved<br>We will agree desired outcomes together and work towards them together<br>We will seek views from relevant parties<br>We will value contributions equally from all involved<br>We will focus on solutions with a 'can do' approach  |
| Be Accountable and Responsive | We will take responsibility for what we agree to do<br>We will do what we say we will or explain clearly why we cannot<br>We will learn from each other and share our learning widely<br>We will be transparent<br>We will focus on solutions with a 'can do' approach<br>We will be flexible to  |
| Work Together                 | We will agree desired outcomes together and work towards them together<br>We will agree how it is best to work together<br>We will communicate with each other and other services clearly<br>We will listen to each other's views   |
| Be Respectful                 | We will remember that we are all human beings<br>We will communicate clearly and accurately in plain English<br>We will provide relevant information when appropriate to do so<br>We will do what we say we will do or explain clearly why we cannot<br>We will listen to each other's views<br>We will agree desired outcomes together and work towards them together<br>We will be timely and allow sufficient time for what we need to do together |

### How we will measure

We will put the Charter at the heart of all our work towards the outcomes for children and young people. We will do this by:

| What we will do  | How we will do it   |
|--|---|
| Make sure that everyone is aware of the Charter and know how to use it in their role | Staff induction<br>SEND awareness training<br>Regular information sharing through: <ul style="list-style-type: none"> <li>• ongoing training</li> <li>• team meetings</li> <li>• Local Offer</li> <li>• PACTS</li> <li>• Champions for SEND</li> <li>• Community and Voluntary Groups</li> <li>• Headteachers &amp; SENCOs in schools</li> <li>• GPs</li> </ul> |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Health practitioners</li> <li>• Social workers</li> </ul>  |
| Include the Charter in terms of reference (TOR) for all workstreams                 | SEND Board & Workstream / Sub-Group Chairs to include in draft TOR and conduct regular reviews with all members to evaluate adherence to the Charter  |
| Embed the Charter into all key joint commissioning arrangements and decision-making | Survey parents, carers, children & young people to evaluate adherence to the Charter  |
| Review our behaviours   | <p>Collate and summarise co-production activity and publish on the Local Offer</p> <p>Develop evaluation framework for schools / services – this would initially be a simple tool to raise awareness and generate discussion and training points</p> <p>Undertake regular surveys with parents, carers, children &amp; young people and colleagues to evaluate our performance with the Charter</p> <p>Review alongside Quality Assurance processes for EHCPs</p> <p>Respond to feedback about services' adherence to the Charter emailed to <a href="mailto:SEND-IP@stockport.gov.uk">SEND-IP@stockport.gov.uk</a></p> |
| Recognise, acknowledge and develop good practice                                    | <p>Publish good practice case studies</p> <p>Explore ways of embedding champions within/across organisations to model and promote co-production</p>   |
| Review the Charter Itself   | <p>Hold focus groups to review evaluation feedback and comments about the Charter and amend / update as appropriate in response to community representations</p> <p>Review the Charter annually through the co-production workstream</p>  |

If you want to provide feedback about how services are using the Charter, please email [SEND-IP@stockport.gov.uk](mailto:SEND-IP@stockport.gov.uk) and we will follow up with the relevant leaders.