

SPECIAL EDUCATIONAL NEEDS & DISABILITIES CO-PRODUCTION CHARTER

“No decision about us, without us.”



Children | Families | Education | Health | Care

SPECIAL EDUCATIONAL NEEDS & DISABILITIES CO-PRODUCTION CHARTER

Aim: to embed co-production as a standard way of working together with families and across agencies that support families (settings, schools, services).

Definition of co-production:

- Changing the way in which we work together
- Doing **with**, not doing **to**
- In equal and reciprocal partnerships
- Promoting and learning from the lived experience of the child and family
- Engaging and involving people
- To achieve positive outcomes

Outcomes:

- Children, young people and their parents feel listened to
- Children, young people and their parents feel confident that their needs are being identified and met
- There are increased opportunities for families to be involved in shaping practice and provision

Our Principles:

**Co-Production
at the heart
of strategic &
operational
practices**

**SEND is
everyone's
business**

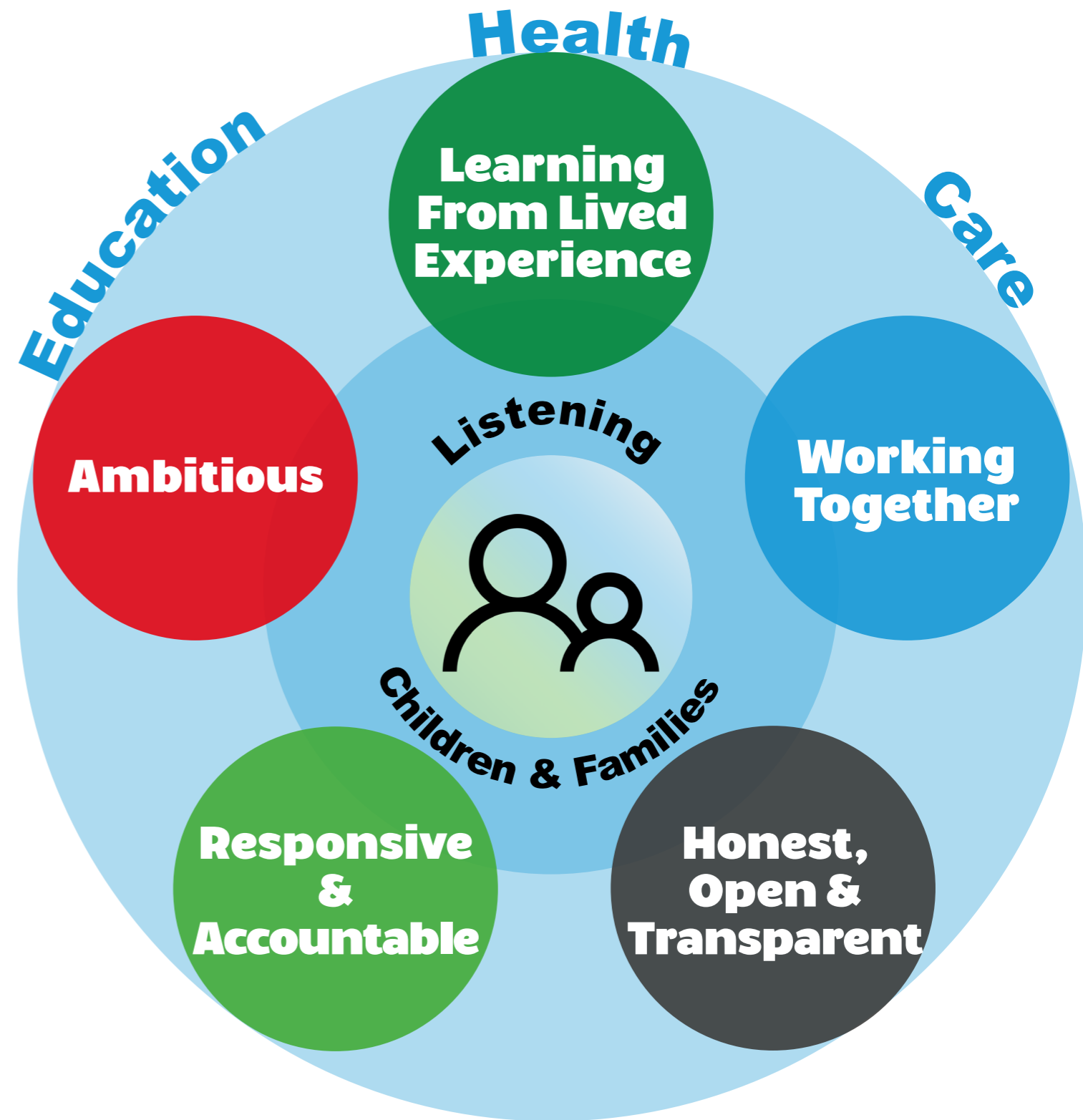
**Making
good
practice
common
practice**

**Identifying
the right
needs at the
right time**

**We will be our best, so every child
can be their best.**

**Co-production with families at the heart of what
we do - together we are stronger.**

Our Values:



Learning From Lived Experience

Why is this important?

In order for co-production to be meaningful and make a positive difference, we must take action from our learning from what children, young people, parents and carers tell us about their lived experiences. We must find ways to do more of what is working well and change what is not working well. We must work together and be flexible in our approaches to make sure that everyone feels valued and empowered to co-design and influence practice and provision.

- Communicate clearly with each other and wider services in accessible ways
- Respect everyone as an individual
- Learn from families' experiences
- Empower children and young people and their parents / carers
- Value the contributions of all involved
- Be flexible to the needs of those involved, including timings & locations of meetings
- Act on feedback and let people know how we have acted on what we have heard
- Work together to find different ways of getting families' views so that it increases opportunities for all families to be involved in shaping practice and provision



Working Together

Why is this important?

Working together with all involved to improve the outcomes of the child / young person must be at the heart of what we do. This means having a shared understanding of the issues and difficulties so that we can work towards solutions together. Agreeing the best approach and ensuring that all of the right people are included at the right time, as well as communicating clearly with each other throughout are key to success.

- Agree together what will work best for each child and young person
- Focus on the needs of children and young people and their family, and not just 'the process'
- Identify and agree solutions and act on them
- Agree outcomes and work towards them
- Involve the right people and agree actions and support
- Find out what is available and guide people to provide support
- Plan and deliver multi agency training where possible



Honest, Open & Transparent

Why is this important?

We cannot work together effectively unless we are open and honest with each other. Communication needs to be regular and consistent, and be informative, accessible and clear. There must be regular opportunities to listen to and learn from children, young people and their families, and to feedback actions that have been taken as a consequence.

- Show that we are listening to all views and learning from each other
- Trust and value families' views and experiences
- Provide consistent and reliable information about the services and support available, in a timely way
- Communicate information regularly and in lots of different clear and accessible ways
- Follow up on actions and keep people updated
- Be open in communication and honest in our response
- Support each other to have honest conversations



Responsive & Accountable

Why is this important?

We need to respond to communication within agreed timescales, do what we say we are going to do and ensure that we hold ourselves and each other to account. This means we need to keep everyone informed of our actions, as well as acknowledging and taking action to rectify mistakes and learn from them.

- Do what we say we are going to do, when we say we are going to do it
- Demonstrate that we have listened and learned
- Keep people up to date on what we are doing and the timescales
- Be clear about what to expect and hold ourselves and each other to account
- Learn from each other and share our learning widely
- Ensure people know who is involved, be clear about their role and what they should expect from services and each other
- Acknowledge mistakes, take prompt action to rectify them and learn from them
- Be open to new ideas and new ways of working together
- Work together to resolve issues



Ambitious

Why is this important?

Children and young people have their whole lives ahead of them and we need to act as champions for every child and support them in being aspirational for their future. This means that we need to stay ambitious, stay curious and to keep working together to improve their outcomes! We need to stay in-tune with what children and young people need, and build from there, making sure that we listen to all voices, including non-verbal ones.

- Agree realistic, meaningful and achievable outcomes and work towards them together
- Help children and young people be successful and happy in their lives
- Keep the child and young person's interests and ambitions at the heart of what we do
- Focus on what we can do and identify solutions together
- Focus on what children and young people can achieve and build from there
- Listen to the non-verbal voices of children and young people
- Stay curious about what young people want
- Keep working together until we find a solution



Making it happen

Senior leaders across North Northamptonshire Council and its strategic partners in health and social care will ensure implementation of the Charter across their services and work with North Northamptonshire Parent Forum Group to support their development of further capacity for co-production (system leadership).

A Co-production Charter Implementation Plan will support the implementation and monitoring of impact of the Charter with progress reported to the SEND Accountability Board. This will include agreed, co-produced outcome measures.

We will:

- Make sure everyone is aware of the Charter and knows how to use it in their role
- Offer co-production workshops across the local area and keep a record
- Co-production Charter and how to implement it included in staff induction and training and in performance targets.
- Include implementing the Charter into all service delivery plans, and keep its implementation under review.
- Keep implementation of our values under review
- Include the Charter in Terms of Reference (TOR) for all SEND workstreams and regularly review adherence to the Charter
- Embed the Charter into all SEND commissioning arrangements and decision making
- Ensure it is included in the specification and monitoring arrangements of all contract
- Collate and summarise co-production activity and publish on the Local Offer
- Develop a co-production evaluation framework for services and schools
- Regularly seek feedback from parents and carers
- Review as part of Quality Assurance (QA) of EHCPS and Annual Reviews (ARs)
- Recognise, acknowledge and develop good practice (make the best practice common practice)
- Publish good practice case studies that reflect learning on what has and has not worked, why, and what was done as a consequence that can be applied elsewhere.
- Celebrate where practice is working well – WOW moments!
- Explore ways of developing co-production champions across organisations to promote co-production

How will we know it is making a difference?

- Children and young people with SEND and their families feel that their views and opinions are heard and included and valued as evidenced by feedback sought in multiple ways
 - Parent / carer feedback
 - Young people feedback
 - Services and schools feedback
 - Feedback through the Local Offer feedback function
 - Social media insights
 - Surveys (but not too many or too often)
- Development and monitoring of our SEND Outcomes Framework that evidences practice that shows that the child / young person is at the centre of everything we do
- Children and young people's needs are evidenced as being identified early and planned for
- Children and young people's needs are evidenced as met
- Reviews of SEND Support Plans / Support Assisted Plans / Personalised Provision Maps
 - Annual Review of EHCP – we will add to Annual Review paperwork
 - Service and organisation promotion and inclusion in performance measurements monitored through supervision
 - Service lead updates on how it is being implemented
 - Service delivery evidencing its implementation
 - School / setting promotion on website, including how it is being implemented through their SEND Information Report
 - SEND Strategic Reports reference how it is being delivered
 - Inclusion Quality Mark / SEND Audits and recognition events / awards
 - Evidence of implementation in contract specifications and monitoring
 - We will see the Co-production Charter in multiple places – offices, schools, clinics, clubs, leisure centres etc.