



**WOKINGHAM
BOROUGH COUNCIL**



Wokingham Local Area Special Educational Needs & Disabilities (SEND) Co-production Charter

Co-production is a way of working together

Co-production is not just a word or a concept; it is a way of working together to find a shared solution. In practice, this means that our service users and professionals work together from the start to the finish of any project that affects them to create better services and outcomes.

Coproduction ensures that service development reflects the needs of the service users in a way that can be delivered safely and efficiently by the providers.

By signing up to this charter the organisations listed are committing to the principles of co-production and will demonstrate this via reports to this Send Improvement Board (SIB).

Our Principles:

- Everyone is **welcome** and treated with care and respect.
- Everyone's opinion is not only listened to, but is **equally valued** and wherever possible, included.
- Everyone **communicates respectfully** and in a timely fashion.
- Everyone works together to achieve the **best outcome**.
- There is **trust** and transparency.
- **Commitment** to work with all stakeholders to coproduce in an effective way

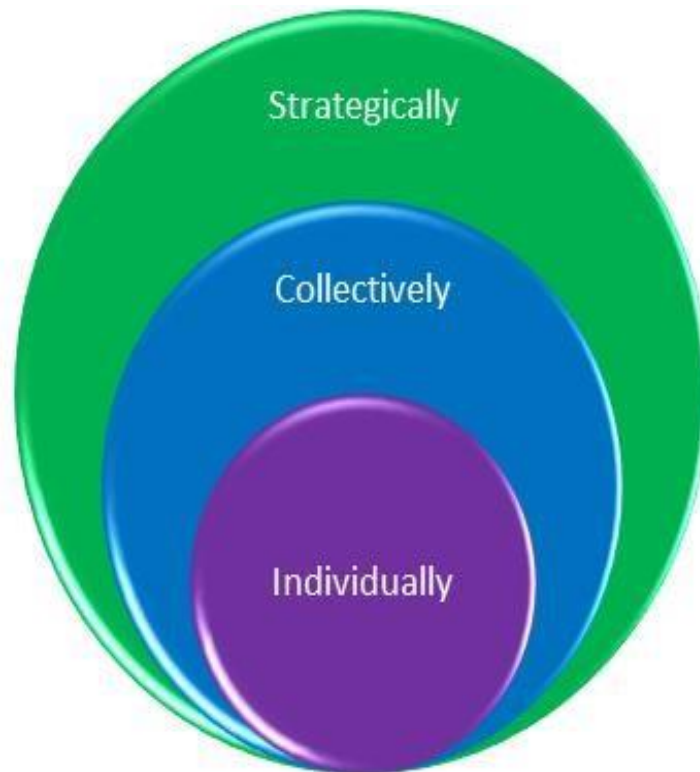


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Coproduction will be conducted at all levels:

- **Individually** – where an individual can influence the support and services they need. Their voice is heard and they feel empowered about the decisions being made about their future.
- **Collectively** – where groups of people can have their say and/or influence the way services are designed, commissioned and delivered.
- **Strategically** – where co-production is an embedded culture of inclusion. Individuals, families, groups and organisations can influence services, commissioning, monitoring and new projects.



The INDIVIDUAL is at the heart of everything we do

We will maximise opportunities for the views, wishes and aspirations of our children/young people to inform the provision and services required to support them and their families.

How we achieve this:

- By starting together and listening to the views of all those involved; including the individual, their family and the professionals in an equal, valued and included way.
- By using real life experiences and treating children, young people, adults and their families as experts in their own lives. Ensuring that those experiences are used to develop and improve services and commissioning.
- Encourage and support children, young people and their families/carers to think about what would help them to be as independent as possible.
- Encourage children and young people to have their voice heard, share their experiences and play an active role in the shaping and delivery of services to meet their needs



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- Our communication will be accessible, responsive and creative in its approach to enable everyone to express their views and have their voices heard by using a variety of communication methods and tools.
- As much as possible, professionals will share information so children, young people, adults and their families/carers don't have to keep repeating their story.
- By effective communication which promotes positive working relationships.
- By being transparent and honest.
- By being flexible and adapting processes to ensure individuals can be part of coproduction and decision making processes.
- By all parties being willing to work together to achieve the best possible outcome for the individual. Sometimes, this may mean that not everyone agrees but everyone is prepared to consider all the options available and discuss how these conclusions have come about.

COLLECTIVELY influencing the design, commissioning and delivery of services

This ensures that the services provided are suitable for the children, young people, adults and their families who need them.

How we achieve this:

- To work collaboratively from the start, listen and learn from each other and share information about what works and what doesn't work.
- Ensure that when we seek the views of children, young people, adults and their families, which we feed back what we have done as a result i.e. "You said...we did..."
- By ensuring that there are clear mechanisms so that children, young people, adults and their families can provide feedback. This will be achieved through a variety of methods including: Surveys; Focus Groups; Reviews; via SEND Voices Wokingham; and via other local SEND groups.
- By analysing the feedback in relation to the services, which will then influence the commissioning of those services.



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- By ensuring that all documentation to children, young people, adults and their families is easily understood and accessible to all.
- By working with SEND Voices Wokingham and other local SEND groups.
- By actively liaising and including our service users, partners and stakeholders to work collectively in the design, commissioning and delivery of services.

STRATEGICALLY - Planning

Strategic development is driven by the lived experiences of our families, and by the gaps in provision and problems with services that are identified by them. This ensures that long-term planning and new projects and services are tailored to the needs of the children, young people, adults and their families in Wokingham.

How we achieve this:

- By drawing on experiences of children, their families and recognising them as experts in their own lives to help us to provide feedback, review and evaluate services.
- By supporting partnerships and engagement with children, young people, adults and their families to develop their representation and involvement in partnership meetings.
- By enabling the collective voice of groups to set their own plans and priorities by supporting and empowering them to undertake specific pieces of work at a strategic level.
- By inviting children, young people, adults and their families via SEND Voices Wokingham (the local parent carer forum) other local SEND Groups and forums, or a representative on their behalf, onto decision making Boards and Groups in the development of strategies and plans relating to SEND.
- By involving children, young people, adults and their families via SEND Voices Wokingham and other local SEND Groups or a representative in the planning, commissioning and reviewing of services for SEND.



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- By ensuring that there are clear mechanisms for which children, young people, adults and their families can feedback. This will be achieved via a variety of methods including surveys, focus groups, reviews and via SEND Voices Wokingham and other local SEND groups.
- By analysing the feedback from the services, which will then influence the commissioning of those services.
- By ensuring that there is a gathering of views from children, young people, adults and their families and identify gaps in order to develop services and provision that are outcome focused.
- Ensure the outcomes of needs assessments and surveys are used to shape strategy, policy and how we deliver and commission services.
- By embedding a co-production culture in the workforce and practices. This includes sharing the learning from co-production and its successes with the SEND community.
- By holding regular events to celebrate and engage with children, young people, adults and their families about the successes achieved and take forward relevant learning to improve processes.
- By showing evidence of engagement, consultation and co-production in decision making processes.
- When working at a strategic level there may occasionally be the need to work confidentially. All working groups will have their own terms of reference that all parties will agree to and any confidential items will be made clear to those present.



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Monitoring and Reviewing/ Accountability

This charter will be reviewed every six months initially and move to 12 - 24 months as co-production becomes more embedded with each organisation and becomes standardised practise.

Stakeholders and partners are to provide reports at least every 6 months demonstrating how co-production is embedded or developing within their organisation. Stakeholders and partners within their reports are asked to provide information and reasoning about the extent of co-production with reference to the co-production ladder in the attached document, including any challenges or barriers faced and provide details when co-production has not been able to take place.

Tools and guidance are provided to assist you as part of the Co-production guidance document.

Impact of the charter will be monitored by the SEND Improvement Board.

Review Date:



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On behalf of **Wokingham Borough Council**

Signed By:

Name Carol Cammiss

Position Director of Children's Services

Date 25/02/2021

On behalf of **SEND Voices Wokingham**

Signed By:

Name Sarah Clarke

Position Chair of SEND Voices Wokingham

Date 6/11/2020

On behalf of the **Berkshire West CCG**

Signed By:

Name Sally Murray

Position Head of Children's Commissioning and DCO for SEND

Date 28/10/2020

On behalf of **Royal Berkshire NHS FT**

Signed By:



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Name Kate Egginton Position Associate Director of Nursing CYP
Date 8th December 2020

The Royal Berkshire NHSFT will provide the Safeguarding, LD and MH annual report and the Patient Experience annual report with Wokingham Local Authority and any associated agencies for the purpose of sharing current and/or planned co-production engagement activities taking place within the RBH.

On behalf of **Berkshire Health Foundation Trust**

Signed By: *Karen Cridland.*

Name Karen Cridland Position Director of CYPF
Date 29/10/2020