

Wokingham's Local Area Special Educational Needs & Disabilities (SEND)

Co-production Guidance and Quality Indicators for Co-production

This document should be used alongside Wokingham's Local Area SEND Co-production Charter.

Everybody's business

About this document

This document includes information and tools to support organisations and professionals in embedding co-production within their organisations and includes:

- Overview of Co-production in SEND
- Principles of Co-production
- Quality Indicators
- Self Assessment and Monitoring Frameworks
- Considerations and Useful Information

Overview of Co-production in SEND

Children and young people with SEND are defined as follows:

A child or young person has special educational needs if he or she has a learning difficulty or disability which calls for special educational provision to be made for him or her. (S 20.1 Children and Families Act 2014)

The term disabilities is used as follows:

If you have a physical or mental impairment that has a 'substantial' and 'long term' negative (adverse) effect on your ability to carry out normal day to day activities. (Based on S6.1 Equalities Act 2010)

The Children and Families Act 2014 and subsequent SEND legislation sets out the need for good quality coproduction. However, this process and its success depends on organisational cultures fostering and embedding this approach.

There is a difference between co-production and participation: participation means being part of a consultation process while co-production means being equal partners and co-creators.

Whilst participation practice is often well established, co-production needs to be incorporated into the early stages of projects and is a different way of working.

Co-production can be broken down into the following:

- Co-design, including planning and redeveloping of services
- Co-decision making in the allocation of resources
- Co-delivery of services, including the role of volunteers in providing the service
- Co-evaluation of the service

Evidence shows that when local area partners actively work towards these Quality Indicators together, a culture of co-production begins to thrive, trust strengthens, relationships flourish and better outcomes are generated for all.

What is co-production?

Co-production is a way of working together. It's not just a word or a concept, it is a meeting of individuals coming together to find a shared solution. It breaks down the barriers between people who use the services and professionals.

Working in co-production means working together where no one voice drowns out the others.

In Wokingham, all partners worked together to co-produce our ladder of co-production. Whilst it is understood that not every aspect of work can be co-produced there are always opportunities to co-design and be included at some level.

It is also important, to note that it is not appropriate for all meetings to be co-produced or co-designed. However, when co-production is achieved, no elements will fall into the "Instruction or coercing" section of the co-production ladder.

Co-production Ladder



Using the ladder to achieve good co-production

Co-producing and co-design

When planning a service or redeveloping an existing service ask yourself:

- What are the problems you are trying to solve?
- What difficulties are other stakeholders currently experiencing?
- What is currently working well both for you and your stakeholders? You don't want to lose aspects that are working well from one stakeholder's perspective in your attempt to improve things for other stakeholders.

By including everyone at this stage you ensure that you are fully aware of things that need improving and achieve genuine improvement, rather than change.

Engaging, Consulting, Informing

- If co-production is not possible, ask yourself why?
- Are there any steps that can be co-produced?
- Often it can be possible to co-produce with a small group but then engage/consult with a wider stakeholder group.
- How are any consultations feeding into the process? Consider 'you said – we did'. If the answer is nothing, why is that?

Instructing and coercing

Sometimes tough decisions have to be made eg to discontinue or reduce a service due to budgetary constraints or to change services due to changing regulations. However there should still be some consideration of co-production

- Can you involve other stakeholders in how a service is discontinued and reduced
- How can you explain your decision so that others understand why it has been made?

Our Principles:

- Everyone is welcome and treated with care and respect.
- Everyone's opinion is not only listened to, but is equally valued and included.
- Everyone communicates respectfully and in a timely fashion.
- Everyone works together to achieve the best outcome.
- There is trust and transparency.

There are a range of ways that organisations can evidence their commitment to co-production and embed in their practice. For example, co-production:

- features in your vision/mission statement
- is modelled and promoted by leaders
- is included within your strategic plan
- is evident in your organisational values
- has an impact on organisational processes and methodology
- is embedded in recruitment processes
- determines joint decision-making
- is reflected in commissioning criteria
- is integrated in the Local Offer
- affects budgets and investments
- helps shape workforce development priorities

Quality Indicators

Our co-production principles form the basis of our quality indicators and are expanded upon to reflect what co-production should feel like to those involved when it's done right.

The quality indicator tables can be used to assess how well your organisation has co-production embedded within its way of working and to determine what needs to be done to improve. They also provide useful things for you to think about as your co-producing, for example, *making sure that you start planning early and how you will involve children and families, or making sure that people are able to be involved in a way that suits them – this may mean adjusting the times or locations of meetings.*

The tables consist of a number of exemplar statements. For each of these consider:

- How well you meet this requirement and how this can be demonstrated?
- How well are you doing locally?
- What does good look like to you?
- What are your examples of best practice?
- What is happening already?
- Consider what could be improved

Use the text boxes to write yourself an action plan to address any areas for improvement, remembering to think about how you are addressing these questions in co-production.

In 'How are we doing' think about the rating you would give against each area:

- 10: Embedded
- 5: Established
- 0: Emerging
- Or somewhere in between each of these

Co-production Principles and Quality Indicators

WELCOME, CARE, RESPECT

What should it feel like?	What's going well and how do I know?	What could be better?	How are we doing?
All voices are heard and valued			
Expectations are communicated clearly and with clarity			
Supportive communities are built in partnership			
Environments feel happy and secure for everyone			
Confidence, well-being and self-esteem are nurtured			
Strengths and achievements are emphasised			
Responses are always kind			

NEXT STEPS

What needs to happen now?

What will this involve?

How will this be done in co-production?

Co-production Principles and Quality Indicators

EQUALLY VALUED & INCLUDED

What should it feel like?	What's going well and how do I know?	What could be better?	How are we doing?
A 'can do' approach is the norm			
Decision making processes involve the people they are about, or affect			
Needs are identified early and involvement of all partners is welcomed at every stage			
Information about strengths and needs are shared, with permission, and with all who need to know			
Everyone tries to have the right knowledge, understanding and skills to respond constructively to different strengths and needs			
Responses to individual needs and changing circumstances are creative and flexible			
Everyone is involved in the development of policies, systems and values			

NEXT STEPS

What needs to happen now?

What will this involve?

How will this be done in co-production?

Co-production Principles and Quality Indicators

COMMUNICATION: Respectful and Timely

What should it feel like?	What's going well and how do I know?	What could be better?	How are we doing?
Views and involvement are always sought			
Listening is calm and respectful			
Follow up responses are timely and constructive			
Time and space is made available to ensure everyone's voice is heard in a way that suits them			
Information is given in good time and in an accessible format taking into account individual needs			
Language is positive and constructive			
Agreed actions are regularly reviewed and evaluated with all partners			

NEXT STEPS

What needs to happen now?

What will this involve?

How will this be done in co-production?

Co-production Principles and Quality Indicators

WORKING TOGETHER: the best outcome

What should it feel like?	What's going well and how do I know?	What could be better?	How are we doing?
There are opportunities for all partners to feedback in order to improve everyone's experience			
Everyone is an equal partner and their contribution is valued			
Co-production and participation in individual and strategic decision making is actively encouraged			
Partners work well together to develop plans, set targets and create and deliver specific programmes			

NEXT STEPS

What needs to happen now?

What will this involve?

How will this be done in co-production?

Example Reporting Template for Strategic Co-production in Wokingham

This reporting template has been designed to help you quickly track all of your projects, programmes and activity and to monitor the level of co-production used in its delivery. It is helpful to see a snapshot and to identify what you're achieving and the impact of co-production in your organisation. If you notice that there are a lot of areas at the same level of co-production, consider why this might be and ask yourself how you might be able to increase the level of co-production in the future if you're not using higher levels.

This common format will also help track how co-production is used across the whole of the Borough consistently with other organisations.

Co-producing	Doing with All stakeholders are equal and work in a reciprocal partnership at the initial stages of a new or revision of a project/work stream.
Co-designing	Doing with Where stakeholders are involved with strategic groups and decision-making groups to decide what should happen and shape services.
Engaging	Doing for Where opportunities are created for all stakeholders to actively contribute to the project/work stream and influence its direction.
Consulting	Doing for Where stakeholders are asked what they think about particular developments or issues.
Informing	Doing for Stakeholders are provided with information about what is happening.
Instructing	Doing to Stakeholders are told what is going to happen
Coercing	Doing to Stakeholders are persuaded to do something with the use of force or threats

Example Reporting Template for Strategic Co-production in Wokingham

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Considerations and Useful Information

Below are links to information that is available on co-production.

- Council for Disabled Children -
<https://councilfordisabledchildren.org.uk/help-resources/resources/participation-strategy-exemplar-0>
- Social Care Institution for Excellence
<https://www.scie.org.uk/publications/guides/guide51/what-is-coproducton/>
- Involve -
<https://www.involve.org.uk/resources/methods/co-production>
- Mind –
<https://www.mind.org.uk/media-a/4639/co-production-web-pdf-061017.pdf>
- Local Government Association – LGA
<https://www.local.gov.uk/topics/devolution/engaging-citizens-devolution/approaches-civic-and-democratic-engagement/co>
- Think local impact act personal
<https://www.thinklocalactpersonal.org.uk/co-production-in-commissioning-tool/co-production/In-more-detail/what-is-co-production/>