



WOKINGHAM
BOROUGH COUNCIL



Wokingham's SEND Co-production Charter

Co-production puts the needs of the individual at the heart of all the decision making processes and the support and services provided.

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.

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 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 equally services, commissioning, monitoring and new projects.





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The INDIVIDUAL is at the heart of everything we do

The views, wishes and aspirations of our children/young people will have every opportunity to form 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 field. 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.
- Our communication will be responsive and creative in its approach to enable everyone to express their views. Such as using written presentation and videos.
- As much as possible, colleagues 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 access services and decision 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;

- Listen and learn from each other and share information about what works and what doesn't work.

Date: January 2020



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- Ensure that when we seek the views of children, young people, adults and their families that we feedback what we have done as a result, i.e. “You said.. we did..”
- 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 the local parent carer forum and other local SEND groups.
- By analysing the feedback from the services, which will then influence the commissioning of those services.
- 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.

STRATEGICALLY Planning

This ensures that long term planning and new projects are tailored to the needs of the children, young people, adults and their families in Wokingham.

How we achieve this;

- By building on children, young people, adults and their families being experts 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 support and empower them to undertake specific pieces of work at a strategic level.
- By inviting children, young people, adults and their families via SEND Voices Wokingham and other local SEND Groups, 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.
- 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 the local parent carer forum and other local SEND groups.



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- 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 to develop services and provision, including where gaps to meet their needs appear.
- Ensure the outcomes of needs assessments and surveys are used to shape strategy, policy and how we deliver and commission services.
- By working with SEND Voices Wokingham and other local SEND Groups.
- By embedding 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.
- By showing evidence of engagement, consultation and co-production in decision making processes.

Signed By:

(Name, position and date)

On behalf of Wokingham Borough Council

On behalf of NHS

On behalf of SEND Voices Wokingham

Date: January 2020