



STOCKPORT LOCAL AREA CO-PRODUCTION CHARTER

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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.

Stockport's Local Area Co-Production Charter was 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**





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 work to the following commitments to support our co-production values:

VALUE	WHAT WE WILL DO
Be Open and Honest	<ul style="list-style-type: none"> We will agree together who are the right people to be involved We will provide relevant information in a timely way We will be transparent We will respond promptly and follow up on actions

VALUE	WHAT WE WILL DO
Actively Listen	<ul style="list-style-type: none"> We will agree together who are the right people to be involved We will let people know how we have acted upon what is heard We will value contributions equally from all involved

VALUE	WHAT WE WILL DO
Value the Lived Experience	<ul style="list-style-type: none"> We will value contributions equally from all involved We will agree together who are the right people to be involved 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

VALUE	WHAT WE WILL DO
Do What Matters	<ul style="list-style-type: none"> We will agree together who are the right people to be involved We will agree desired outcomes together and work towards them together We will seek views from relevant parties We will value contributions equally from all involved We will focus on solutions with a 'can do' approach

VALUE	WHAT WE WILL DO
Be Accountable and Responsive	<ul style="list-style-type: none"> We will take responsibility for what we agree to do We will do what we say we will or explain clearly why we cannot We will learn from each other and share our learning widely We will be transparent We will focus on solutions with a 'can do' approach We will be flexible to the needs of those involved

VALUE	WHAT WE WILL DO
Work Together	<ul style="list-style-type: none"> We will agree desired outcomes together and work towards them together We will agree how it is best to work together We will communicate with each other and other services clearly We will listen to each other's views

VALUE	WHAT WE WILL DO
Be Respectful	<ul style="list-style-type: none"> We will remember that we are all human beings We will communicate clearly and accurately in plain English We will provide relevant information when appropriate to do so We will do what we say we will do or explain clearly why we cannot We will listen to each other's views We will agree desired outcomes together and work towards them together We will be timely and allow sufficient time for what we need to do together

BACKGROUND

Ofsted and the Care Quality Commission (CQC) undertook a joint local area SEND inspection in September 2018. The inspectors identified five specific areas of significant weakness requiring the local area to produce a [Written Statement of Action \(WsoA\)](#) to explain how it was going to address this.

Following the inspection, Stockport started work to improve co-production with our parent/ carer community and this resulted in a series of engagement and participation activities. One of the main areas of development was to make sure that 'co-production is the 'golden thread' running through all activity and tasks.

As co-production was identified as a significant area of weakness, our strategies and actions must involve a broader span of parent, carers and young people in meaningful co-production and this key area of work is overseen by a workstream with our SEND Improvement Programme.

In our Written Statement of Action, it was 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.

Following work on the co-production definition, families, young people and professionals worked together to co-develop a charter during 2019. We continue to work with families, young people and professionals to develop this area of work.

The visual aid for the charter provides a useful tool for parents/carers, young people and professionals to work together as equals:



HOW WE WILL MEASURE

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

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 SEND awareness training Regular information sharing through: <ul style="list-style-type: none"> • ongoing training • team meetings • Local Offer • PACTS • Champions for SEND • Community and Voluntary Groups • Headteachers & SENCOs in schools • GPs • Health practitioners • Social workers • Team Around the School meeting • SENCO Networks • Headteacher training • Governor training
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	Collate and summarise co-production activity and publish on the Local Offer Develop evaluation framework for schools / services – this would initially be a simple tool to raise awareness and generate discussion and training points Undertake regular surveys with parents, carers, children & young people and colleagues to evaluate our performance with the Charter Review alongside Quality Assurance processes for EHCPs Respond to feedback about services' adherence to the Charter emailed to SEND-IP@stockport.gov.uk
Recognise, acknowledge and develop good practice	Publish good practice case studies Explore ways of embedding champions within/across organisations to model and promote co-production
Review the Charter Itself	Hold focus groups to review evaluation feedback and comments about the Charter and amend / update as appropriate in response to community representations Review the Charter annually through the co-production workstream

HOW WE WILL KNOW

We need to make sure that our Charter is used across our local area and there are various ways that we will be able to assess whether this is happening well:

- Staff surveys
- SEND Champions audit, sharing and feeding back
- School website promote
- Organisation websites
- Feedback function on the Local Offer
- Emails to SEND-IP@stockport.gov.uk
- Uptake of training
- Inclusion Quality Mark
- Parent/carer feedback
- Social media insights and comments
- PACTS feedback
- Service leads feeding back
- Annual review
- Ongoing evaluation of contracts Qualitative feedback from families
- Surveys
- Bi-monthly updates to Local Offer

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

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 I feel safe

PRINCIPLE	LINK TO OUTCOMES
Actively Listen	My voice is heard and acted upon I am happy and have people I can trust I feel part of my local community

PRINCIPLE	LINK TO OUTCOMES
Value the Lived Experience	The people who love and care for me are enabled to do this I enjoy good health and well being My voice is heard and acted upon I am happy and have people I can trust

PRINCIPLE	LINK TO OUTCOMES
Do What Matters	The people who love and care for me are enabled to do this 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

PRINCIPLE	LINK TO OUTCOMES
Be Accountable and Responsive	All 7 outcomes

PRINCIPLE	LINK TO OUTCOMES
Work Together	All 7 outcomes

PRINCIPLE	LINK TO OUTCOMES
Be Respectful	My voice is heard and acted upon I am happy and have people I can trust



**IF YOU WANT TO FIND OUT MORE ABOUT THE SEND IMPROVEMENT
JOURNEY IN STOCKPORT AND HOW YOU CAN BE INVOLVED
PLEASE EMAIL SEND-IP@STOCKPORT.GOV.UK**



[Stockport Council SEND](#)



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