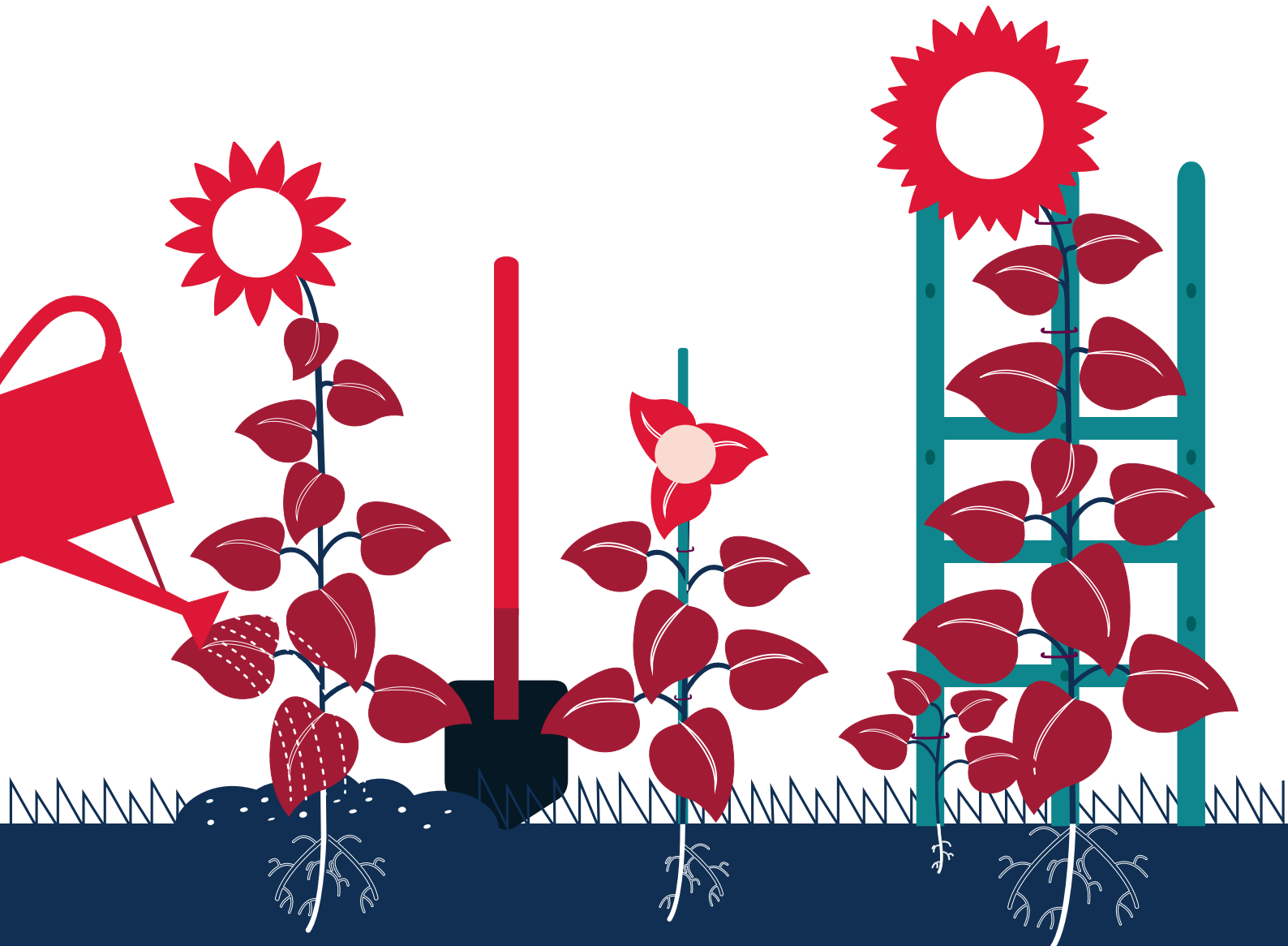




SEND
STOKE-ON-TRENT

Stoke-on-Trent SEND

Co-production Toolkit for Practitioners



Foreword...

In Stoke-on-Trent we are dedicated to providing the best opportunities for our young people. We have skilled and knowledgeable professionals in the city who are dedicated to supporting children and young people. But we know that it is the children and young people themselves, and their parents or carers, who are the real experts in what they need.

Children and young people benefit from a network of adults who contribute to their growth and development across all areas. Different individuals engage with children and young people in various ways, whether through frequent or occasional interactions, and this support may be direct or indirect. Each role plays an important part. By building in diverse contributions through co-production, we can work together to make the very most of the impact of support for children and young people, fostering holistic growth and well-being.

Sanjit's garden shows all the people and services that might be involved with a young person during their lives and why we must ensure the young person is at the centre of all we do.

It is important we all work together to develop services that work for everyone and that is equally important whether we are looking at individual children and young people, a particular community or a countywide approach.

We are delighted to have developed this strategy with children and young people and parent carers to set out how we will hold participation and engagement at the core of all we do across SEND. We are at the same time broadening this further as we work collaboratively with colleagues across Health and Social Care.

Get in touch and talk to us about your plans so that we can tailor support to meet your needs.



Delyth Mathieson
Director of Education
Children and Family Services
City of Stoke-on-Trent City Council

“Hi, I’m Sanjit, welcome to my garden, come on in and meet all of the people who help me to grow.”

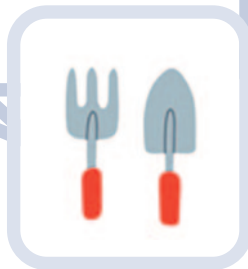
These are my parents and carers. They are really important because they tend to my growth and make sure I have what I need and spot when things are not going well.

You could say they are my gardeners.



These are people like my G.P, health visitor, dentist and school nurse. They help keep me well and notice when I need extra help. They all have a purpose.

You could say they are the tools in my garden.



These are my teachers and people at school. They help me learn new things and help me plan my future.

You could say they are the fertiliser.



Pots of positivity



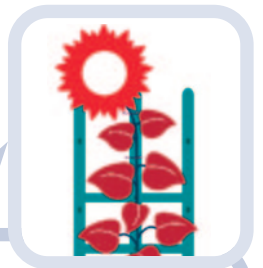
These are my friends and family. They help me to try new things, go to different places and learn about myself. They help me to have fun.

You could say they are the butterflies or bees that live in my garden.



My flowers can stop growing sometimes and need other people to help me. These people may include social workers, police, paramedics and doctors. They visit my garden to help get it going again

You could say they bring tra water, food, light or tools to help me grow.



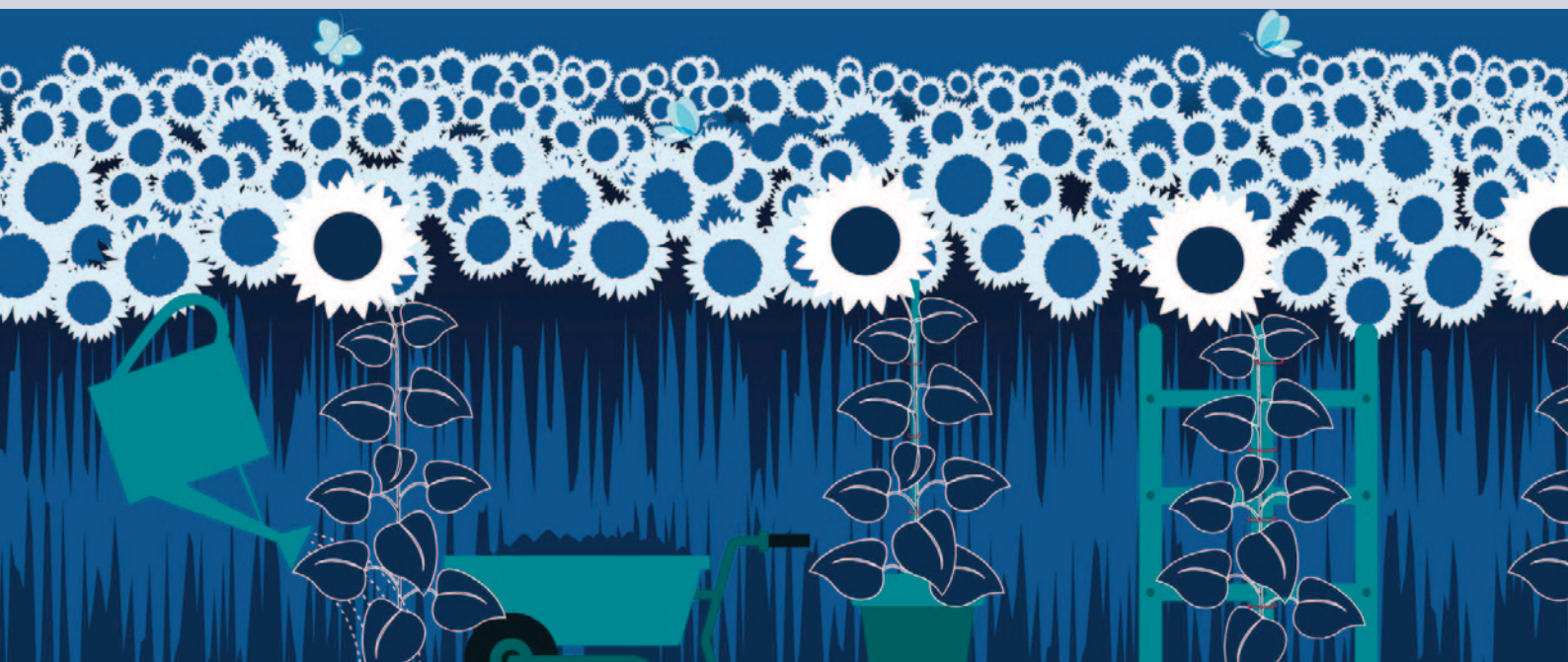
Sometimes there can be bumps along the way, I might need extra help. These people can help depending on what I need. People like SENDCO’s, advisory teachers, family support workers, psychologists, therapists, case officers, health professionals who help others grow.

You could say they are like the garden centre who provide the specialist tools, help, advice and guidance when needed.

Whether you are part of my garden every day or someone who visits, you are all important to me.....So please work together, Thank you

Contents

5	Our vision
7	Our Aspiration – Where we want to be
8	How can families and services work together?
9	What is Engagement and Participation?
9	What is Co-production and Co-evaluation?
10	Model of Engagement and Participation
11	There are 3 levels of Co-production:
12	Example of current participation and co-production in Stoke-on-Trent
13	Engagement partners
14	Co-production promise
15	Our Priorities
17	Guidance and Useful Websites
18	Appendix



Our vision

“Children and young people with special educational needs, disabilities and social, emotional and mental health, living in Stoke-on-Trent will have the opportunity to be the best that they can be, live their best life and be as aspirational as they want to be”

‘Stoke-On-Trent SEND strategy - 2024’

Our vision

Co-production is “delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change”

taken from Local Government association website (or follow QR code link):

[https://www.local.gov.uk/topics/devolution/devolution-online-hub/public-service-reform-tools/engaging-citizens-devolution-](https://www.local.gov.uk/topics/devolution/devolution-online-hub/public-service-reform-tools/engaging-citizens-devolution-7#:~:text=NEF%20defines%20co%2Dproduction%20as,their%20families%20and%20their%20neighbours)

[7#:~:text=NEF%20defines%20co%2Dproduction%20as,their%20families%20and%20their%20neighbours](https://www.local.gov.uk/topics/devolution/devolution-online-hub/public-service-reform-tools/engaging-citizens-devolution-7#:~:text=NEF%20defines%20co%2Dproduction%20as,their%20families%20and%20their%20neighbours)



An introduction to Co-production

Co-production in Stoke-on-Trent is about all stakeholders working together to ensure we achieve better outcomes for our children and young people. Better individual outcomes, better outcomes in services and better strategic vision and outcomes for the way we shape our partnership working.

Engagement and participation are vital to ensuring the services we provide meet the needs of the people who use them.

Listening to children, young people, parents and carers and working together helps services to know what works and where changes and improvements are needed.

Effective engagement and participation in the services people use ensures their services are as effective as possible.

This charter aims to enable commissioners, service providers and families to work together more effectively so that we get better experiences and outcomes for everyone involved.

Working together we can:

- Improve engagement with people who use our services across Education, Health and Care
- Encourage and enable full participation at individual, organisational and strategic levels of work
- Develop real opportunities for co-production and co-evaluation of services leading to service improvement
- Ensure we identify gaps in service provision
- Ensure that our Local Offer of services in Stoke-on-Trent is continually improving and meeting the needs of the people who use them



Our aspiration

Where we want to be

We are committing to invest in the values of this charter which are found in the four cornerstones, and to work to embed these values in the way that we work with children and young people and their families and all stakeholders. We believe that, in working this way, we can work together to achieve better outcomes for our children and young people with special educational needs and disabilities (SEND) across the City of Stoke on Trent.

We will:



Working together

How we want to do it

DOING WITH YOU

Co-production - an equal relationship between people who use services and the people responsible for services. They are equal partners from design to delivery, sharing decisions about the best way to deliver services.

Co-design - people who use services are involved in their design from the outset, based on their experiences and ideas. They have genuine influence but have not been involved in strategic decision-making.

DOING FOR YOU

Engagement - Compared to the consultation step below, people who use services are given more opportunities to express their views and may be able to influence some decisions about how services are designed or delivered, but this depends on what the people responsible for services will allow

Consultation - the views of people who use the service are actively sought through surveys or meetings. These views may or may not influence the final outcomes or have the power to bring about change.

Informing - The people responsible for services inform people about the services and explain how they work. This may include telling people what decisions have been made and why. Service users' views are not sought.

DOING TO YOU

Educating - The people who use services are helped to understand the service design and delivery so that they gain relevant knowledge about it. That is all that is done at this stage.

Coercion - This is the bottom rung of the ladder. People are made to access and use the service as passive recipients. Their views on what they want and need are not taken into account.



What is:

Engagement and Participation?

Engagement and participation happen when service providers encourage and develop effective working relationships with the people who use their services. Good communication and services providing helpful information is an important part of building this relationship and helps people who use those services to feel and be part of what happens and the decisions that are made that affect their lives.

Quality Services that make a positive difference to those who use them!

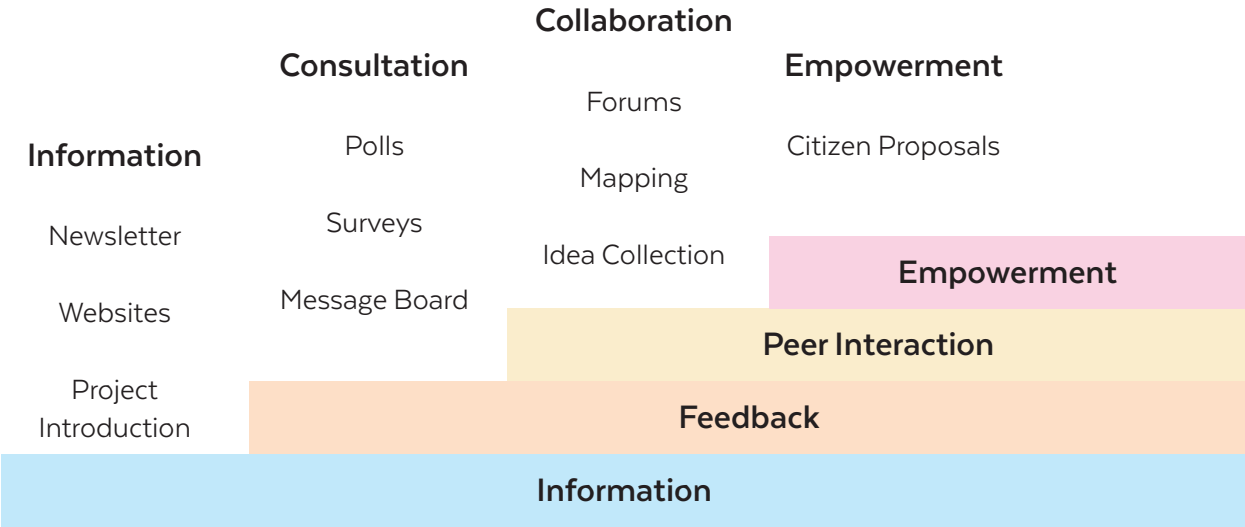
Co-production and Co-evaluation?

Effective engagement and participation lead to genuine working together or coproduction. Co-production is where commissioners (those who plan and pay for services on behalf of the public) and service providers work in true partnership with other services, children, young people, families and carers to deliver services that are effective and make a positive difference to people's lives. Co-evaluation happens when everyone involved with commissioning, delivering and receiving services contributes to understanding what is working or not working with particular services and the improvements that may be needed to make a service the best it can be.

Model of Engagement and Participation



Our Model of Engagement and Participation



- **Information** - Telling people about your project or service and decisions.
 - Techniques: pass on information
 - Examples: newsletters, websites, project introduction, brochures

- **Consultation** - Asking for public opinions and ideas, possibly making adjustments and decisions according to their feedback.
 - Techniques: ask and listen to the public, take their voice in decisions
 - Examples: polls, surveys, message board, interviews, suggestion boxes

- **Collaboration** - Sharing responsibilities with our community, working together, and making decisions collaboratively.
 - Techniques: organize events, distribute tasks, and make decisions together
 - Examples: forums, mapping, idea-collection and voting, education events, volunteer activities

- **Empowerment** - Giving the full managerial power of decision-making to the public
 - Techniques: organize events for citizens, place the full decision-making power in their hands, and implement what they have decided
 - Examples: citizen proposals, community-run committees

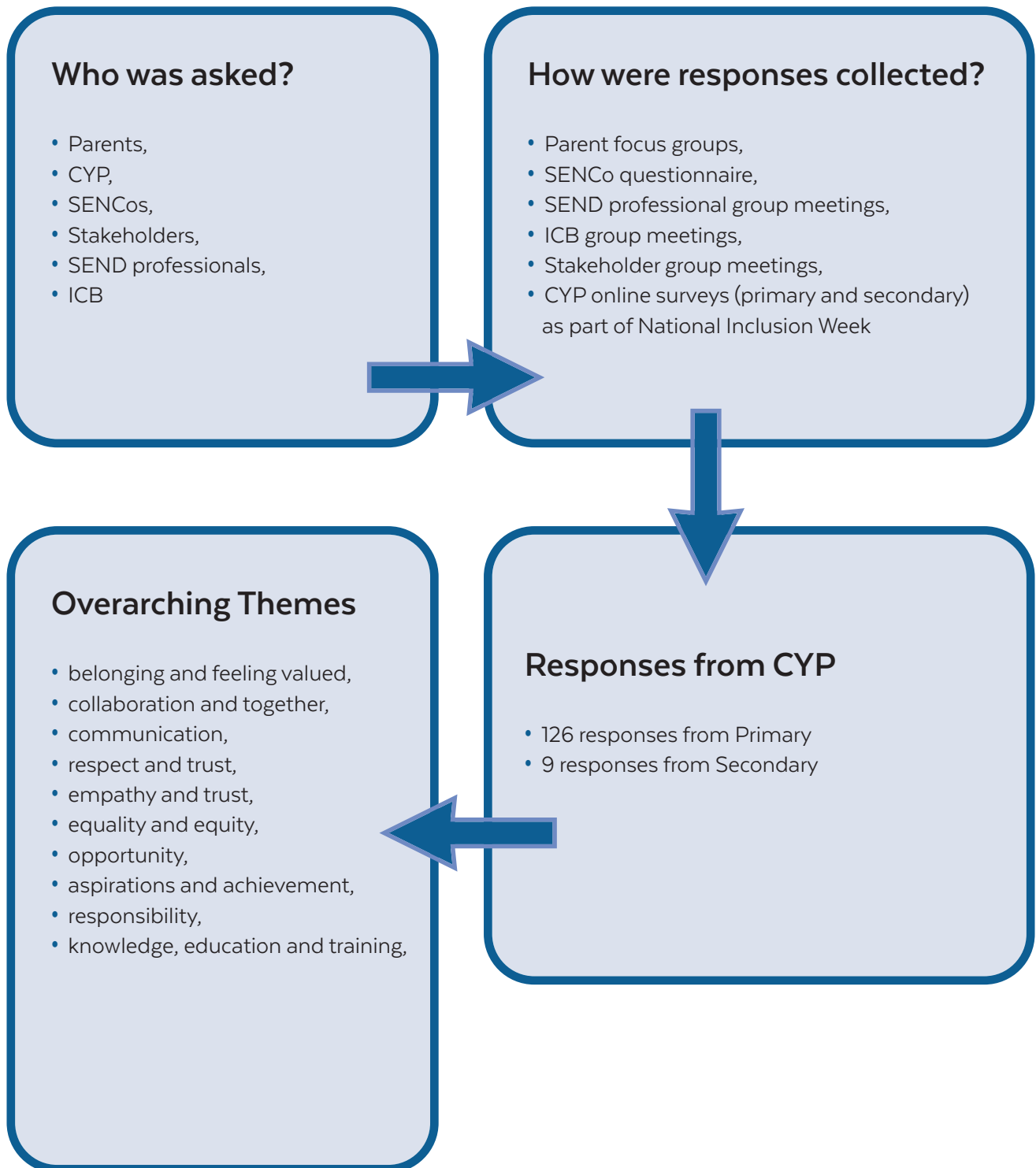
There are 3 levels of Co-production:

1. **Individual level** is when you are actively encouraged to be involved with the services that are working with you so you get the best outcome.
2. **Organisational level** is when your feedback of services helps to shape them for the future
3. **Strategic level** is when your experience and views are used collectively (the collective voice) to inform collaborative working together with our strategic partners.

Hierarchy of Participation	Level of Co-production (examples)		
	Child/young person/family	Organisational	Strategic
Empowerment The LA improve the services, understand priorities	Membership of interest group/forum/council etc. - Youth Council	Creation of Forums/interest groups etc. Parent/carer forum Development of Sensory Toolkit?	Contribution to strategic Boards - Youth Council
Collaboration The LA will work with you	Volunteering Idea-sharing activities - SENDIASS, Lifeworks	Task and finish groups Interest Workshops - PALS	Steering groups
Consultation The LA will listen to your feedback	Offer feedback - Youth Council Mind of My Own app	Surveys and focus groups - Inclusion strategy refresh surveys/parent focus groups	Consultations and workshops -Co-production charter
Information The LA will give you information	Newsletters - SEND monthly newsletter	Websites - Local offer, graduated approach Parent/carer forum	Comms - Together We Thrive event

Example of current participation and Co-production in Stoke-on-Trent

Co-production SEND Strategy Case Study



Engagement partners

Everyone is a stakeholder, these are some we work with

The Stoke Parent Carers Forum is facilitated by VAST in partnership with voluntary organisations in Stoke-on-Trent.

Through a consortium model our member organisations work directly with, and represent, parent sand carers of young people with special educational needs and/or disabilities to ensure local services meet the needs of children and their families. Our forum amplifies the voices of parent, carers and local support organisations in the work they do every day, championing change for their own families, and all families, in Stoke-on-Trent.

Within Stoke-on-Trent Parent Carer we have:

PEGIS is a Parent Engagement Group for Parents and Carers of with Children and Young People (0-25) who have Special Educational/Additional Needs and/or Disability (SEND) in Stoke on Trent.

SENDIASS provides free, accurate, impartial information advice and support to children, parents and young people with Special Educational Needs and/or Disabilities (SEND) to enable them to be empowered to play an active and informed role in their education and care, from 0-25 years.

LIFEWORKS - is a charity that supports marginalised people 14+ with an average IQ with Autism, ADHD, Dyspraxia, Tourette's Syndrome, mostly with mental ill health, and their carers to find a sustainable lifestyle.

We also have:

Mind of My Own a self-advocacy app helping children and young people to express their views, wishes and feelings in a fun digital way that's easy for workers to understand and act on what they are saying.

PALS - (Patient advice and liaison service) - provides confidential advice and support to patients, families and their carers, and can provide information on the NHS and health related matters.

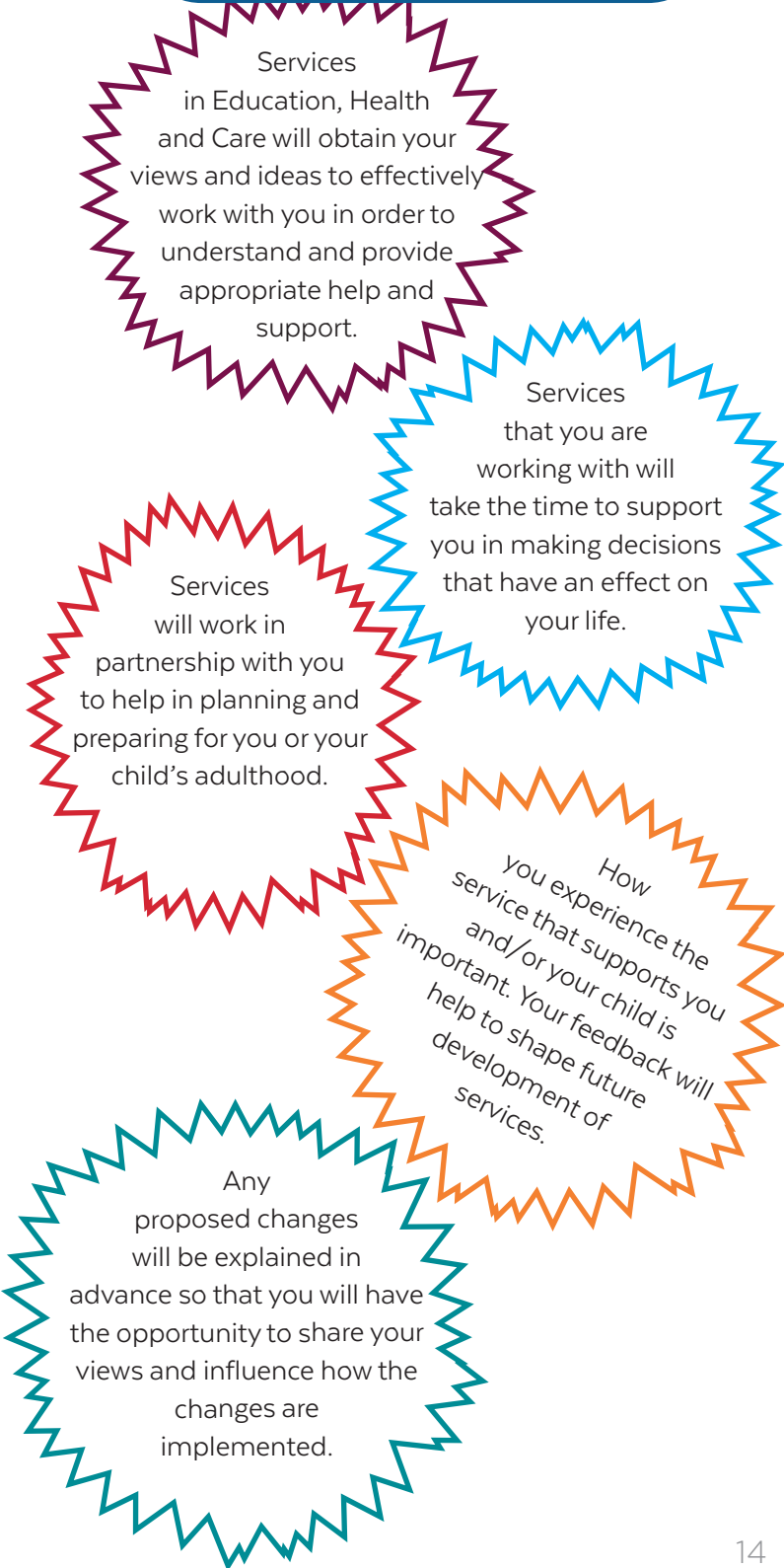
YOUTH COUNCIL - creates opportunities for young people to come together and share their views on a range of issues that are important to them and shape services for young people in the city. The Youth Council is for young people aged 11+ from across the city.

And there are lots more not listed above.



Co-production promise

For parents, carers, children and young people



For services

To achieve positive outcomes, we value the engagement of all of our parents, carers, children and young people that work with our services.

It is understandable that sometimes parents, carers, children and young people may get frustrated or angry. We politely request that we are treated respectfully at all times. We are doing our best.

Parents, carers, children and young people may not be happy or agree with decisions that are made. If/when this happens, please talk to us so that we can explain what is happening.

If a parent, carer, child or young person were to feel that they had not received a good level of service, they should talk to us in the first instance, and if needed, follow the particular service's complaints procedure.

We hope that parents, carers, children and young people feel happy with the service they receive. We encourage you to tell us so that we can continue to do more of what helps.

Our priorities:

- 1) **Nothing for us without us** - We will build positive, trusting and respectful relationships with the children, young people and their families, ensuring that we listen to the lived experience and that their views help shape and form services
- 2) **Part of the community** - All children, young people will feel safe, valued and included in schools and settings and within the wider community
- 3) **High aspirations and preparation for the future** - We will have high aspirations for children and young people supporting them to reach their full potential and be independent and prepared for adulthood
- 4) **Identify and Assess Early** - We will develop holistic plans together ensuring that support is meaningful, in the right place at the right time
- 5) **Skilled and knowledgeable professionals** - We will have a workforce that has the skills and knowledge to meet needs locally and in a timely way

Are you ready to co-produce?

A quick checklist will help you to decide if co-production is the best tool for the task in hand:

1. Is **local co-production** possible in this circumstance or is the outcome largely predetermined by factors outside of local influence and control?
2. Is there **enough time** to co-produce the work with all of the relevant experts both professional and those with lived-experience?
3. Is there the **resource available** to support the meaningful involvement of all stakeholders?
4. Is there the **interest from stakeholders** to co-produce, and if so what level (Individual, Collective or Strategic) of co-production is appropriate?
5. Do I have the **skills to facilitate** the co-production of this piece of work or do I need support and assistance to do so?

Challenges to consider

1. **Power** - Some highlight equal power sharing as a key component of co-production. This is, of course, the ideal, however it doesn't fully recognise the inbuilt power imbalance between those who benefit from support services and those who design and deliver them.
2. **Time** - To meaningfully engage and involve all of the relevant people in a co-production process from start to finish, takes time, energy, enthusiasm, resource and commitment. It is a long-term relationship and commitment from all sides, and therefore requires continual investment of time, energy and resource to keep the process engaging and healthy.
3. **Individual styles** - Co-production is all about people. Therefore, some individuals will be better at delivering it than others. For example, those who are more focused on the needs of the individuals/families and their lived experience may recognise the value of listening to them and adapting support services accordingly, whereas those who are more task focused are more likely to be focused on getting the job done.



Co-production Plan Do Review Forms

Please use the forms found on this link: [Co-production Plan Do Review Forms](#) alternatively, complete the hardcopies which can be found in the appendix, scan and email the them to: coproduction1@stoke.gov.uk

Guidance and useful websites

These resources may help to support you with co-production projects:

- We are working in collaboration with Staffordshire to widen our toolkit across Health and Social care as their toolkit does - Draft-Co-Production-Toolkit-Content-FINAL-draft-4.pdf (staffscvys.org.uk)
- SEND code of practice: 0 to 25 years - GOV.UK (www.gov.uk) is government guidance on special educational needs and disability (SEND) for children and young people aged 0 to 25 years.
- Co-production and the Care Act - In more detail - Co-production - Co-production in commissioning tool - Think Local Act Personal is part of the statutory guidance to be followed surrounding co-production.
- Social Care Institute for Excellence - Co-production: what it is and how to do it - SCIE - a national improvement agency that outlines and explains what co-production is and how to get started.
- Co-production - Projects - Think Local Act Personal - you can find a variety of co-production resources and further reading on its website.
- Institute for Research and Innovation in Social Services (IRISS) - Search Results | Iriss - has a variety of co-production resources available on their website, including a co-production project planner.
- NHS England has resources and further reading on their website:
 - Guidance for working with people and communities - NHS England » Working in partnership with people and communities: Statutory guidance
 - A resource toolkit for co-production - NHS England » Co-production resource toolkit
 - A video on co-production and quality improvement - The World of Co-Production and QI (youtube.com)
- Involve is a public participation charity that has a range of resources to support co-production and involving people in the decisions that affect their lives.

“When a
flower doesn’t bloom,
you fix the environment in which it grows,
not the flower”

Alexander Den Heijer

Appendix

Now let's Co-produce together

Plan Form

Prior to commencement of your project, please complete the below form:

What is the purpose of your project? (Objective)

Who do you want/need to be involved?

Why have you chosen to co-produce? (skills, experience etc.)

Have you considered how the work and responsibilities will be distributed?

How will you make all the information you provide accessible to everyone?

**Have you checked people’s preferences for communicating and meetings?
(e.g. face to face, video, email)**

Have you established or considered a timeline to ensure maximum participation?

What are the next steps you need to take?

What resources to you need? (people, equipment and budget)

How often will you review progress?

Who will do what; what is each person's role and input?

How will you get people's views?

How will you feedback to people both during and at the end of the project?

How will you assess the results and outcomes of the work and how will you share the learning with others?

Are there any other factors that need to be considered? (e.g. training, support)

Do form

To complete this section of the form, please include any minutes from meetings. Please ensure in the minutes you include:

- The date of the meeting
- Who was involved in the meeting
- The agenda from the meeting
- Key outcomes of the meeting.
- Follow-up activities

Review form

Following the completion of the project, please complete the below form and submit all forms to coproduction1@stoke.gov.uk where you will be assessed for the Co-production charter mark.

Who was involved and what was their role?

What were the barriers and how did we try to overcome them?

What were the benefits of co-producing? (e.g. individual contributions of participants)

Can we give specific examples of how we were flexible and responsive to people's needs in the coproduction process?

How do we know our co-production processes were effective?

What changed or was influenced as a result of our co-production?

What do we think didn't go so well, and what are our ideas for improving next time?



City of
Stoke-on-Trent

