

# Stoke-on-Trent SEND **Co-production Charter**



A low-angle, upward-looking photograph of several people's hands stacked in a circle, symbolizing teamwork and collaboration. The hands are of various skin tones and are wearing different colored sleeves (grey, red, white). The background is a bright, overcast sky. A large, semi-transparent red circle is overlaid on the center of the image, containing white text.

**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.**

We are committed to the values of our Co-production 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, together, achieve better outcomes for our children and young people with special educational needs and disabilities (SEND) across the City of Stoke-on-Trent.

## THE FOUR CORNERSTONES

We will:

### Welcome and Care

- We will build relationships which are welcoming and approachable
- We will hold a shared vision
- We will ensure everyone feels able to speak and contribute



### Value and Include

- We will empower everyone so that all voices are heard
- We will respect all views; It's okay to agree or disagree
- We will value and respect all partners



- We will listen to understand one another
- We will communicate in different ways that are accessible for you
- We will be open, honest and kind in our communication

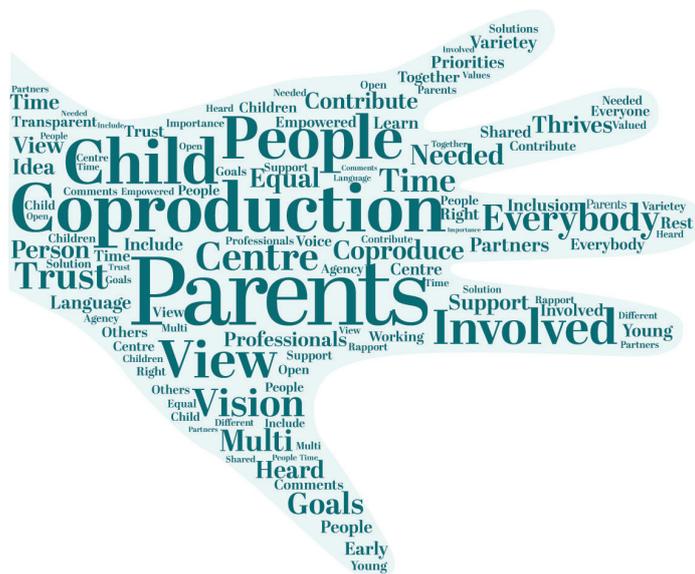
### Communicate

- We will all work together to achieve the better outcomes
- We will all share information and make contributions
- We will work together understanding the pressures on each other's time

### Work in Partnership



Things that are important to us in co-production are:



In adopting this co-production charter, we will:



## Welcome and Care

- We will build relationships which are welcoming and approachable
- We will hold a shared vision
- We will ensure everyone feels able to speak and contribute

You will feel/ see that:

- All voices are heard and valued
- We will all feel welcome
- We proudly share the message to others that we want them to feel welcomed
- We will feel included and able to contribute
- Environments will feel happy and safe for everyone
- Everyone will be invested in the shared vision
- We will understand that different people may need different things to help them to feel included
- We know that families and children and young people may need to contribute in different or spontaneous ways
- We recognise and welcome those with visible and hidden disabilities



## Value and Include

- **We will empower everyone so that all voices are heard**
- **We will respect all views; It's okay to agree or disagree**
- **We will value and respect all partners**

You will feel/ see that:

- We will all feel able to contribute
- We will all listen carefully to others
- Decision making processes will involve the people they are about, or affect
- We will encourage each other to offer our views, values and opinions
- We will respect and listen to differing views, even if we do not agree
- We value diversity as it would be boring if we were all the same
- Responses to individual needs and changing circumstances are creative and flexible
- We will have the opportunity to contribute to decisions for individuals, services and SEND strategic practice



## Communicate

- **We will listen to understand one another**
- **We will communicate in different ways that are accessible for you**
- **We will be open, honest and kind in our communication**

You will feel/ see that:

- Time and space will be 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
- We will give space and breaks when communicating with others if they need it
- Listening is calm and respectful
- Follow-up communication will be in a timely and constructive manner
- Conversations will be two way, open, honest and kind
- We use friendly language when we are communicating with each other. We are not patronising. We do not use sarcasm
- We will discuss the best ways to communicate with each other.
- We will use visual communication aids for those who need it to support their understanding.



## Work in Partnership

- We will all work together to achieve the better outcomes
- We will all share information and make contributions
- We will work together understanding the pressures on each other's time

You will feel/ see that:

- Everyone is a stakeholder
- There are opportunities for all stakeholders to feedback in order to improve everyone's experience
- We can problem-solve more effectively as a team.
- Everyone's contribution is equal and it will be valued, supported and listened to
- We will all play a part in achieving the better outcomes
- 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
- We will recognise the time pressures of each other's commitments



**We commit to working together to support better outcomes for our children and young people**



CITY OF STOKE-ON-TRENT



## Our partners

