

Sunderland Parent Carer Forum Co-Production Charter

What is co-production?

Co-production means Parent Carers and practitioners working together as equal partners in design, development, commissioning, delivery, and review of services to create better outcomes for children & young people with SEND.

Why should we co-produce?

- It leads to better services that improve people's lives
- It creates more effective and efficient services that save money
- There is a legal requirement to co-produce in the Children and Families Act, the Care Act and in the NHS Constitution.

This co-production charter lays out five principles that all parties will use to work together in the right way.

Everyone is listened to.

The views of all parents, children, young people, and practitioners are taken seriously.

No-one should feel that they have to fight to be heard.

People feel empowered.

Information on how to take part in decision making is shared with everyone, using easy to understand language, not jargon.

Support and advice are offered where needed.

We co-produce from start to finish.

The scope, agenda, key decisions, and progress reviews are done together.

Everyone is invited to the right meetings and made to feel welcome.

Person centred and solution focused.

Policy and protocol are not hidden behind or used as excuses for why things cannot be done.

Barriers are not put in the way of good ideas.

Everyone is enabled to take part.

Meetings are held at convenient times, in accessible venues, and interpreters arranged if necessary.

Co-production should happen at all levels of service delivery:

- Individual—a person-centred approach
- Operational—Services are delivered in a way that works for the community
- Strategic—all big decisions are taken in partnership

