

## **Worcestershire's SEND Charter**

### Our commitment to working together in Partnership

This charter has been created by Families in Partnership, Worcestershire's recognised Parent Carer Forum and all of the partner members of Worcestershire's SEND Improvement Board. It outlines our agreed way of working together to create good services for our children and young people.

Co-production, when appropriate, is a way of working that builds on the strengths of families, communities and services and involves everyone from the beginning as equal partners. Partnership working, participation, consultation and information sharing are also ways which can be employed when working together.

Embedding co-production means we all need to be confident enough to push the boundaries of traditional ways of working and develop trust through listening, valuing and working with each other. We have to take time to listen and understand to develop services for those that use them.

This charter has been developed in partnership and describes the commitment we have all made to work together and how that will work.

We have a shared ambition that co-production and participation will create the environment for articulating ideas and practices which lead to better understanding and services. We will use Genuine Partnerships' 'Four Cornerstones of Co-production':

- Welcome and care - making sure all voices are heard and valued, in a secure environment
- Value and include - all partners are involved in the decision-making processes
- Communicate - all information will be provided in good time and in plain English
- Work in partnership - all partners are genuine and equal

#### **We will do this by using the following protocols.**

Communicate in an appropriate, open, accurate and straightforward way

- Plain English will be used and any abbreviations will be explained clearly
- Information will be provided in an agreed format, usually electronically via email (though alternative formats will be provided where participants are unable to access the standard format)
- All emails containing parent email addresses will be blind copied
- Assumptions will not be made about knowledge of a topic or project at the outset, clear information will be given
- Partner organisations will nominate a key contact who will liaise with FiP and be available to brief parent carer reps before work commences

Respect confidential information and do not share any information that is confidential outside of the meeting group

- The level of confidentiality should be made clear at the outset, officers should be clear about what information can be shared and how
- When asked to get feedback and opinions about documents or workstreams, all partners can expect clear guidance about how widely information can be shared
- Social media will only be used to circulate specifically agreed pieces of work

Honour work commitments, agreements and arrangements, and when it is not possible to do so, explain to the chair or working party lead, why it is not possible to do so.

- At the beginning of a work programme consideration will be given to the level of participation required and reasons given to the decision made. These levels are: Information Only, Consultation, Partnership or Co-production (see Appendix A - The Ladder of Participation).
- Workstream responsibilities, tasks, timescales and monitoring will be agreed at the beginning of each project, be clear and reviewed when necessary
- Expected outcomes and outputs for each project will be discussed and agreed at the start of each project and regularly reviewed
- Meetings will be arranged to avoid school pick up and drop off times and where possible, avoiding school holidays.
- Papers will be distributed at least 7 days before a meeting, when possible
- When parents are giving their time freely, officers should respect that and meetings should run to time and officers commit to attending for the duration
- When possible, a substitute should be found to attend a meeting if the usual participant cannot.
- Deadlines for pieces of work will be clear and agreed at the outset

Ensure that the views of parent carers are fully and accurately represented.

- FiP will be the first point of contact when officers need parent carer views or representation, if they cannot fulfil the request, FiP will let the lead officer know so that alternatives can be investigated. Requests should be made via the Parent representative request form and emailed to [adminfip@carersworcs.org.uk](mailto:adminfip@carersworcs.org.uk).
- FiP will act as link with other parent carer groups and circulate information to them, if this has not been possible, they will let the lead officer know so that they can make alternative arrangements.
- When feedback has been received, this will be acknowledged within 10 working days of the close date. Any resulting reports and actions will be shared with respondents along with details of changes to services ideally in a 'You said, we did' style of feedback document.

Declare issues that might create conflicts of interest and make sure that they do not influence judgement or practice.

- At the outset officers will make sure they inform FiP which other professionals are involved and explain their role, when requested.

To enable us to create strong partnerships it means everyone should be able to:

- Value and include all contributions
- Learn from each other
- Be honest and transparent
- Take responsibility for how we work together
- Have a 'Can do' approach

## Appendix A: Participation Ladder

