

Refreshing the Co-Production Charter in Kent – Workshop summary

Tuesday 2nd May, 9.30 – 15.00

Sessions House, County Hall, Maidstone ME14 1XQ

Introduction

Under the RISE programme, funded by the Department for Education, the Council of Disabled Children have been invited by local partners in Kent to refresh and strengthen the local Co-Production Charter.

This in-person session brought together local authority leaders, Kent PACT steering group members and health leaders.

Objectives

- Increase understanding of the power and purpose of a co-production charter
- Identify practical steps to embedding effective co-production
- Identify key measures to evidence progress in co-production
- Identify co-production priorities

Co-production reflections

- While co-production should be the focus, it can be a challenge to 'sell' the benefits of working that way.
- Achieving outcomes can lead to reducing cost, which can be a 'selling point' for institutions, while improving services can be the 'selling point' for CYP and families.
- Until changes are felt by CYP and their families, these changes are not fully tangible.
- Kent has a Youth Charter that took a long time to develop, which was led by young people and had buy-in strategically.
- It would be helpful to move from 'You said, We did' to 'We said, we did, therefore' when providing feedback.

Learning from good practice

Attendees were given examples of co-production charters from [Cheshire East, Stockport](#) and [South Gloucestershire](#) to review, considering what they would want to Borrow, Adapt or Ignore for Kent's Charter, and whether anything is still missing.

Borrow	Adapt	Ignore	What's missing?
<p>Stockport:</p> <ul style="list-style-type: none"> Action plan Explanation of co-production Layout and welcoming and engaging appearance Consistent messages Include outcomes, strategy, and policies Understandable tone, and accessible language <p>South Gloucestershire:</p> <ul style="list-style-type: none"> Our shared commitment Age range Mapping out the area Names and signatures showing the commitment to the charter 	<p>Stockport:</p> <ul style="list-style-type: none"> Use the word 'challenges' rather than 'weaknesses' Doesn't say co-production of what and for what purpose – 'for improving the future of CYP with SEND' Add age range of CYP <p>Cheshire East:</p> <ul style="list-style-type: none"> 'Working together' to flow through the charter 	<p>South Gloucestershire:</p> <ul style="list-style-type: none"> Tokenistic Very plain visually <p>Cheshire East:</p> <ul style="list-style-type: none"> Content 	<ul style="list-style-type: none"> Motivation for engaging with the charter as a parent/ carer Showing the commitment to CYP and parent/ carers 'Cut out and keep' - one page version

What do we want from Kent's Co-Production Charter: Summary

Attendees used the good practice examples above to identify what they would like the refreshed Co-Production Charter to look and feel like, as well as identify what it should include.

Format

- Clear and welcoming to look at
- Simple, accessible language
- 1 pager (or a 'cut out & keep' page for families)

Content

- Widen definition of what we mean by working together: co-production, co-design and consultation
- Names and signatures showing the commitment to the charter
- Shared ethos, definition and values
- Mapping out the area the charter applies to
- 'Working together' to flow through the charter
- Measurable outcomes to encourage accountability
- What does it mean in practice and what is the motivation to engage in co-production for all who are involved
- Include case studies in the charter.

Stockport's co-production charter as a foundation for Kent's charter

Attendees were particularly impressed with Stockport's co-production charter, and following a discussion praising the layout and aligning values with 'what we will do', attendees chose to combine the themes from Kent's existing Co-Production Charter with the wording from Stockport's:

Ambition	We will focus on solutions with a 'can do' approach We will agree desired outcomes together and work towards them together
Collaboration	We will agree together who are the right people to be involved We will be timely and allow sufficient time for what we need to do together how it is best to work together
Inclusivity	We will remember that we are all human beings We will be flexible to the needs of those involved We will seek views from relevant parties We will value contributions equally from all involved

	We will hold meetings virtually where it is more convenient and is likely to increase opportunities to be involved
Communication	<p>We will listen to each other's views</p> <p>We will be transparent</p> <p>We will communicate with each other clearly and accurately in plain English</p> <p>We will provide relevant information in a timely and appropriate way</p>
Accountability	<p>We will do what we say we will do or explain clearly why we cannot</p> <p>We will learn from each other and share our learning widely</p> <p>We will take responsibility for what we agree to do</p> <p>We will let people know how we have acted upon what is heard</p> <p>We will respond promptly and follow up on actions</p>

Agreeing local expectations for effective strategic co-production

The following ideas were identified by attendees as being part of ensuring co-production is embedded on a strategic level:

- Create an engagement tracker to ensure sufficient engagement
- Conduct a sentiment analysis of Kent PACT Facebook group
- Ensure knowledge of the co-production charter across the board
- Establish a way of evidencing the application of co-production principles
- Update SEND inclusion advisers checklist to encourage the use of co-production

How do we know if we are living up to our Co-Production Principles?

It was agreed that the above co-production values/ statements should be the foundation of monitoring and accountability, and that the statements can be turned into questions ('Did we...?') when getting feedback from different partners involved in a piece of work.

Other suggested mechanisms for learning about different people's experiences of co-production included:

- Using Annual reviews
- Reflecting during staff supervisions
- Summarising as part of Project wash-ups
- Using the Family Partnerships Programme

Identifying Co-Production Priorities for Kent

Attendees were asked to think of Kent's strategic outcomes for CYP with SEND, identify existing barriers to achieving these outcomes, and reflect on how co-production could help.

What are the barriers?	How could Co-production help?
My quality of life: I am happy and enjoy life	
<ul style="list-style-type: none"> • 'I don't have friends because I have a LD' • Access to services: CAMHS, Education, support, youth services • Limited community resources and activities • Lack of compassion and understanding in the community • Variety of support and services required • Access to the voices of CYP 	<ul style="list-style-type: none"> • Social care – Short breaks and clubs • To address the lack of services and provision – understanding what CYP want and how these services and provision would help • CYP able to share community resources • Town planning to meet their needs and wants • CYP feels engaged, rather than feel that things are 'done to them'.
My voice: I am listened to and understood	
<ul style="list-style-type: none"> • Actually being asked • Time and resources, staffing • Culture in education to look at what CYP are saying • Culture of knowing what's best for CYP • Listening skills for all staff • Sensory impairments • Parent/ carers vs, CYP themselves 	<ul style="list-style-type: none"> • Give a platform for CYP to have a voice but in a meaningful way that impacts outcomes • Active participation to have what they want and need • Important to prevent the loudest voices becoming the dominant ones • Debunking myths and disinformation, base work on facts • Creating space for feedback
My future: I have choice about my future	
<ul style="list-style-type: none"> • Time • Staff training • Funding • School places • Physical/ mental barriers 	<ul style="list-style-type: none"> • Individual care planning appointments • Education and understanding • Development and understanding of new pathways and methods • Ring fencing, budgeting appropriately • Understanding processes
My health: I am as healthy as I can be	
<ul style="list-style-type: none"> • Knowledge of services, i.e. annual health checks • Wait times • Lack of access • Medicalised model of disability, wanting to fix it 	<ul style="list-style-type: none"> • Education, forums for questions, advice • Self-help, advice, experiences • Working together to find solutions that work with rather than to the person, using empowering action
My learning: I am the best that I can be at school, college or work	
<ul style="list-style-type: none"> • School inclusion – families worry about schools not meeting need 	<ul style="list-style-type: none"> • CYP and parent/ carer forums to engage with PfA domains

<ul style="list-style-type: none"> • Bullying • School's worry about capacity and capability to be inclusive • Schools need to be confident that they can help their pupils fly and dare to dream • SENCO not supporting my family 	<ul style="list-style-type: none"> • Staff training in different need types • Understanding support and reasonable adjustments on an individual basis • Looking at the support currently available • Discussion with schools for more parent engagement • Discipline policy adapted
My safety: I feel safe at home and out and about	
<ul style="list-style-type: none"> • Reduced PA support • Transport for independence • Visual impairment • Access to tech • Lack of access to social work team • Early help limited to timeframes 	<ul style="list-style-type: none"> • Independent travel training • Working with families to identify support out there, a resource directory • Adjustments to reflect the needs • Access to VI support • CYP to share their experiences to inform practice and interventions
My community: I feel safe at home and out and about	
<ul style="list-style-type: none"> • Perception of danger and vulnerability • Excluded from the community because of being at school elsewhere 	<ul style="list-style-type: none"> • Walking to community assets with CYP • Taskforce working with CYP to know the difference between groups of CYP and organised crime/ gangs.

The following priorities were identified by the attendees as co-production priorities:

- Reviewing school inclusion, including behaviour, policies.
- Developing and introducing travel training.
- Reviewing the Short Breaks offer.

Summary and action planning

The workshop ended with some action planning:

- CDC will share co-production training and e-learning, including the Wirral slides and training.
- CDC will to DfE regarding future sessions with Kent that are focused on planning for embedding the co-production charter across all programmes of work.
- CDC will match the 'What Will We Do' pledges from the Stockport charter and match with the Kent strategic outcomes, for Kent to review and complete any gaps. This will form part of the draft charter.
- Once the draft charter is complete, Kent will hold a consultation via the Comms and Engagement group.

There were also some suggestions of further support that CDC might be able to provide to Kent through the RISE programme. CDC will pick up these conversations with local leaders and Kent's DfE Case Lead.