

# The Warwickshire Co-production Journey

The journey so far...



**WARWICKSHIRE**  
PARENT CARER VOICE



# Warwickshire Vision

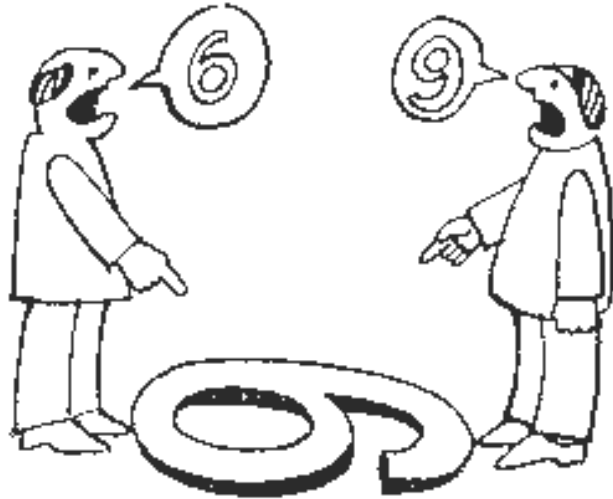
## **Working Together in Participation**

Participation involves children, young people and their families, education, health and care services, decision makers, and partner organisations working together

## **Commitment**

We are committed to the principles of effective participation – guiding the design, development and experience of services





Progress starts  
with listening, which aids  
understanding  
and enables  
better solutions.



# Why?

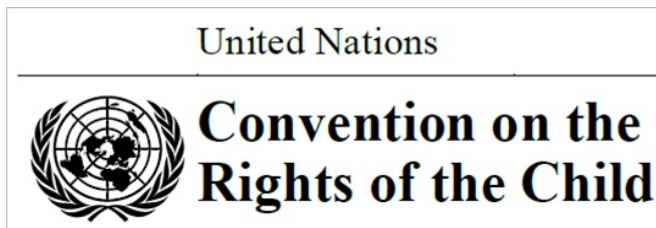
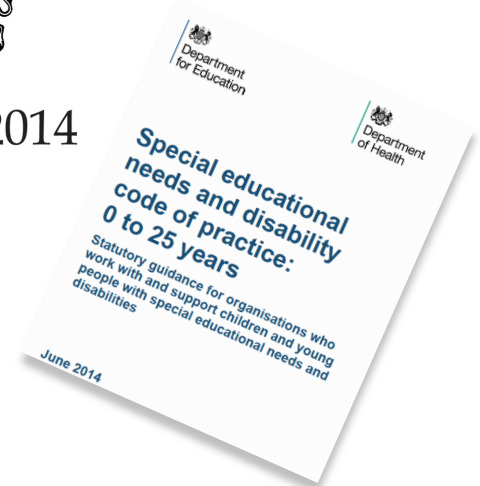
This is underpinned in the legal framework of the Children and Families Act 2014, the SEND Code of Practice 2015, the United Nations Convention on the Rights of the Child 1989, The Care Act 2014, and NHS Act 2006, which all champion the participation of families in decision making



National Health Service Act 2006



Care Act 2014



# Background to the journey

- Warwickshire Parent Care Voice formed April 2021
- [Partnership Agreement](#) signed July 2021
- [SEND Area Inspection July 2021](#)
- [Written Statement of Action](#) January 2022
  - *2.3.1 Develop a Coproduction Strategy with key stakeholders and WPCV*
- Council for Disabled Children workshops Feb-March 2022
- Contact Associates Gail Bedding & Catherine Ratcliffe (who is also Trustee of Rotherham Parent Carer Forum & Director of Genuine Partnerships) delivered Four Cornerstones framework coproduction training:
  - Senior Leaders (26), Managers (30), Managers (26), PCF
  - Training involved parent carers, Education, Health & Social Care staff
- Contact also delivered training for other groups, including school staff leading to the coproduction of the [School Inclusion Charter](#) in November 2022





# DRUMMING





## Define

What is the desired outcome

- A fractured relationship between the local area leaders and the previous parent carer forum resulted in the Forum being disbanded in November 2020.
- The new Parent Carer Voice was launched in April 2021.
- Soon after the SEND area joint inspection took place, this was between the 12<sup>th</sup> of July and the 16<sup>th</sup> of July 2021.
- The Inspection found a number of inconsistencies in the experience of parents and carers of children and Young People with SEND. It also highlighted the extent to which were inclusive was variable.





## Discover

### What strengths already existed in Warwickshire

- The inspection found that there were strengths in that children and young people with SEND generally achieved well across all phases.
- PFA was also a strength within the area. Resulting in a higher than national picture of young people with SEND being in employment.
- In the discovery phase there was a lot to build upon. Working across all areas to develop a consistent approach was obviously needed







## Dream

through dialogue identify what would work in the future

- Recognising past achievements and successes identified in the discovery, **Dream** – through dialogue identify what would work in the future gave rise to imagine new possibilities and envisage a preferred future.
- Warwickshire local area began to explore the 4 Cornerstones Model of Co-production as a way of cementing a common structure across all area to develop a more robust approach to working co productively .
- The area invested in co production training





## Design

What actions could we take together to make our dream a reality

- Using the 4 Cornerstones people began to design the Warwickshire model of Co-production based on the Genuine Partnerships 4 Cornerstones approach.
- Communication and collaboration across all areas helped to design the Warwickshire Charter





## Deploy

How will our design be delivered and how will it become embedded across all services

The deployment of a model of co production with emphasis on the emergence of the charter was achieved due to determination and commitment of all who came together and who recognised the benefits of working together to achieve better outcomes for the children, young people and their families.





## Drumming

Once established and embedded how do we keep it alive

- Recognising the impact of pooling our resources and working together must continue.
- We recognise the need for a journey of continuous improvement so it is essential that we keep sharing the message that Warwickshire is a co productive area.



# Our Approach to Co-production

Four Cornerstones  
of Genuine  
Partnership –  
needed to create  
good quality  
inclusion and  
coproduction



**Welcome & Care**

**Value & Include**

**Communicate**

**Work in Partnership**

**Developing and nurturing  
each of these to build**

**Trust**



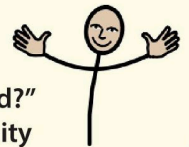
# Welcome & Care

- All voices heard & valued
- Expectations are communicated early and with clarity
- Supportive communities are built in partnership
- Environments feel happy and secure for everyone
- Confidence, well-being and esteem are nurtured
- Strengths and achievements are emphasised
- Responses are always kind

## Welcome and Care

### We will:

- create a welcoming and caring space
- introduce everyone, their role and why they are there
- provide clear purpose for involvement
- outline the commitment needed
- ensure everyone's well-being to nurture confidence and self-esteem
- consider when, where and how activities take place, thinking about the needs and availability of those involved
- always consider "who needs to be involved?" and make contact at the earliest opportunity



# Value & Include

- 'Can do' approach
- Decision making processes involve the people they are about or affect
- Needs identified early and involvement of all partners at every stage
- Information about strengths and shared with all who need to know
- Everyone tries to have the right knowledge, understanding and skills to respond constructively to different strengths and needs
- Responses to individual needs and changing circumstances are creative and flexible
- Everyone is involved in the development of policies, systems

## Value and Include

### We will:

- keep children, young people and their families central to everything we do
- embrace differences and treat everyone with respect, acknowledging different perspectives
- support each other to enable participation
- ensure that everyone gets the information they need when they need it
- listen and value everyone's contributions and work towards shared solutions
- ensure that spaces feel safe for everyone
- ask "who have we missed?" and give them the opportunity to be heard



# Communicate

- Views and involvement are always sought
- Listening is calm and respectful
- Follow up responses are timely and constructive
- Time and space is made available to ensure everyone's voice is heard in a way that suits them
- Information is given in a good time and in an accessible format taking into account individual needs
- Language is positive and constructive
- Agreed actions are regularly reviewed and evaluated with all partners

## Communicate

### We will:

- communicate clearly and honestly
- facilitate discussion and listen to understand, rather than listen to respond
- respond constructively and always with kindness and compassion
- maintain confidentiality as agreed and be clear about what can be shared
- provide information that is easy to understand in accessible formats
- be transparent about what we are doing and why





# Work in Partnership

- There are opportunities for all partners to feedback in order to improve everyone's experience
- Everyone is an equal partner and their contribution is valued
- 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

## Work in Partnership

### We will:

- co-produce how children, young people and families will be involved before we start
- give equal value to the contributions from both lived experience and professional training, evaluating evidence together
- have a 'can do' approach that focuses on understanding and finding solutions
- show willingness to engage with difficult conversations
- understand that the outcome may be a compromise reached through shared understanding and the decisions explained clearly
- acknowledge the contributions of partners including use of logos with consent



Developing and nurturing each of  
these commitments to build

**TRUST**



# Working Together Charter

This Charter was coproduced to outline the principles of how we work together for SEND in Warwickshire.

With definitions to create a common language.

## Working Together Charter for Warwickshire SEND

### Working Together in Participation

Participation involves children, young people and their families, education, health and care services, decision makers, and partner organisations working together

### Commitment

We are committed to the principles of effective participation – guiding the design, development and experience of services

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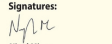
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
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Warwickshire County Council and Coventry and Warwickshire Integrated Care Board recognise Warwickshire Parent Carer Voice and IMPACT (Young People's Forum for SEND) as the strategic partners for children, young people and family voice







**Signatures:**

  
 Nigel Miles  
 Warwickshire County Council

  
 Tracey Pritchard  
 Coventry & Warwickshire Integrated Care Board

  
 Elaine Lamb  
 Warwickshire Parent Carer Voice


  
 Sam Craven on behalf of IMPACT  
 (Young People's Forum for SEND)

## Spectrum of Participation


### Co-production

is where everyone works together, using their skills, knowledge and experience to create better outcomes through shared decision making




### Co-design

is working together with children, young people and their families to share their experience and including their ideas in the outcomes




### Engagement

is asking children, young people and their families about their experiences and discussing ideas




### Consultation

is asking the opinions of children, young people and their families about changes being considered



### Information

is giving children, young people and their families the information they need about services and changes



### Level of Involvement

#### Strategic Level

Policy (rules), Strategy (how) and Service Design (what)

Budgets and Policy decisions are the legal responsibility of the responsible Authority (ICB, WCC)

Directly involve WPCV and IMPACT as strategic partners, and invite other groups as and when agreed (who)

#### Service Level

Working with those who are using or have recent experience of a service(what)

Decisions informed by legislation, strategy and policy

Involve Service Users and Experts by Experience and link in with WPCV and IMPACT (who)


#### Individual Level







Individual children, young people & their families having an influence on their own plans (what)

Statutory Decisions remain the duty of the responsible Authority (ICB, WCC)

Informed by individual children/young people & their families (who)

**Working Together Agreement – Our Commitment**  
(Use this space to add any extra information relevant to you)





Improvements in coproduction are leading to **deep and sustainable culture change** within the Local Authority and there is recognition that **further improvements are needed within health** to ensure this is consistent across the partnership. Collaboration between all partners involved in the work is evident and **the local area is playing to its strengths to maintain pace and ensure ongoing improvement.**



Department  
for Education



Written Statement of  
Action Monitoring  
Meeting October 2022



**Relationships are the key to building the trust** at the centre of our working together charter. It is only through **nurturing these relationships**, between our families, schools, local authority and other partners that we will make a difference for our children and young people. **A commitment to working together is the foundation for facing the challenges** we are presented with and helping our children and young people **progress, achieve and prepare for adulthood**.

Ross, Head of SEND

Coproduction is **critical**; through valuing the energy and commitment of all involved we **learn how to shape services around real people** to maximise the potential of **reducing the inequalities faced by service users and their supporters**. Similarly, **staff feel proud and empowered** to do their best work.

Angela, Chief Medical Officer, ICB

How we work is vital; **it's all about relationships and working restoratively** is an effective way to work with families, **even when circumstances are challenging**. When families are heard and understood, we are able to **build trust and work together to find solutions that work**. There is a commitment to move from **conflict to collaboration**, recognising the value of Children, Young People and Parent Carers' views and the **real benefit of what can be achieved when we work together across the system**.

John, Director of Children & Families





**WARWICKSHIRE**  
PARENT CARER VOICE

Parent Carers said...

"Being involved in coproduction **helps me as a parent feel like my views count for a change.** Even if things don't change a huge amount, **at least they are listening** to what I have to say. Otherwise, I feel like my views are irrelevant to the process."

"It's really helpful to **hear and see** what is happening to try to change things for the better. **Everyone has been professional and prepared to answer questions** we have had etc.

"I feel I could be **doing something good** here."



# Working Together Charter

The Working Together Charter is only the start!

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Warwickshire County Council and Coventry and Warwickshire Integrated Care Board recognise Warwickshire Parent Voice and IMPACT Young People's Forum for SEND as the strategic partners for children, young people and family voice.

**Signatures:**

Mayor of Warwickshire  
Warwickshire County Council

Warwickshire Integrated Care Board

Warwickshire Parent Voice

Coventry and Warwickshire Integrated Care Board

IMPACT

Warwickshire Young People's Forum for SEND

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Work is still needed to get it embedded into all services that SEND families access.

Got to **Keep on Drumming!**



*“Something quite magical happens when people sit down together, talk, listen and work things out. Barriers come down, fear goes out the window and respect, understanding and goodwill takes its place.”*





# Find out more about developing Co-production in your area

There are **information and resources** on Contact's website :

- Free tool [Quality Indicators of co-production framework](#)
- [Co-production video](#)
- Contact also offers an **enhanced offer of support local that** areas can purchase including;
  - Introduction to Co-production workshops
  - Schools Co-Production Charter workshop
  - Workshop on working with parent carers (CPD accredited)
  - Bespoke consultancy support through a Contact Associate
  - VOICES – Co-production process through our partner [Genuine Partnerships](#) - a nationally recognised approach to embed Co-production.

More information on our website [Forum resources \(contact.org.uk\)](#) or contact your Parent Participation Adviser.

