

CO-PRODUCTION CHARTER/VALUES



1. WE RESPECT, CARE AND UNDERSTAND

We respect and care for children, young people, families, and carers, taking time to understand different experiences, what matters to you and the support that helps.



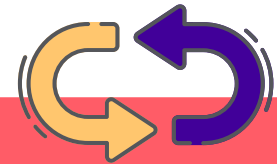
2. WE ARE HONEST, TRANSPARENT, AND CLEAR

We communicate honestly in plain language. We explain what we are doing and why. If we can't do something, we explain why and what we can do instead.



3. WE BUILD RELATIONSHIPS

We know strong relationships built on trust lead to better outcomes for everyone. We want you to feel safe, understood, valued and confident that you matter.



4. WE LEARN AND FEEDBACK

We learn from what is working well and what needs to improve. We value people's time, experiences and insight, and we let you know how your views have influenced change.

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CO-PRODUCTION CHARTER/VALUES



1. WE RESPECT, CARE AND UNDERSTAND

We respect and care for children, young people, families and carers, taking time to understand different experiences, what matters to you and the support that helps.

WHAT CHILDREN, YOUNG PEOPLE, FAMILIES AND CARERS NEED

- Take time to understand who I am: my identity, strengths, and experiences.
- Notice the small things that show you care (my name, interests, relationships, pronouns, worries, important dates etc.).
- Understand how I communicate (this may not be verbally) and get help if you need support to communicate with me.
- Recognise that my views matter, even if they can't always be acted on.
- Speak with me, not about me, when I am present.
- Be kind, calm and patient.
- Make plans with me and the important people in my life.

HOW PROFESSIONALS SHOULD DO IT:

- Approach every interaction with a genuine desire to learn and understand and use a personalised approach so people know they are cared for.
- Plan engagement creatively and work with others to understand communication needs; use specialist support when needed (e.g. Speech and Language Therapists, SENCOs).
- Recognise and challenge stereotypes, assumptions and bias.
- Be aware that some people may have experienced discrimination or difficulties and may need extra support to take part.
- Show empathy and kindness in all interactions.
- Co-create plans/engagement that reflect the hopes, strengths and experiences of the people you are supporting.

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2. WE ARE HONEST, TRANSPARENT, AND CLEAR

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WHAT CHILDREN, YOUNG PEOPLE, FAMILIES AND CARERS NEED

- Be honest with me.
- Explain things in ways I can understand.
- Keep me involved and follow through on what you say you will do.
- Go at a pace that works for me. Repeat things if needed and use visuals or step-by-step explanations. Taking things in can be difficult when I'm worried, distracted or stressed.
- Let me know how long things are likely to take. If exact timescales aren't possible, build in regular check-ins or updates. Waiting without knowing is hard.

HOW PROFESSIONALS SHOULD DO IT:

- Explain decisions clearly, especially when something can't happen.
- Use plain language (following the Language Charter) diagrams, images or examples where helpful.
Check understanding regularly and repeat key information.
- Manage expectations and follow through on what you say.
- Be accountable for actions and decisions.
- Do not leave a conversation or meeting without clear next steps, including timescales where possible.
- Where timescales are uncertain, agree regular check-ins.

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WHAT CHILDREN, YOUNG PEOPLE, FAMILIES AND CARERS NEED

- Help me understand who people are and why they're involved.
- Share a little about yourself - it helps build trust.
- Involve me in decisions about me, including where and when we meet.
- Talk to the important people in my life (e.g. teachers, families, carers etc.) to understand what support works best and how I can share my views.



3. WE BUILD RELATIONSHIPS

We know strong relationships built on trust lead to better outcomes for everyone. We want you to feel safe, understood, valued and confident that you matter.

HOW PROFESSIONALS SHOULD DO IT:

- Share a personal profile of yourself explaining your role and involvement.
- Coordinate with others and share information appropriately to reduce repetition and stress.
- Use creative, flexible and accessible ways to hear people's views.
- Create safe, welcoming spaces where people feel able to communicate openly.
Be mindful of power dynamics and actively support people to participate.
- Make sure people know their rights, including their right to pause or re-engage when they are ready.
- Use trauma-informed approaches in all interactions.

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PACTS

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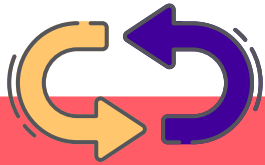
CO-PRODUCTION CHARTER/VALUES

WHAT CHILDREN, YOUNG PEOPLE, FAMILIES AND CARERS NEED

- You have the right knowledge and understanding to support me.
- You learn together about what works well and what needs to be better.
- I understand the difference my views have made.
- I am valued and recognised for my expertise.

HOW PROFESSIONALS SHOULD DO IT:

- Commit to ongoing learning and reflective practice.
- Use audits, feedback and training to improve experiences, ensuring lived experience is central to learning.
- Use both data and lived experience to shape services.
- Make time for staff training and development.
- Value lived experience alongside professional knowledge by actively seeking understanding of SEND and medical needs. Families and carers tell us that while they are experts in their own lives, they want confidence that professionals have a basic understanding of the experiences they are working with, rather than relying on families and carers to educate them.
- Use real stories and experiences in training and service design.
- Create shared practitioner spaces with tools, information and resources.
- Always feedback to people who have shared their experiences, showing the difference it has made to services, training and outcomes.
- Recognise, value and reward people with lived experience for their expertise.



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