

Welcome to the Birmingham SEND Co-production Training

What do you think the term co-production means to you and your organisation? Please use the post it notes to detail your responses

House Keeping



Health, Safety & Wellbeing



Phones on silent



Safe & Confidential Space



Listen and avoid interruptions



It's ok to disagree respectfully



Photo Consent?



Be present, your emails can wait



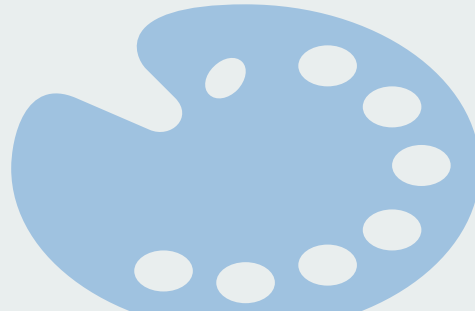
There's no such thing as a silly question



Enjoy the Session!

Ice Breaker & Introductions

Introduce yourselves to one another and feedback an interesting fact such as your hobby, football team, food... etc.



Aims of the session



Define Co-production



Share lived experiences - sensitive and emotive subjects will be discussed during the session



Understand the benefits of working together



Learn about the Co-production Award Scheme

Definition of Co-production

Co-production is about placing equal value on the contributions of children, young people, parents, carers and professionals in making decisions and improving the services received and the experiences and outcomes of those living with SEND in Birmingham'

Co-production, therefore, requires involving people openly and inclusively right from the very start of their experiences with public services, as a means of building and maintaining trust, so that they can contribute fully to the **commissioning, design, delivery and evaluation** of services and outcomes.' 2022



Co-production Framework & Charter

8 Guiding Principles



Trusted and
able to trust



Listened to and
heard



Treated with
transparency
and openness



Fully
communicated
with



Involved



Empowered



Equal



Accountable
and able to hold
to account

The 4 Cs of Co-production - Definitions



Co-commissioning

Involving parents, carers, and young people from the start in decisions about where resources go and how services are planned.



Co-design

Working together to plan and shape services or resources, ensuring they meet the real needs of those using them.



Co-delivery

Sharing the responsibility of providing services by involving parents, carers, and young people in delivering activities.



Co-assessment

Collaboratively evaluate services to identify what's working and what could improve, using feedback from everyone involved.

Working Together document



What parent carers told us they would like from engagement and participation

Consistency of support from one child to another

Support with removing barriers (e.g. cultural, financial, social and technology) that prevent effective engagement

Rather than 'parental blame' we want to be believed, valued, and supported at our point of need

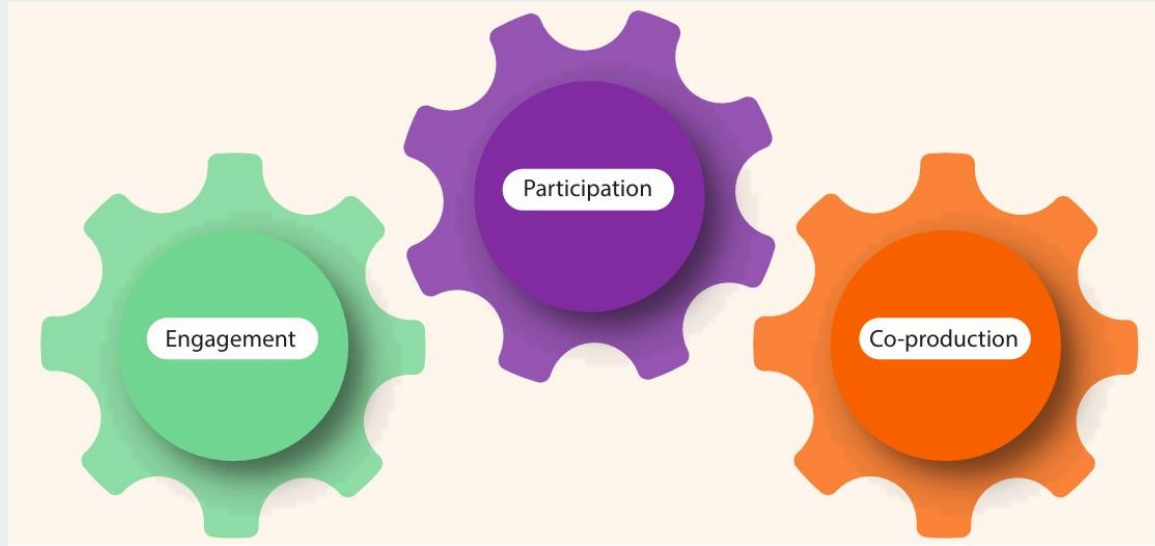
To be kept informed, with honest, transparent, useful, and prompt communication

Openness, understanding and trusting relationships with practitioners

To be able to navigate the 'SEND System' with accessible information

Reasonable adjustments which cater for both my children and my own additional needs

Whole system approach...



- **Greater buy-in:** When people feel genuinely involved, they are more likely to work towards common goals.
- **Diverse perspectives:** Can lead to more creative solutions, innovations and making services more inclusive.
- **Enhanced resilience:** A system that engages all parts of its community is more adaptable to change.
- **Sustainable change:** By embedding engagement into the entire system, changes are more likely to be sustained over time.

Comfort break! (10mins)



Experts by Experience (EBE)



Group Activity

Working with the people on your table, create a practical Co-production Toolkit. Use the category given to identify actions and approaches that help children, young people and parent carers feel heard, valued and involved. Consider how good practice may differ between face-to-face and online meetings and focus on actions that can be consistently applied by your organisation for successful co-production.

Encouraging a Safe Space – How can we ensure everyone feels respected, heard, and comfortable sharing their views?

Warm and Welcoming Environment – What small changes or actions could make meetings and interactions more inviting?

Language and Communication – How can we adapt our language (e.g., avoiding jargon) to be more accessible and empowering?

Planning and Processes – What methods or tools could help involve people at every stage, from decision-making to assessment?



Co-production – Toolkit

Language and communication

- Allow the individual time to process the information, don't rush and give people time
- Make sure you use words that everybody understands and keep the language simple
- Be mindful that parent carers may have additional needs themselves and may require support themselves
- Explain acronyms because there is far too many across the services
- Be mindful of your body language e.g. slouching, messing around with phones
- Be present so that we know that you're listening

Planning and processes

- Be very clear of the purpose of the meeting and the expected outcomes for all involved
- Ensure you have the right communication tools for that meeting/event e.g. PECS, Makaton, BSL signer, interpreter, hearing loop, electronic devices etc.
- Send paperwork out to all invited attendees in advance of the meeting with guidelines if required.
- Make any paperwork simple that anyone can read and understand. Think about the colour of paper
- Review if the meeting/event has met its criteria at an appropriate time e.g. at the end of the meeting, with a follow up call or email when suitable for all parties.

Co-production – Toolkit

Encouraging a safe space

- Make sure no one is left out the conversation
- Don't be afraid to ask difficult questions
- Be open and honest as this is how we build trust
- Don't be afraid to receive difficult feedback and try not to take it personally
- Thank everyone for their time!

Warm and welcoming environment

- Make everybody feel welcome and say hello, how are you?
- Making sure the environment is suitable, accessible and takes reasonable adjustments into account
- Be respectful
- Make sure people understand and can hear you

Co-production Award Scheme Information Pack



**SEND Co-production
Award Scheme**

**INFORMATION
PACK**

**BIRMINGHAM
SEND**

Co-production Award Scheme

The purpose of the Co-production Award Scheme is to:

1. Make a commitment to implement the Co-production Framework Charter across Birmingham.

2. Demonstrate the move from listening to people's Voice to enabling meaningful Action

3. Recognise, measure, and celebrate co-production efforts.

4. Ensure Co-production is integral to daily practice, meeting our legal and statutory obligations.

3 Stages of The Award Scheme

BRONZE

Organisations sign up to the Co-production Framework and Charter, showing their **commitment** to its principles

SILVER

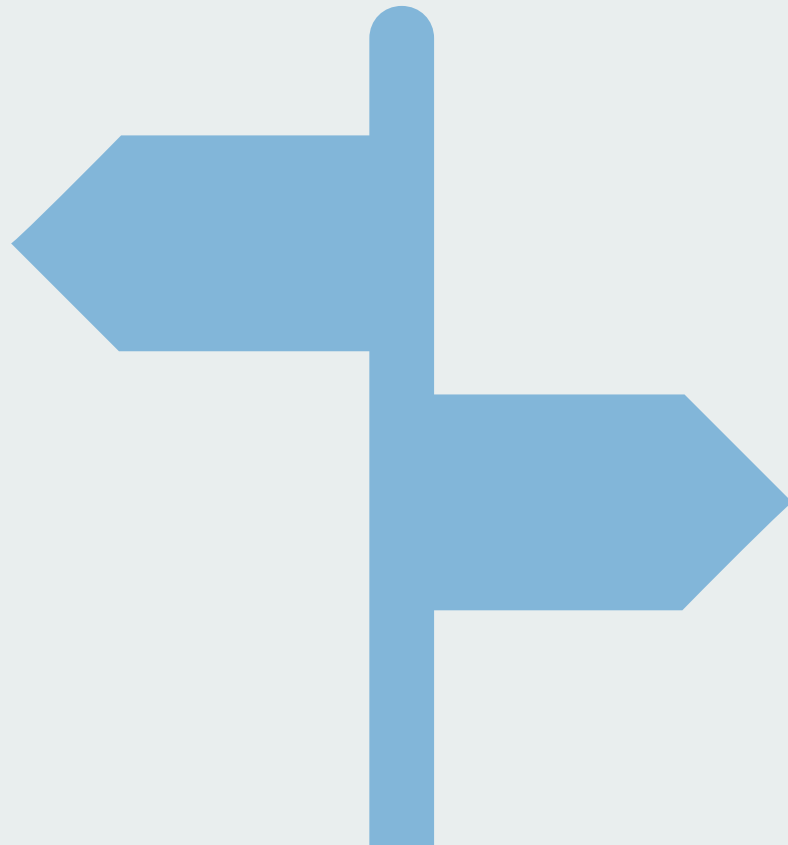
Organisations create an **action plan** covering the 4C's of Co-production: Co commissioning, Co-design, Co-delivery, and Co-assessment.

GOLD

Organisations create an **evidence portfolio** showing how their action plan was implemented and its impact on improving lives.

Next Steps

- Signpost your staff and parent carers to our in-person SEND Co-production training sessions: **SEND co-production training Local Offer Birmingham**
- Sign up to the SEND Co-production Award scheme via the registration form! **Award Scheme - Local Offer Birmingham**
- Tell us what you have done in a months' time by completing this **Engagement - Local Offer Birmingham**
- Join the SEND Co-production Champions Group
- Do you have any suggestions on how we can champion co-production?



Useful Resources

www.localofferbirmingham.co.uk



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www.birminghampcf.org

[Supporting Your Neurodivergent Child](#)



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Co-production Training Evaluation Form

