

BIRMINGHAM SEND CO-PRODUCTION

TRAIN THE TRAINER INFORMATION PACK



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THE AIMS OF THE CO-PRODUCTION TRAINING

The overall aim of the co-production training is to introduce, educate, inform and embed co-production across Special Educational Needs and Disability (SEND) services, children and young people, parent carers and organisations in Birmingham.

The co-production training sessions are fully co-commissioned, co-designed, co-delivered and co-evaluated with young people, parent carers and professionals.

The training has been co-designed to enable a suitable learning environment that promotes the eight guiding principles developed by parent carers set out within the [Birmingham SEND Co-production Framework and Charter](#).

Parent Carers told us they wanted to feel:

- 1 *Trusted and able to trust*
- 2 *Listened to and heard*
- 3 *Like they are treated with transparency and openness*
- 4 *Fully communicated with*
- 5 *Involved*
- 6 *Empowered*
- 7 *Equal*
- 8 *Accountable and able to hold to account*

THE TRAINING SESSION INCLUDES...

INFORMATION EXCHANGE

- Enabling participants to understand what co-production is
- Highlighting the Senior Leadership Team's commitment to co-production across the Birmingham Local Area Partnership
- Bringing to life the Co-production Framework & Charter
- Raising awareness and understanding of the Working Together to Improve Engagement and Participation document

VALUING LIVED EXPERIENCE

- Ensuring that children, young people and parent carers have opportunities to share their lived experiences of how it feels to live with SEND in Birmingham
- Valuing the importance of the voice, engagement and participation of children, young people and parent carers so they are treated equitably
- Provide participants with strategies for creating an environment where co-production can thrive and be meaningful

THE TRAINING SESSION INCLUDES...



FACILITATING DISCUSSION AND REFLECTION

- Focus on the the definition of co-production including the 4Cs (co-commissioning, co-design, co-delivery and co-assessment).
- Share good practice and case studies about co-production
- Consider practical ways to embed the 8 guiding principles of co-production into day-to-day work and routine practice (making it part of “business as usual”)
- Create a safe space for participants to share how this will impact on their roles

NEXT STEPS FOR PARTICIPANTS

- Demonstrate their commitment to co-production by signing up to the [SEND Co-production Award Scheme](#)
- Evidence how co-production supports positive outcomes when working with children, young people and parent carers
- Provide case studies to evidence and promote good practice

THE TRAINER'S ROLES AND RESPONSIBILITIES

As a trainer you are committing to be an active member of the training team. You will deliver a series of in-person multi-agency sessions in the community as required. There will also be monthly catch-up sessions and four in-person 'train the trainer' sessions, two of which you will be required to attend.

The following information outlines the role and responsibilities of a co-production trainer as well as the skills required to be a trainer.

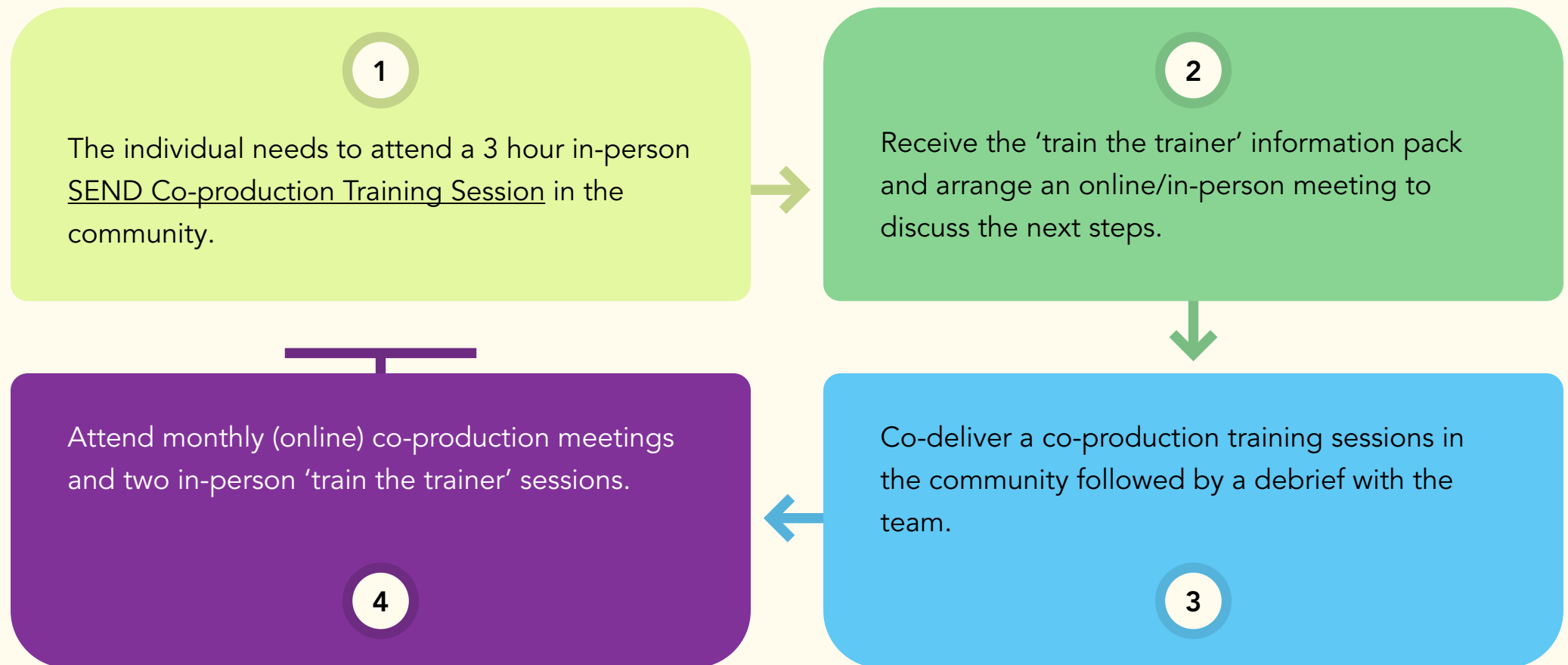
- Understand the needs of the participants and ensuring any reasonable adjustments are made to enable their full participation in the session
- Co-deliver the training sessions which includes presenting the slides and facilitating group discussions and activities
- Be knowledgeable and passionate about co-production and actively promote good practice
- Help set up the room and refreshments and clear away afterwards
- Adhere to the trainer's code of conduct
- You will be informed of the date, location and fellow trainers of your training session and be responsible for organising with the other trainers to ensure all resources are available for the session.
- Review and update the presentation slides as part of the co-production trainer working group
- Evaluate and feedback on the sessions
- Ensure that housekeeping and health and safety information is collected and shared with participants
- Support your co-trainers and ensure that responsibilities are shared equally

SKILLS REQUIRED TO BE A TRAINER

- Active listener
- Engaged and be engaging
- A team player
- Lead group activities and field questions
- Manage difficult conversations
- Accept constructive criticism and reflect
- Friendly and approachable
- Resilient
- Reliable
- Think outside the box
- Think on your feet
- Empathetic
- Communicate clearly
- Organisational skills
- Time management skills



STAGES TO BECOME A CO-PRODUCTION TRAINER



THE STRUCTURE OF THE SESSIONS

The following points detail the structure of the in-person co-production training sessions in the community.

- Three-hour training session with an extra hour for set up, clear up and debrief
- Delivered face to face
- Attendees can arrive 30 minutes before the session
- Numbers: minimum of six and a maximum of thirty, depending on room size
- Prepare refreshments
- Delivered by a minimum of two trainers, (appropriate to the number of attendees) one of whom must have SEND lived experience



RESOURCES TO DELIVER THE TRAINING

In order to deliver the training effectively, the trainers will need to provide:

- A laptop with the presentation
- A projector or TV screen
- A HDMI cable
- Boxes of training resources which include:
 - › Refreshments
 - › Cups, plates and spoons
 - › Print outs of the [Co-production Framework and Charter](#)
 - › Print outs of the [Working Together to improve engagement and participation document](#)
 - › Print out of the [Co-production Award Scheme Information Pack](#)
 - › Print outs of the slides and notes
 - › Post-it Notes
 - › Flipchart
 - › Flipchart paper and pens
 - › Registration form (attendees)
 - › Ice-breaker resources
 - › Evaluation QR code printout
 - › Sensory resources

EVALUATING THE TRAINING

PARTICIPANT FEEDBACK AND EVALUATIONS

The participants use a QR Code to provide their feedback on the content, the trainer's engagement and presentation styles, next steps, venue, accessibility and the organisation of the day.

Participants can also complete a hard copy of the evaluation form.

THE TRAINER'S REFLECTION ON THE SESSIONS

After the training session, the trainers debrief and reflect on what worked well and what could be improved.



THE LIVED EXPERIENCE TRAINER

Lived Experience Trainers bring a unique and highly valued perspective to Birmingham SEND Co-production Training. Alongside other trainers, they help deliver the agreed learning outcomes.

All trainers, including those with lived experience, are encouraged to support the smooth running of sessions through practical tasks where appropriate, such as setting up the room and helping with refreshments.

Lived Experience Trainers bring learning to life through their personal experiences and insights. Their real-life stories help participants develop a deeper understanding of the experiences of children, young people and families with SEND, encouraging reflection, challenging assumptions and strengthening the connection between learning and practice.

GUIDANCE FOR LIVED EXPERIENCE TRAINERS

- Share personal experiences that are relevant to the topic being explored.
- Use examples that reinforce the key messages and intended learning outcomes of the session.
- Work collaboratively with fellow trainers and follow the agreed session plan, including timings and facilitation guidance.
- Consider the level of personal information shared and avoid disclosing more than feels appropriate or necessary.
- Recognise that while your experiences are important and valuable, others may have different perspectives and journeys.
- Your wellbeing is important to us. If, after sharing your feedback, you would like some time out or additional support, members of the wider team will be available to support you.

- Attend planning meetings and contribute to preparation activities before the training takes place.
- Take part in post-session review discussions and be open to giving and receiving feedback to support continuous development.

RECOGNISING THE VALUABLE CONTRIBUTIONS OF TRAINERS

Birmingham SEND Co-production Trainers and Lived Experience Trainers make an invaluable contribution to improving services, strengthening partnerships and embedding co-production across the city.

Through their knowledge, skills, dedication and willingness to share their experiences, they help ensure that the voices of children, young people and families remain at the heart of decision-making and service development.

Their commitment to learning, collaboration and positive change helps build greater understanding and confidence among professionals, parent carers and partners across Birmingham.

In recognition of these important contributions, all trainers will be presented with a Birmingham SEND Co-production Trainer badge or a Birmingham SEND Co-production Lived Experience Trainer badge.

These digital badges can be proudly displayed in email signatures, letterheads and other professional communications as a visible symbol of their expertise, commitment and contribution to advancing co-production across Birmingham.

The badge designs shown below celebrate the unique skills, experience and dedication that trainers bring to creating positive change for children, young people and families with SEND.



CODE OF CONDUCT FOR TRAINERS

1. Purpose of this Code of Conduct

This Code of Conduct sets out the expected standards of behaviour and practice for all individuals who deliver, support or contribute to the Birmingham SEND co-production training sessions.

The training programme is delivered in person, within community settings, and brings together parent carers, young people and professional from education, health, social care and the voluntary sector. All trainers have a responsibility to model the values of co-production in both content and conduct.

This code supports the commitments and principles outlined in the Birmingham [SEND Co-production Framework & Charter](#) which underpins the aims of the Birmingham SEND Co-production Training.

2. Core Principles

All trainers must work in line with the following principles:

- Equality, equity and mutual respect – recognising that lived experience and professional expertise are equally valuable
- Co-production as standard practice – working with people, not to or for them
- Psychological safety – creating spaces where people feel safe to contribute honestly
- Accessibility and inclusion – removing barriers to participation wherever possible
- Transparency and accountability – being open, reflective and responsive

3. Professional Conduct and Behaviour

All trainers are expected to:

- Act professionally, respectfully and courteously and with integrity at all times
- Treat all participants fairly, regardless of role, background or lived experience
- Avoid language or behaviour that could be perceived as dismissive, patronising or exclusionary
- Be mindful of power dynamics, particularly between professionals and parent carers or young people
- Model the behaviours and attitudes expected of co-productive practice
- Adhere to our housekeeping rules at the start of sessions
- Encourage balanced participation and avoiding dominance by individuals or professional groups

Any form of discrimination, harassment, intimidation or inappropriate conduct will not be tolerated.

4. Language, Communication and Accessibility

All delivery should be accessible and inclusive. This includes:

- Using clear, plain language and avoiding unnecessary jargon
- Explaining acronyms and system terminology
- Being open to challenge and clarification and avoiding conflict and defensive behaviours
- Using examples that reflect a range of SEND experiences
- Supporting different learning styles and communication needs

Trainers should stay attentive to signs that indicate their content or language may need to be adjusted during the session.

5. Co-production in Practice

Those delivering or supporting training are expected to:

- Model co-production through facilitation style and interaction
- Share power appropriately with co-trainers, parent carers and young people
- Avoid positioning themselves as the “expert voice” above lived experience
- Encourage reflection, dialogue and shared learning rather than instruction alone
- Be sensitive to signs of discomfort or distress. Offer breaks, quiet spaces, or opt-out options as needed.
- Acknowledge when feedback or challenge highlights areas for improvement

This reflects Birmingham’s commitment to moving from listening to action in co-production practice.

6. Safeguarding, Boundaries and Confidentiality

Trainers must:

- Maintain appropriate professional boundaries at all times
- Respect confidentiality and not share personal information disclosed during sessions
- Be clear that training spaces are not forums for individual casework
- Follow agreed safeguarding procedures if concerns arise
- Know how to escalate issues appropriately and proportionately

All safeguarding concerns must be handled in line with SEND Local Area Partnership policies and procedures

7. Accountability and Feedback

All trainers are expected to:

- Be open to feedback from participants, co-trainers and organisers
- Reflect on practice and seek continuous improvement
- Raise concerns about conduct, safety or inclusion promptly
- Participate in debriefs or reflective discussions where requested

Concerns about conduct may be addressed through discussion, additional support, or withdrawal from delivery where necessary, and through discussions with the local area partnership team.

8. Commitment

All trainers and delivery support staff must confirm that they:

- Have read and understood this Code of Conduct
- Agree to uphold its principles and expectations
- Will contribute positively to the delivery of Birmingham SEND co-production training

ADDITIONAL INFORMATION FOR TRAINERS

ENCOURAGING PARTICIPATION

- **Use First-Name Introductions:** Avoid role-based introductions to reduce hierarchy. This helps everyone feel valued for their perspective, not their job title.
- **Small Group Work:** Break into smaller groups for discussions or activities to encourage everyone to have a say.
- **Key thoughts and reflections:** Offer opportunities for participants to share their thoughts and reflections via a QR code at any point of the session. (Ensure the QR code is available on both slides and tables).

FOSTERING A SAFE AND INCLUSIVE ENVIRONMENT

- **Model Respectful Behaviour:** As trainers, demonstrate attentive listening, inclusive language, confidentiality, and value different communication styles and levels of confidence
- **Acknowledge Lived Experience:** Validate and respect the diverse experiences participants bring, especially those of young people and parent carers.
- **Trauma-Informed Practice:** Be sensitive to signs of discomfort or distress. Offer breaks, quiet spaces, or opt-out options as needed.
- **Accessibility and reasonable adjustments:** Ensure the venue, materials and activities are all accessible (e.g., larger print, easy-read, physical access).

MANAGING CHALLENGING SITUATIONS

- **Redirect Dominant Voices:** Thank vocal participants for their input, then invite others to share: 'Let's hear from someone who hasn't spoken yet.'
- **Handle Disruptions Calmly:** Address disruptive behaviour privately if possible, maintaining the group's wellbeing.
- **De-escalate Tension:** If conflict arises, pause the discussion, acknowledge differing views, and guide the group back to shared goals.



MANAGING HOUSEKEEPING RULES

- **Housekeeping:** At the start, go through the housekeeping rules (including fire alarms and toilets etc).
- **Maintaining expectations:** If needed, gently remind the group and refocus on agreed expectations.



VENUE CRITERIA

When looking for a venue to host a co-production training session, it is important that it meets the following criteria:

- Capacity for up to 30 people
- Ideally, free onsite parking or ample nearby street parking
- Wi-Fi access for presentations
- A large TV screen, HDMI input for a screen, or data projection with an audio system
- Access to a flipchart stand and paper
- Use of kettles and an urn for hot drinks
- A table and space for serving hot and cold drinks, with cups or mugs, if not able to serve from the kitchen
- Flexibility with room layout (cabaret style) for 3 to 4 tables and chairs for roundtable discussions
- Adjustable heating and lighting if possible
- Good acoustics (minimal echo or background noise)
- Easily accessible and convenient to find with accurate SatNav directions
- Fully accessible for all attendees including accessible toilets
- Technology in place in advance of the session
- Signing in and out of the building procedures and information on the fire assembly point

THE BIRMINGHAM SEND LOCAL AREA PARTNERSHIP



The Birmingham SEND Local Area Partnership is a group of public service organisations that support SEND children, young people and their parent and carers.

Visit each of their websites to find out more about how they support families in Birmingham!

https://linktr.ee/Birmingham_SEND_Partnership

