

How we will work together Co-Production Charter.

JUST SAY Parent Carer Forum jointly with the London Borough of Barking & Dagenham (B&D), Northeast London Integrated Care Board and NEL Foundation Trust.

**Nothing About Us,
Without Us.**

This Co-production Charter sets out how B&D Council and Health (both those delivering services and those commissioning health provision) will work closely with local families who have a baby, child, or young person with a disability and/or additional need (often called SEND) to constantly improve services to meet local needs.

The Charter has been developed by the Parent Carer Forum (JUST SAY www.justsayforum.online) with colleagues from the council, health, and voluntary sector.

Co-production means working as equal partners from the earliest opportunity with babies, children, young people, and their parent carers who use services. This is at an individual/family level, a service level and also at a strategic level - where we will be designing services, deciding which ones to buy in (called Commissioning) and making sure that they are of the highest quality and meet local needs.

We used the **Rotherham Genuine Partnerships** model (www.genuinepartnerships.co.uk) as our starting point for our conversation. Trust is built on the basis of being Welcoming & Caring, Valuing & Including all, Communicating Effectively & Working in Partnership.

We believe that we have strength in coming together. We all need to work on solutions and improvements constantly which means having daily conversations so that we can make that real difference. We value all of our diversity and differences.

We all support the hopes and aspirations of the Council for all our children and young people to:



Welcome and Care

We will:

- > Always have introductions
- > Acknowledge that the baby, child, or young person's family have the lived experience and expert knowledge
- > Show compassion and understanding
- > Ask the parent carer how we can express their views
- > Take a holistic approach to the family, parent carers and baby, child and/or young person
- > Have a child centred focus
- > Actively listen to parent carers, child, young person and include siblings
- > Repeat and clarify (check out) information
- > Share experiences
- > Note and record information
- > Address the young person's lived experience
- > Ensure we get the person's name right
- > Acknowledge that English is not always someone's first language
- > Acknowledge parent carers may have their own needs
- > Be creative and adaptable.

Value and Include

We will:

- > Give as much notice as possible for meetings
- > Make sure the paperwork is understandable – use easy read, visual images and/or translate
- > Look for ways to offer reward and recognition to those volunteering their time and expertise
- > Check that we are not just ticking a box or getting a token contribution – have genuine involvement of everyone
- > Not make judgements or assumptions
- > Value parent carers, babies, children and young people's experiences and knowledge
- > Have a timely response and follow up
- > Make sure we have parent carers and young people's consent to share information
- > Have open and honest communication
- > Be solution focused, come up with ideas (what can be done to improve things)
- > Develop different ways to both gather and share information (for example use posters in print and online) to make sure we meet everyone's needs.

Communicate

We will:

- > Hold meetings at times that parent carers can attend
- > Make sure that we are as jargon free as possible. Explain any terms/three (or more) letter acronyms – and make it OK to ask.
- > Tell everyone what has happened as a result of feedback/ consultation – give timely feedback
- > Be clear on how to access information on what is available, this includes having accurate and up to date information on the Local Offer website www.localoffer.lbbd.gov.uk
- > Explain why things are done a certain way – the process (how things work), any eligibility criteria (who can get services) and thresholds (are there limits/priorities)
- > Ensure information is available and shared in community spaces such as A&E, Job Centres, Schools, GP Surgeries, Disability Hubs
- > Have continuous communication – regular, consistent, accurate, not out of date, transparent
- > Be accessible – telephone access – named officers/professionals, contact details
- > Check in from time to time – how are we doing? Be open to feedback.

Work in Partnership

We will:

- > Work across all sectors and in all areas and with families to include any service provision, how things should work (often described as Pathways in health) and where services need to be resourced to meet local needs
- > Involve parent carers in recruitment of key staff
- > Ensure staff have the skills, knowledge, and support to do their job well and are working to professional standards
- > Work to identify gaps in information and areas for development
- > Support training needs of parent carers and young people building on confidence levels to be able to participate and engage fully
- > Ensure meetings are confirmed in advance and have agreed aims – have agreed measures of success and impact (what difference will it make by everyone contributing)
- > We will co-produce from start to finish and then review progress together
- > Link with the Youth Forum to encourage participation in co- production.

Signed on behalf of Partners

JUST SAY FORUM CHAIR	LOCAL AUTHORITY DIRECTOR C&F	HEALTH INTEGRATED CARE DIRECTOR
Jaime Porstendorfer	Elaine Allegretti	Melody Williams
Signature	Signature	Signature
Name	Name	Name
Date	Date	Date

Feedback

If you have any thoughts or comments on this Co-production Charter we would like to hear from you.

What is your direct experience of Co-production?

What would make it better?

Please email justsaybdforum@gmail.com or Text **07936 851199**.

We will review this Co-production Charter from time to time with all our partners.

We will give updates on our FaceBook page and also on the website www.justsayforum.online

Thank you for reading.