

Bedford Borough's Co-production Charter

For children and young people with special educational needs and disabilities

What is co-production?

Co-production means working with people who use services as equal partners in design, development, commissioning, delivery and review of services to create better outcomes.

There are lots of reasons why we should co-produce:

- It leads to better services that improve people's lives
- It creates more effective and efficient services that save money
- There is a legal requirement to co-produce in the Children and Families Act, the Care Act and in the NHS Constitution.

This co-production charter lays out five principles that all parties will use to work together in the right way.

We listen to everyone

We take the views of all parents, children, young people and practitioners seriously.

No one should feel that they have to fight to be heard.

We empower people

We share the information everyone needs to know to take part in decision making.

We provide support and advice where needed.

We co-produce from start to finish

We set the scope, agenda, key decisions and review progress together. Everyone is invited to the right meetings and made to feel welcome.

We are person centred and solution focused

We do not put barriers in the way of good ideas and do not hide behind policy and protocol for reasons why things cannot be done.

Everyone is enabled to take part

We make sure that everyone can participate: meetings are held at convenient times, accessible venues are used, interpreters are arranged.

Co-production should happen at all levels of service delivery:

- **Individual** - we take a person centred approach
- **Operational** - we deliver services in a way that works for the community
- **Strategic** - we take all big decisions in partnership

