

TOGETHER WE CAN

Bristol's Co-production Charter

Our commitment to the way we provide support and services for children and young people with special educational needs and disabilities in Bristol



Welcome to our Co-production Charter, which outlines how families and local area education, health and social care services will work together in Bristol.

By signing this charter, we pledge to integrate co-production principles into the core of our services.

We recognise the invaluable contribution of lived experiences, and we are dedicated to building trust through collaborative efforts.

This charter is our commitment to actively listen to the insights, ideas, and innovative perspectives of families and partners.

Together, we will shape and enhance the long-term outcomes for children and young people with special educational needs or disabilities (SEND) across Bristol.

This charter is more than a symbolic gesture, it is a collective promise to work hand-in-hand, placing collaboration at the forefront.

Through shared efforts, we want to create a brighter and more inclusive future for children and young people with SEND in our community.



OUR CORE PRINCIPLES



COLLABORATION



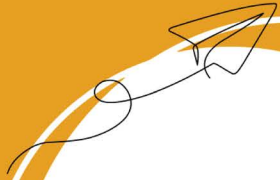
CONFIDENCE



RECIPROCAL
EMPOWERMENT



COMMUNICATION



CARE





COLLABORATION

ACTIVE PARTICIPATION FROM ALL PARTNERS. REACHING OUT AND SHARING RESPONSIBILITY TO ENSURE SERVICES MEET THE DIVERSE NEEDS OF OUR COMMUNITIES.

Collaboration means an active, inclusive partnership between families and Bristol's education, health and social care services. These services are shaped collectively through active engagement, shared decision-making and co-design.

Our commitment to inclusivity means we will engage with a diverse range of parent carers to actively contribute to co-production. To achieve this, we will work to understand all partners, including their individual and organisational needs and differences.

Why?

COMMUNITY
ENGAGEMENT
AND OWNERSHIP

DIVERSE AND
WIDE RANGE OF
PERSPECTIVES

COLLABORATIVE
USE OF
RESOURCES

UNDERSTAND
NEED AND
CREATE
SOLUTIONS

How?

COMMUNITY
CONNECTIONS

MAKING
DECISIONS
TOGETHER

WORKING
TOGETHER AS A
LOCAL AREA

UNIFIED
APPROACH



CONFIDENCE

DEVELOPING TRUSTING RELATIONSHIPS THAT GIVE EVERYONE THE CONFIDENCE TO EXPRESS THEIR AUTHENTIC PERSPECTIVES

Confidence enables us to openly discuss challenging topics, allowing diverse viewpoints to be heard and understood. This promotes transparent discussions and strengthens our shared decision-making. To maintain confidence, individuals from various backgrounds, communities and with different needs will be supported to feel safe expressing their views and experiences. Families and Bristol's education, health and social care services will have confidence in the honest and good intentions of each other and can trust that their own good intentions will be recognised.

Why?

STRENGTHENS
RELATIONSHIPS,
BUILDS TRUST

WIDENS
ENGAGEMENT

ACTIVE
PARTICIPATION

REASSURES
SEND
COMMUNITY

How?

INCLUSIVE
INVOLVEMENT

MUTUAL
UNDERSTANDING

RECOGNITION
AND
APPRECIATION

TRAINING AND
SUPPORT



COMMUNICATION

FOSTERING AN OPEN, RESPECTFUL DIALOGUE THAT ENSURES EVERY VOICE IS HEARD AND VALUED, CONTRIBUTING TO DECISION-MAKING AND ENRICHED OUTCOMES.

At the earliest opportunity, we all actively listen and hear from those telling us their views. We will ensure all communication is open, transparent and respectful. We will use positive language and give voice to diverse perspectives.

Striving to be inclusive for all voices, including those seldom heard, will have an impact on making sure all services and support are accessible and equitable.

Why?

**EFFECTIVE AND
STRENGTHENED
DECISION
MAKING**

**INCLUSIVE
PARTICIPATION**

BUILDS TRUST

**RESPONSIVE AND
COLLABORATIVE
CULTURE**

How?

**CLEAR AND
APPROPRIATE
COMMUNICATION
CHANNELS**

**DIVERSE AND
ACCESSIBLE
ENGAGEMENT
STRATEGIES**

**HONEST AND
TIMELY
COMMUNICATION
AND FEEDBACK**

**ADAPTING
FLEXIBLY TO
MEET NEEDS**



CARE

A COMMITMENT TO AN INCLUSIVE. SUPPORTIVE ENVIRONMENT VALUING THE WELL-BEING AND EXPERIENCES OF ALL.

We care by looking after each other. We actively seek to understand, think about and support one another. We acknowledge existing power imbalances and ensure each participant's voice is a valued partner when making decisions.

Our charter goes beyond consultation, embracing a holistic approach that prioritises the well-being and experiences of all involved.

Why?

IT IS AN
ESSENTIAL
HUMAN NEED

QUICKER AND
BETTER
OUTCOMES

IMPROVE
QUALITY OF
SERVICES AND
EXPERIENCES

ENSURE
INCLUSIVITY AND
EQUITY

How?

ENCOURAGE
DIVERSE
PERSPECTIVES

GIVE PEOPLE
TIME TO TALK
AND LISTEN

FAIR AND
HOLISTIC
DECISION
MAKING

CELEBRATE
ACHIEVEMENTS



RECIPROCAL EMPOWERMENT

BUILDING CONNECTIONS THAT EMPOWER US TO CONTRIBUTE AND GAIN STRENGTH FROM WORKING TOGETHER, TO FIND POSITIVE SOLUTIONS FOR FAMILIES, CHILDREN AND YOUNG PEOPLE.

Bristol's families, education, health and social care services empower each other. We create shared values and principles, generating a reciprocal relationship, to influence the services that the community needs.

By working together, the voice of parent carers directly influences how children remain the focus of our work.

Why?

SHARES
EXPERTISE AND
BUILDS TRUST

REPRESENTATION
FROM ALL
INVOLVED

NEW SOLUTIONS
THAT WORK FOR
FAMILIES

DRAWING ON
RESOURCES IN
THE MOST
EFFECTIVE WAY

How?

ON-GOING
INVOLVEMENT OF
FAMILIES FROM
THE START

RECOGNITION
AND DRAWING
ON EXPERTISE

BUILT-IN,
REGULAR
OPPORTUNITIES
TO FEEDBACK

TRANSPARENT,
EFFECTIVE AND
CLEAR
COMMUNICATION

BRISTOL CO-PRODUCTION CHARTER

genuine understanding
BE OPEN

partners

COLLABORATION



belonging

Find a way NOT AN EXCUSE

you said we did

CARE

think about meeting times



believe



commitment

MAKE SURE THAT ALL PARTNERS ARE INVOLVED AND ACCOUNTABLE

EQUALITY

connection

EVERY JOURNEY NEEDS A FIRST STEP

accessibility

Together We Can!



relax



CONFIDENCE



Practice makes PROGRESS

TRUST the PROCESS

Team

Be Kind

START

INVOLVES FAMILIES AT THE EARLIEST OPPORTUNITY

RECIPROCAL EMPOWERMENT



sorry

responsive not reactive

TRY AGAIN

COMMUNICATION

hello

make time

enable quieter voices

active listening

BE CLEAR & TRANSPARENT

strategy



openness

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