



# 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

openness

Practice makes PROGRESS

TRUST the PROCESS

Team

Be Kind.

enable quieter voices

active listening

BE CLEAR & TRANSPARENT

strategy

CONFIDENCE

ACCOUNTABLE

sorry

responsive not reactive

TRY AGAIN

COMMUNICATION

hello

make time

RESPECT

relax

START

INVOLVES FAMILIES AT THE EARLIEST OPPORTUNITY

RECIPROCAL EMPOWERMENT

MAKE SURE THAT ALL PARTNERS ARE INVOLVED AND ACCOUNTABLE

EQUALITY

connection

EVERY journey NEEDS A first STEP

accessibility

Together We Can!

partners

COLLABORATION

commitment

Find a WAY NOT AN EXCUSE

CARE

belonging

you said we did

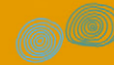
think about meeting times

believe

LET'S DO OUR BEST

never doubt yourself

BE OPEN



# SIGNED BY



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