Nottingham City
Co-production Charter



Working together with children, young people, families and partners



Welcome & Care

We create a welcoming and safe environment for all

Value & Include

We value everyone and ensure everyone is included

Communicate

We communicate clearly, listen and act on feedback

Work in Partnership

We work together to achieve better outcomes

— Building Trust —

Co-Production in Action

Co-production is how we work together as equal partners, building trusting relationships where everyone's knowledge, experience and expertise is valued.

FOUR CORNERSTONES OF GENUINE PARTNERSHIP

1. WELCOME & CARE

We create a safe, welcoming space where everyone feels valued, respected and cared for.



2. VALUE & INCLUDE

Every voice matters. We value different experiences, knowledge and perspectives.



3. COMMUNICATE

We listen, share information openly and communicate clearly, respectfully and regularly.



4. WORK IN PARTNERSHIP

We share power and responsibility, make decisions together, learn together and strive for better outcomes.



Our Shared Commitments

Early Involvement
Involving people early, before solutions or decisions are fixed.

Equal Value
Lived experience and professional expertise are equal and complementary.

Inclusive Participation
Actively seek diverse voices and make participation accessible to all.

Honesty and Transparency
Clear communication, being honest about constraints and decisions.

Feedback and Impact
Show what people said, what changed and why.

Accountability and Review
Review progress, monitor impact and report openly.

In adopting this Co-Production Charter, we will:

Welcome and Care

We will create a safe, welcoming space where everyone feels valued, respected and cared for.

You will feel/see that:

- All voices are heard and valued
- We will all feel welcome
- We proudly share the message to others that we want them to feel welcome
- We will feel included and able to contribute
- Environments will feel happy and safe for everyone
- Everyone will be invested in the shared vision
- We will understand that different people may need different things to support them
- We know that families and children and young people may need to contribute in spontaneous ways
- We recognise and welcome those with visible and hidden disabilities

In adopting this Co-Production Charter, we will:

Value and Include

Every voice matters. We value different experiences, knowledge and perspectives as expertise.

You will feel/see that:

- We will all feel able to contribute
- We will all listen carefully to others
- Decision making processes will involve the people they are about, or affect
- We will encourage each other to offer our views, values and opinions
- We will respect and listen to differing views, even if we do not agree
- We value diversity as it would be boring if we were all the same
- Responses to individual needs and changing circumstances are creative and flexible
- We will have the opportunity to contribute to decisions for individuals, services and SEND strategic practice



In adopting this Co-Production Charter, we will:

Communicate

We listen, share information openly and honestly, and communicate clearly, respectfully and regularly.

You will feel/see that:

- Time and space will be made available to ensure everyone's voice is heard in a way that suits them
- Information is given in good time and in an accessible format taking into account individual needs
- We will give space and breaks when communicating with others if they need it
- Listening is calm, respectful and follow-up's will be in a timely and constructive manner.
- Conversations will be two way, open, honest and kind
- We use friendly language when we are communicating with each other, we are not patronising, we do not use sarcasm
- We will discuss the best ways to communicate with each other
- We will use visual communication aids for those who need it to support their understanding



In adopting this Co-Production Charter, we will:

Work in partnership

We share power and responsibility, make decisions together, learn together and strive for better outcomes together.

You will feel/see that:

- Everyone is a stakeholder
- There are opportunities for all stakeholders to feedback in order to improve everyone's experience
- We can problem-solve more effectively as a team
- Everyone's contribution is equal and it will be valued, supported and listened to
- We will all play a part in achieving the better outcomes
- We will respect and listen to differing views, even if we do not agree
- We value diversity as it would be boring if we were all the same
- Responses to individual needs and changing circumstances are creative and flexible
- We will recognise the time pressures of each other's commitment

A Common Co-Production Process

Working together at every stage

1 **Identify together**

2 **Plan together**

3 **Develop together**

4 **Decide together**

5 **Implement together**

6 **Review and learn together**

A shared, ongoing process

