

Co-production with parent carers and young people

How do you identify next steps in embedding co-production in your Local Area?

A VOICES co-production process could be your answer

Co-production is a particular way of working, unique to each context, and requires careful nurturing. You can't simply plant one model of co-production and expect it to thrive, which is why it is so hard to replicate. But you're not alone. Every Local Area has a responsibility under section 19 of the Children and Families Act 2014, and in considering their Ofsted / CQC joint local area inspection, to face this question.

The good news is that Local Areas can now embark on a transformational **VOICES co-production process** with Genuine Partnerships, a skilled and experienced team of parent carers, service practitioners and young people working in partnership with Contact. Initially as a Lamb innovative project, the team created the Rotherham Charter in 2011, praised as national best practice and an influence on the 2014 SEND reforms. After successfully modelling and promoting co-production locally the team launched nationally in 2016, the principles of the Charter becoming the Four Cornerstones of Co-production adopted by Voices: *National Alliance for Local Area Partnership Working* as a measure for how Local Areas are doing when it comes to co-production, and in identifying next steps on the journey to embedding co-production in culture and practice. This work has been recognised by the Department for Education and NHS England.



The VOICES model is built around Genuine Partnerships' Four Cornerstones of Co-production

What Local Areas say about VOICES

"Now we know what we need to aspire to! ... so that co-production becomes a way of life"

"It was immensely helpful to have such a positive team working with us ..."

"I thoroughly enjoy working with you and colleagues, your response to me is hugely helpful"

"The work in Rotherham is inspiring."



What difference will the **VOICES** process make to your Local Area? Practical and learning outcomes

- ✓ Through a process of joint reflection and activity with key SEND partners in your Local Area you will know how well you are doing when it comes to co-production
- ✓ You will have a report providing an evidence-base that authentically represents the voices of local young people, parent carers and practitioners to provide a basis for your co-productive next steps and action plan
- ✓ Building upon strengths, positive relationships and partnerships will generate greater mutual understanding and strengthen co-production within your Local Area's culture and ethos
- ✓ Commitment to the **VOICES process** is likely to bring positive recognition from the *VOICES: National Alliance*

About **VOICES**

Creating more meaningful relationships between parent carers, young people and practitioners is at the heart of the **VOICES process**. Your team will actively demonstrate the positive psychology implicit within the Four Cornerstones model and demonstrate how co-production can work successfully. By working together with local SEND partners, prioritising parent carer and young persons' voice, the team will create the ideal context for Local Area shared reflection and co-production transformation. Application of narrative principles will help identify key local SEND stories and a better understanding of SEND experience.

Combining this process with access to the Four Cornerstones co-production audit tool, informative, practical training and co-productive activities, you will be able to gauge where you are as a Local Area when it comes to co-production, action-plan together next steps for building upon your good practice and strengthen trust across all of the networks and relationships within your world of inclusion. You'll see how embedding co-production in this way will enhance and improve everybody's experience.

Activities on offer within the **VOICES** process

- ✓ regular consultations and communications with your Local Area team
- ✓ access to the Four Cornerstones co-production audit tool
- ✓ focus groups with all your key partners adopting narrative-based methodology
- ✓ analysed transcriptions of the focus group narratives
- ✓ a **VOICES** co-production awareness-raising and relationship-building event involving all key partners
- ✓ co-production action-planning activities based on the Four Cornerstones
- ✓ a comprehensive feedback report
- ✓ follow-up consultations/activity supporting next steps and action planning

Reflecting the co-production involved in **VOICES**, some Local Areas fund this work as a three-way partnership involving the Local Authority, CCG and Parent Carer Forum. Parent Carer Forums might consider using Department for Education grant funding for their contribution to **VOICES** activity, or apply for an additional Discretionary Grant to support VOICES work in their Local Area.

The Genuine Partnerships team is happy to discuss the **VOICES process** with you in more detail. However, it is understood that as Local Areas, you may be at different points in your co-production journey and that a different **VOICES** package might better respond to your needs at this stage. If preferred, the team will be able to work together with you to create a bespoke **VOICES** alternative (also see **VOICES Consultancy and other Options flyer**).

Do contact Eva for more details:

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What is involved in the full **VOICES** process and what difference will it make to your Local Area? (includes breakdown of costs)

Stage of the process	What to expect from Genuine Partnerships	What the Local Area needs to do	The difference it will make to the Local Area (Outcomes)	Cost
<p>Stage 1 Building VOICES Consultation (learning conversations) and regular communications, making use of the Four Cornerstones audit tool</p>	<p>A practitioner and parent carer or young person will participate in communications with the Local Area team including at least 1 consultation session (virtual or face to face depending on distance) supported by regular telephone/email conversations (1 or 2 each week for approximately a 6-week period).</p>	<p>It is important the Local Area team try to be co-productive from the start and involve as many key SEND partners in these discussions as they can, for example the Parent Carer Forum, young people, Education, Health, Care and school/setting representatives. It is helpful if consistent key links are identified with whom the Genuine Partnerships team can communicate.</p>	<ul style="list-style-type: none"> * Better relationships and trust will develop between key partners * Greater knowledge of the position of the Local Area in relation to the Four Cornerstones of co-production * Better understanding of what is needed to make co-production more successful * Local Area team will involve all SEND partners 	<p>£750</p>
<p>Stage 2 VOICES in Action Delivery of VOICES Event including focus groups</p>	<p>Preparation for, and delivery of, co-production awareness training and action-planning involving key Local Area SEND partners facilitated by a large team of Genuine Partnerships practitioners, parent carers and/or young people, also including narrative interviews with focus groups representing each of the SEND partners</p>	<p>In your co-production SEND team, with ongoing advisory support from Genuine Partnerships, organise the following:</p> <ol style="list-style-type: none"> 1. Invite representatives from the following 6 groups to attend the event: Parent carers Young people LA Education Health Care (LA and VCS) Schools and settings 2. Organise VOICES venue (including 1 large room and 2/3 smaller rooms for focus groups dependent on agreed timings), refreshments and lunch 3. Share all relevant information and seek 	<ul style="list-style-type: none"> * As Stage 1 plus * There will be opportunities for joint visioning and planning * Better understanding of how to do good co-production * Key partners will feel inspired to increase active commitment * More developed understanding of Four Cornerstones approach and skills required * Collaborative action planning will have started * A good foundation will have been set for further co-production * Young people, parent carers and practitioners will have shared their stories within safe spaces and considered 	<p>£5,250</p>



		<p>consent (e.g. for the young people and others to participate in focus groups and for photographs)</p> <p>4. Prepare SEND partners for the event</p> <p>It is advised that 12 weeks is dedicated to organising practical arrangements and preparing SEND partners for the event. More detailed guidance and templates will be provided by the Genuine Partnerships team.</p>	<p>from their own and others' perspectives in respect of the Four Cornerstones, 'What is going well in your Local Area, and what could be better?'</p>	
<p>Stage 3 Narrating VOICES Analysed transcriptions of the focus group interviews</p>	<p>Building on Stage 2, each focus group is carefully transcribed then analysed to identify key narratives, which are presented under the Four Cornerstones headings</p>	<p>SEND partners will agree how the narratives will be used by the Local Area, and any next steps.</p>	<ul style="list-style-type: none"> * The Local Area will have a powerful record of lived experience including rich quotes and accounts * Key narratives will have been constructed for each of the six groups relating to the Four Cornerstones indicating what is going well for the Local Area, and what could be better 	<p>£2,750</p>
<p>Stage 4 Narrating VOICES Comprehensive feedback report plus young people's version</p>	<p>Drawing upon Stage 3, reports will also be produced including the visioning, key narratives and collaborative action planning that occurred before and during the VOICES event, setting out Local Area strengths and areas for development to embed co-production even further</p>	<p>Read and share report drafts; give feedback to Genuine Partnerships team.</p> <p>Discuss final versions of the reports and agree next steps for the Local Area.</p>	<ul style="list-style-type: none"> * Key Local Area SEND narratives will have been described highlighting Local Area co-production strengths and areas for further development * There will be access to comprehensive reports indicating how far the Four Cornerstones are being achieved and potential next steps needed to embed co-production further within the culture of the Local Area * Guidance will have been provided about how the next steps 	<p>£3,250</p>



			<p>might be achieved</p> <ul style="list-style-type: none"> * A record of Local Area co-production will have been created that can be shared with internal and external bodies 	
<p>Stage 5 Strengthening VOICES Follow-up consultation and communication</p>	<p>A practitioner and parent carer or young person will participate in weekly follow-up communications (e-mail or telephone call) and at least 1 consultation (face-to-face or virtual depending on distance) during a period of up to 12 weeks following the event (bespoke alternative activities are also available – please contact the team)</p>	<p>Ongoing liaison with the Genuine Partnerships team to support action planning and next steps, continuing to involve key SEND partners.</p>	<ul style="list-style-type: none"> * Guidance will be provided in establishing the Local Area action plan with partners and to review progress so far 	<p>£750</p>
<p>Full VOICES Process Incorporates all above individual stages</p>	<p>This includes all individual activities described above and incorporates travel and expenses</p>	<p>See individual stages above</p>	<p>As above plus</p> <ul style="list-style-type: none"> * Experience of high quality, cohesive partnership working committing partners to Local Area co-producing leading to action plan, agreed next steps and reviews * Stronger relationships and more embedded culture of co-production * Recognition by the VOICES Alliance and partners for commitment to this work 	<p>£10,500 (17.5% less than if stages are costed separately)</p>