**Telford & Wrekin SEND Working Together Charter: Self Evaluation.**

This self-evaluation is based on the principles in the Telford & Wrekin SEND Working Together Charter. The charter has been coproduced by parent carers, young people, the local authority and health services. The local area is committed to embedding coproduction principles at the heart of any services that are developed and provided for families.

Your self-evaluation should be an honest appraisal of how your service or setting currently listens to the lived experience of parent carers, young people and families. It will demonstrate how you will continue to work with children, young people and their families to support them and develop services using a person level approach.

**Completing an honest self-evaluation of your service area is the first step.**

By coproducing this self-evaluation (SEF), you are further embedding the principles of coproduction into your setting, service or provision.

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| A picture containing diagram  Description automatically generated, Picture | **How to use this self-evaluation:**   * Take a look at the 4 principles and explanations, below. * Think about areas that your service/ setting does well and evidence. * Explore these outcomes with your parent carer representatives. * Finally create a summary and action plan to support coproduction going forwards. |
| ***Parent Carer Forums are representative local groups of parents and carers of children and young people with disabilities who work alongside local authorities, education, health and other service providers to ensure the services they plan, commission, deliver and monitor meet the needs of children and families”.* Para 1.13 SEND Code of Practice 2015. Contact - PODS** [**Parent Carer Forum.**](https://www.podstelford.org/forum/about-the-forum/) | |

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| **Feel valued and included** | **To make sure families and partners feel valued and included we will do the following:**   * Create and embed meaningful coproduction, including honest consultation, involvement, effective participation, openness, honesty, fairness, respect and ownership. * Recognise the strengths of families, professionals and systems to ensure positive outcomes. * Use valuable, real-life experience of families to shape services and acknowledge the importance of their voice. * Ensure families are treated as equal partners throughout their journey. * Encourage all partners to contribute to developments and give time to do so. * Recognise everyone as an individual, making reasonable adjustments as required. | | |
| **To make sure families and partners feel valued and included we will:** | **Setting SEF** | | **Next steps and forward planning** |
| **Working well** | **Evidence** | **Including Parent Carer /Family voice** |
| * Celebrate children and young people as they are. |  |  |  |
| * Empower all to have a voice. |  |  |  |
| * Care for and care about families lived experiences. |  |  |  |
| * Promote a more holistic understanding of where families are on their journey. |  |  |  |

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| **Open communication** | **To ensure open communication we will do the following:**   * Making sure that all communication will be provided in a clear and accessible format, with the correct adjustments for families. This may include videos so that written communication isn’t a barrier. * Invite feedback and enable two-way communication to support co-production of service changes, developments and improvements. * Communicate positively through both your words and body language. * Clearly communicate the vision for each opportunity, ensuring that key information is highlighted to help everyone understand the principles and boundaries. * Communicate, with openness and honesty about provisions and services. | | |
| **To make sure there is open communication with parent carers and families we will:** | **Setting SEF** | | **Next steps and forward planning** |
| **Working well** | **Evidence** | **Including Parent Carer /Family voice** |
| * Actively listen at the earliest opportunity to ensure families receive the correct support or service. |  |  |  |
| * Ensure everybody’s voice is heard. |  |  |  |
| * Be transparent and clear in all communications. |  |  |  |

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| **Feel welcomed and cared for** | **To make sure families and partners feel welcomed and cared for:**   * Ensure that everyone is an equal partner at every stage. * Ensure everyone has an equal opportunity to participate in meetings, events and opportunities for feedback * Ensure that parent carers and families are actively and meaningfully engaged. * Invest the time needed for working together. * Ensure that feedback is heard and demonstrate the impact using the ‘You Said, We Did’ approach. * Check for bias and prejudice in our setting. | | |
| **To make sure families feel welcomed and cared for we will:** | **Setting SEF** | | **Next steps and forward planning** |
| **Working well** | **Evidence** | **Including Parent Carer /Family voice** |
| * Include parent carers and families voice, in the development of strategic planning, providing reasonable timescales to contribute. |  |  |  |
| * Make sure that balanced views and feedback are heard, with everyone being valued and shown the same level of respect. |  |  |  |
| * Be mindful and reflective of unconscious bias. |  |  |  |
| * Understanding ‘lived experience’ to create better opportunities for families. |  |  |  |

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| **Working in partnership** | **To make sure we work in partnership with parent carers and families we will:**   * Work together to agree solutions and next steps. * Agree on what each partner will contribute. * Be open to different views and perspectives. * Ensure that all contributions are heard and valued equally. | | |
| **To make sure families feel that we are working in partnership we will:** | **Setting SEF** | | **Next steps and forward planning** |
| **Working well** | **Evidence** | **Including Parent Carer /Family voice** |
| * Make sure that all children and young people aged 0-25 and their families are at the heart of all strategic planning, development and decision making. |  |  |  |
| * Embed co-production in all SEND processes, whether health, social care, education settings, public health, early intervention and other partner services. |  |  |  |
| * Understanding transparency, accessibility and challenges. |  |  |  |
| Demonstrate the impact of feedback received from parent carers and families. Using a ‘You Said, We Did’ type approach. |  |  |  |

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| **Next steps:** | | |
| **Action Plan from SEF with time scales considering the key priorities areas:** | | |
| **ACTION** | **By whom** | **Target completion date** |
| **Feel valued and included:** |  |  |
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| **Open communication:** |  |  |
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| **Feel welcomed and cared for:** |  |  |
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| **Working in partnership:** |  |  |
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| Once you have completed the action plan below, please return to [jayne@podstelford.org](mailto:jayne@podstelford.org) by end of next term. | | |

**Telford & Wrekin SEND Team**

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**Additional support can be found by contacting:**

**PODS Parents Opening Doors - Parent Carer Forum**

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