

Bradford's Co-production values



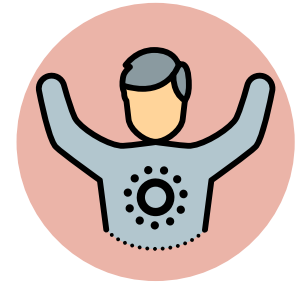
COMMUNICATION

- Choose your language carefully and avoid abbreviations and jargon.
- Give me the time and information I need to prepare.
- Inform me of what support is available and enable me to contribute.
- Involve me in the planning, design and delivery of support and take my views seriously.
- Keep me involved & informed about outcomes and next steps.



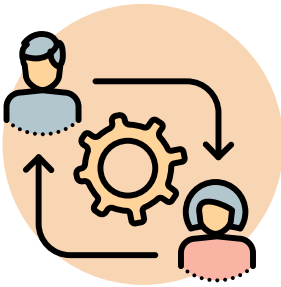
PARTNERSHIP

- Treat me as an equal.
- Engage me in all aspects of support planning and delivery.
- Include me in decision making.
- Respect my right to participate.
- Embrace my knowledge.
- Be flexible... My time is as valuable as yours.
- Know my boundaries and understanding of confidentiality.
- All partners have a clear understanding of levels of engagement.
- Everyone understands their roles and responsibilities.



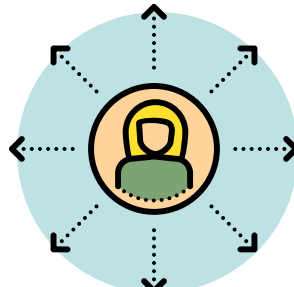
TRANSPARENCY

- Be open and honest.
- Keep me updated.
- Prepare me for meetings. An agenda is always useful.
- No conversations behind closed doors.
- Be clear about the level of engagement we are working at.
- No surprises and no shocks.
- Be clear about timeframes.



RESPECT

- Create an environment which enables me to engage.
- Give me opportunities to share my skills, knowledge and expertise.
- I can learn a lot from you. You can learn a lot from me.
- My opinion counts so allow my voice to be heard in the way that meets my needs.



ACCOUNTABILITY

- Take ownership.
- Be clear who is responsible and accountable for actions.
- Be honest if something cannot be done.
- Don't give false hopes.
- Commit to participation and where things arise have a Plan B.
- Ensure appropriate people relevant to the conversation are represented.