

# Developing the Co-production Framework





## Contents

How the framework was developed	3
Working with seldom heard groups	3
Building on what we've achieved so far... in Adult Social Care	4
Building on what we've achieved so far... across Camden	4
Co-production stories	5
Acknowledgements	6



## How the framework was developed

This framework was co-produced with people with lived experience, including family members and carers. In this context, 'lived experience' means people who have had direct or indirect experience of Adult Social Care services. Following a series of taster sessions, 38 individuals who were interested in being involved in the work joined one of four working groups. Through a combination of meetings, creative sessions and stories, each working group contributed to the development of the framework over several months. Forward Camden, as the group has become known, helped shape our approach to co-production as experts by experience, bringing their unique insights, perspectives, and ideas to the conversation.

Internal and external colleagues, as well as our voluntary and community sector also contributed to the work, outlining both what's currently working well and where changes are needed to support better partnership working. Later stages of the work involved analysing all the feedback that we'd gathered. This built up a picture of key areas of focus which were further developed by members of Forward Camden, Adult Social Care, and voluntary and community organisations, with the final decision-making around key actions being made by Forward Camden.

## Working with seldom heard groups

A key priority when co-producing the framework was to involve people from seldom heard groups who are often underrepresented in participation and co-production. Two of the working groups which make up Forward Camden are from seldom heard communities.

### Key learning:

- People want to be more involved in their care and support and developing services
- People from seldom heard communities were less likely to have been involved in service level or strategic co-production and so we need to make sure everyone has the opportunity to be involved at all levels
- Key challenges centre around access due to language barriers and not getting the information people need about available services or activities
- We need to build in sufficient time to go out into communities when co-producing to build relationships, develop our connections with local people via community organisations and be flexible in how we work
- It's essential that we arrange interpreters/document translation for meetings where required and that materials are tailored to those we are working with.



## Building on what we've achieved so far...in Adult Social Care

Co-production is embedded as a priority in our strategic plan for Adult Social Care and the wider borough. Since then, we've engaged, co-designed and co-produced with residents and providers across several new and existing projects. We've also created a dedicated Co-production Lead role within Adult Social Care which will help us drive our plans forward.

- **Carers Action Plan** – Carers and unpaid carers play an invaluable role in our society and making sure those in caring roles feel valued and supported is a key priority. Our co-produced Carers Action Plan outlines what matters to carers and how the Council, health partners and our voluntary and community sector organisations will help deliver their priorities.
- **Local Account** – We've been working with six residents to develop our first co-produced Local Account. The Local Account gives people the opportunity to better understand how well we have performed over the previous year in terms of strengths and areas for development. It also means we can share our plans, and people with lived experience of services can be involved in deciding what our focus areas should be the following year.
- **Autism Strategy Refresh** – The Camden Autism Partnership Board has transformed from what was once a business style meeting to a forum with a much stronger residents' voice. The Board is currently working on the co-production of an all-aged strategy refresh which includes Autistic people, families, and carers as well as key council and health partners.
- **Mental Health Resilience Network** – The network is a partnership between 4 voluntary and community mental health organisations: The Advocacy Project, Mind in Camden, Likewise and Voiceability, who work alongside commissioners to deliver the Mental Health Resilience Network. The model and delivery of services is shaped by people with lived experience of mental health services. The aim of the services delivered is to build community resilience to reduce the need for more traditional models of care whilst supporting residents to access statutory services where needed.

## Building on what we've achieved so far...across Camden

While we have a lot to be proud of in Adult Social Care, there's also valuable learning to take from related work across the organisation and in our communities. With close links to our Participation Team, Health and Care partners and Childrens Social Care, we have seen inspiring ways people are involved in leading positive change across Camden. Sharing ideas and best practice means we can align our approaches and develop a more consistent way of involving people across Camden.

- **Participation and Engagement Group** - The Participation and Engagement Group ensures that children and families continue to be involved in decision making, planning and the evolving development of services across Children's Social Care. The group is instrumental in supporting communication and collaboration within Children's services.

# Developing the Co-production Framework



- **Homelessness Transformation** – Camden have committed to a transformation of the homelessness ‘system’. Central to this is co-production with people who have experienced homelessness. Using a test and learn approach, work is currently underway to take forward two ideas proposed by the co-production group with plans to implement these more widely across Camden in the future.
- **Camden Drug and Alcohol Service** – Commissioners worked with ten people with lived experience in the redesign and procurement of Camden’s Drug and Alcohol Service. The group, known as ‘Moving Forward’ were involved in co-writing the service specification and as integral members of the procurement panel. Moving Forward is now actively contributing to service improvements, offering peer-led support, and fostering community engagement through groups and workshops. They aim to further embed co-production into the service, enhance diversity within the group, and work toward autonomy in the future.

## Co-production stories

Co-production stories help ensure that our purpose is deeply embedded in the lived experiences of Camden residents. They can highlight best practice across our services, showcase our successes and help us to better understand how we can improve.

**These stories are from members of Forward Camden who co-produced the framework:**

**“As a mental health service user and also a carer for someone with mental health issues, I felt that co-production and being part of the framework project has given me the voice and the confidence to put forward my thoughts and ideas in order to bring about a better Adult Social Care service in Camden. I wanted to be a part of the change process regarding the way in which Adult Social Care in Camden is developing and improving. Not just allowing Camden to present us residents and users/recipients of Adult Social Care with a service, but being actively involved in producing that service.”**

**“Co-production is great, and you learn so much. It works best when we input from a lay perspective to improve Adult Social Care. The professionals and service users work together on various topics and produce a more user-friendly approach to the document or whatever you are coproducing. Co-production really helps with the work of Adult Social Care, and everyone contributes in an equal way with no hierarchy. It is the way forward for Camden Council’s work.”**



## Acknowledgements

This framework was developed thanks to the many people, departments and organisations who took the time to share their thoughts, ideas, and experiences of partnership working in Camden. Special thanks go to Forward Camden who have worked alongside Adult Social Care to bring this all together.

- People who draw on services and carers
- Camden's internal Adult Social Care workforce
- Commissioners and commissioned services
- Provider Services
- Trauma Informed Network
- Children's Social Care
- Camden's Participation Team
- Single Homeless Project
- Age UK
- Camden Disability Action
- The Advocacy Project
- Hopscotch
- Voluntary Action Camden
- The Hillside Clubhouse



Moving Forward Together:  
Our Co-production Framework  
**Developing the Co-production Framework**