



Overarching strategies

We Make Camden

We Make Camden is our vision for the future of Camden, which sets out what we collectively want to achieve and lead together as a borough. It details the 4 Missions we want to achieve over the coming years around Diversity, Young people, Food and Estates & neighbourhoods. It also details 6 Challenges: Safety, Debt, Digital, Loneliness, Housing and Climate emergency. **Search on essentials or scan the QR code for more information.**



The Way We Work

This is our vision for how we as an organisation will respond to the ambitions set out in We Make Camden as we face new challenges in the years to come. The Way We Work is also a call to action for each of us to come together and explore complex issues in an open and safe way. **Search on essentials or scan the QR code for more information.**



Supporting people connecting communities' strategy

Our Supporting people connecting communities' strategy is our strategic plan for delivering services in Adult Social Care and across the council to support our residents to live and age well. Our plan has been shaped by speaking with residents to understand what living and ageing well means to them: what is important to them, what matters to them regarding their health and well-being and how they want to access services. We have also worked closely with our key partners and stakeholders across the borough, including the community and voluntary sectors, to look at how we can sustain adult social care services in Camden for the future. **Search on the practice guide or scan the QR code for more information.**





Our approach

What Matters

What Matters is Camden's approach to delivering Adult Social Care (ASC) support. It places people at the heart of everything that we do, and it recognises that people are the experts in their own lives. Through the approach, we support people, carers, families, and communities to focus on what really matters to them and collectively, we find the best solutions to the difficulties they face.

We offer a What Matters Induction session, which sets out our approach and is suitable for all roles and levels.

Sign-up to the virtual The What Matters Induction session on the L&D hub or scan the QR code.



Research in practice

Research in Practice is an evidence-informed resource designed to improve the quality of social care by embedding research and knowledge into everyday practice. It bridges the gap between academic research and practical social care work, providing tools and resources to support professionals in their roles.

For Camden Council ASC staff, research in practice is crucial as it helps:

- Inform better decision-making through evidence-based knowledge.
- Keep up with the latest research, legal updates, and best practices in adult social care.
- Enhance skills for working with vulnerable adults and improving outcomes for service users.

Search online or scan the QR code for more information.



Key ASC Strategies



Workforce Strategy

The ASC Workforce sets out our vision for our social care workforce across Camden and details our plan to make Camden the best place to work in Adult Social Care, and how we will build and sustain a workforce that meets the needs of those who draw on our service now and in the future.

Through engagement with many stakeholders and partners, including our internal workforce, the strategy identified five key pillars each with specific visions and proposed actions. These are:

- Tackling inequalities and supporting staff with protected characteristics
- Learning development and progression
- Recruitment
- Staff wellbeing and recognition
- Working with our commissioned providers

Search on the practice guide or scan the QR code for more information.



Co-production Framework

Co-production in Camden is all about relationships and putting people at the centre of their own care journey. It involves truly sharing power in decisions which impact on the lives of people.

This framework is our commitment to focus on what matters to our residents and to ensure that no one is left unheard, unseen or unsupported on their journey toward wellbeing and fulfilment. Through this framework we want to create inclusive spaces where every person involved actively collaborates in shaping a social care system that recognises the whole person. **Search on the practice guide or scan the QR code for more information.**



Carers Action Plan

The Carers Action Plan is a Camden-wide commitment to recognise and support carers better. It is a plan to enable all services to work together to meet the needs of carers.

All aspects of this plan have been co-produced with carers, the voluntary and community sector, and health and social care partners. All artwork shown on the banner of this website is the work of carers. **Search on the practice guide or scan the QR code for more information.**





Support for you

Your Wellbeing

Your mental health and wellbeing is one of our biggest priorities. We offer a range of support options including free and confidential counselling support, support for staff affected by trauma, life coaching, mindfulness, online seminars and more. **Search on essentials or scan the QR code for more information.**



Wellbeing Passport

Our Wellbeing Passport provides a template to enable you to have open conversations with your manager about the adjustments or specific arrangements you might need to thrive at work. It aims to help make these conversations feel collaborative and comfortable, while also reducing the need for them to be repeated unnecessarily.

The passport was designed for carers, disabled staff (with both visible and non-visible disabilities), staff with long term health conditions and staff experiencing mental ill health. However, it could be used as a temporary document for anyone experiencing exceptional circumstances (for example, a bereavement or a seriously ill child). **Search on essentials or scan the QR code for more information.**



Accessibility tools

Accessibility tools are software or hardware designed to make digital content and technology more usable, particularly for disabled and/or neurodivergent staff. This page also gives details of how to request accessibility training or assistive technology, such as Dragon or Read&Write. **Search on essentials or scan here for more information.**



More support on reverse →

Contemplation room

Our contemplation room facilities are available for all colleagues to use – for prayer, meditation, contemplation or for anyone in need of a moment of quiet and calm. We have two contemplation rooms in 5PS, on the ground floor and first floor room 1.1. There's no need to book. The rooms have an ablution facility (a Wudumate). **Search on essentials or scan the QR code for more information.**



Zero tolerance to abuse towards staff

Staff and managers in Camden and our provider services are committed to a zero tolerance towards racism and other prejudicial abuse in all care settings in Camden. Our approach is set out in our 'memorandum of understanding'. The document provides a guide to everyone who works in Adult Social Care on how to identify, report and tackle racist and prejudicial behaviour in the workplace. **Search on essentials or scan the QR code for more information.**



Working from home

Colleagues must spend more time of their working week in the office/ Camden than they spend working at home. We feel connecting with our peers often is an essential part of ensuring we are providing efficient and effective Adult Social Care Services. **Search for Flexible working on essentials or scan the QR code for more information.**



Annual leave

You should request time off from your line manager and wait for it to be approved before booking the time off. Annual leave needs to be co-ordinated across teams and services to ensure we meet the needs of service delivery and residents. **Search for annual leave on essentials or scan the QR code for more information.**

