

Unpaid Carers Co-Production Group

briefly describing the piece of work

how you went about co- producing it

what worked well and what you would do differently

how co- production improved the outcome of the piece of work

In May 2022 Integrated Commissioning formed the Tower Hamlets Unpaid Carers co-production in order to use the expertise and experience of unpaid carers to help shape a number of initiatives related to unpaid carers. This included a new Unpaid Carers Service and Unpaid Carers Emergency Service, which will be in place from 1 April 2024

Throughout 2023 the group were engaged to provide their insight to help contribute to the design of the new service, including by identifying what their priorities for the new service would be and what did and didn't work well with the existing service.

Specific elements that made it into the specification as a result of co-production sessions included:

- a focus on delivering hybrid activities to allow flexibility for unpaid carers to participate
- the need for the service to have a building in addition to the
- a requirement for proactive contact around benefits, key priorities. The group were also engaged around the questions asked as part of the tender process, including identifying two questions (around wellbeing activities and service user engagement) to be evaluated by unpaid carers. Two members of the group were selected to be part of the evaluation panel. Their contributions both validated the comments of other professionals on the panel and, in once instance, added weight to the downgrade of a score during the moderation meeting.