

Co-production Case Study



NottAlone Website

Transformation Programme: Mental Health and Community

Area: Nottingham City and Nottinghamshire

County

Project Lead: Carrie Lambert-Smith

2023 - Ongoing



AT A GLANCE: LESSONS LEARNT

- Membership is transient.
- Enable members to understand their purpose, and have confidence that they can add value.
- Don't underestimate the work involved in establishing, maintaining and sustaining an effective, representative co-production group.

PROJECT AIM

To expand the NottAlone website to enable an all age, single point of access for mental health information and support that is co-produced, easy to navigate and helps the public and professionals find the services they need.

PROJECT SUMMARY

The NottAlone website aimed at children and young people was developed by Nottinghamshire County Council, in conjunction with Nottingham City Council and Nottingham and Nottinghamshire ICB.

This resource is now being expanded to adults, to provide an all-age, single point of access for mental health information and support.

We have established two co-production groups. One comprised of people with lived experience and Peer Support Workers. The other comprised of partners and professionals.

This ensures our lived experience members have a safe space to be their authentic selves, and talk openly about their experiences of using mental health services.

The Groups:

- Have the same agenda, created based on content need.
- Receive the output from the other Group to inform their approach.
- Meet monthly, two weeks apart, to co-design the website.

Whilst there is flexibility to co-design the website's format and thematic, the branding and some technical aspects are fixed and can't be influenced.

The lived experience members were originally recruited specifically to focus on the website co-design. After a few meetings we broadened the focus to all adult mental health. Whilst we can't confirm this was the cause, attendance decreased to 3 people by the next meeting.

We responded to this by reverting back to a single project focus, with the option for members to continue to co-produce with us on future projects.

The Groups first task was to review and comment on the draft engagement resources, which would be used to understand the experiences of people with lived experience, carers and professionals



accessing information on adult mental health services.

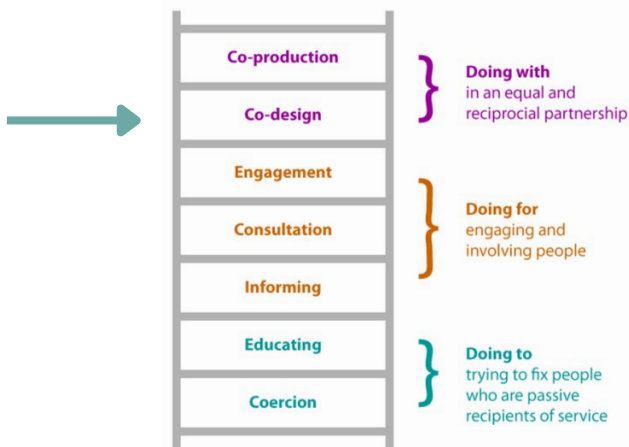
The engagement exercise took place over a period of 2 months. The findings* confirmed that there was a need to develop an easy to use, accessible website as a central point for accessing mental health support. It also gave us some valuable insight into what needed to feature on the website.

Concurrently with the engagement exercise, we ran (and continue to run) a recruitment campaign. The aim is to recruit more people with lived experience to the group, with a view to broadening its voice and making it representative of the Nottingham City and Nottinghamshire population.

We created a poster describing the Group's purpose and what people would be doing if they joined us. The poster was circulated across our networks and we have had responses from 5 people, with 2 attending the last meeting. We are hoping that a continued focus on recruitment will help the Group's membership to expand further by the next meeting.

<https://notts.icb.nhs.uk/wp-content/uploads/sites/2/2022/04/Report-final-1.pdf>

LEVEL OF PARTICIPATION



The Think Local Act Personal version of Arnstein SR. A ladder of citizen participation. Journal of the American Institute of planners. 1969 Jul 1;35(4):216-24

LESSONS LEARNT

- Time - be respectful of people's time. Don't move the days and times of meetings, as this undermines the trust between you and your lived experience members.
- Maintain a clear project focus - this allows members to understand their purpose, and have confidence that they can add value.
- Membership - is transient and time will need to be spent recruiting members during the life of the project.
- Agenda - don't overpack it. If you do, it will hinder discussion and progress.
- Safe space - creating a space for lived experience members to talk freely, enabled meaningful discussion around what information and resources they would welcome.
- Facilitation - needs to be strong to keep the group on track.
- Don't underestimate the work involved in establishing, maintaining and sustaining an effective, representative co-production group.

OUTCOME OF THE PROJECT

The project is ongoing but we hope that the outcome will be a co-produced website that provides an all-age, single point of access for mental health information and support.



Respect peoples time and commit to a regular, fixed slot for any co-production group. Moving things around can feel as though you value your time more than theirs.



Carrie Lambert-Smith

