



# Camden Family Changemakers

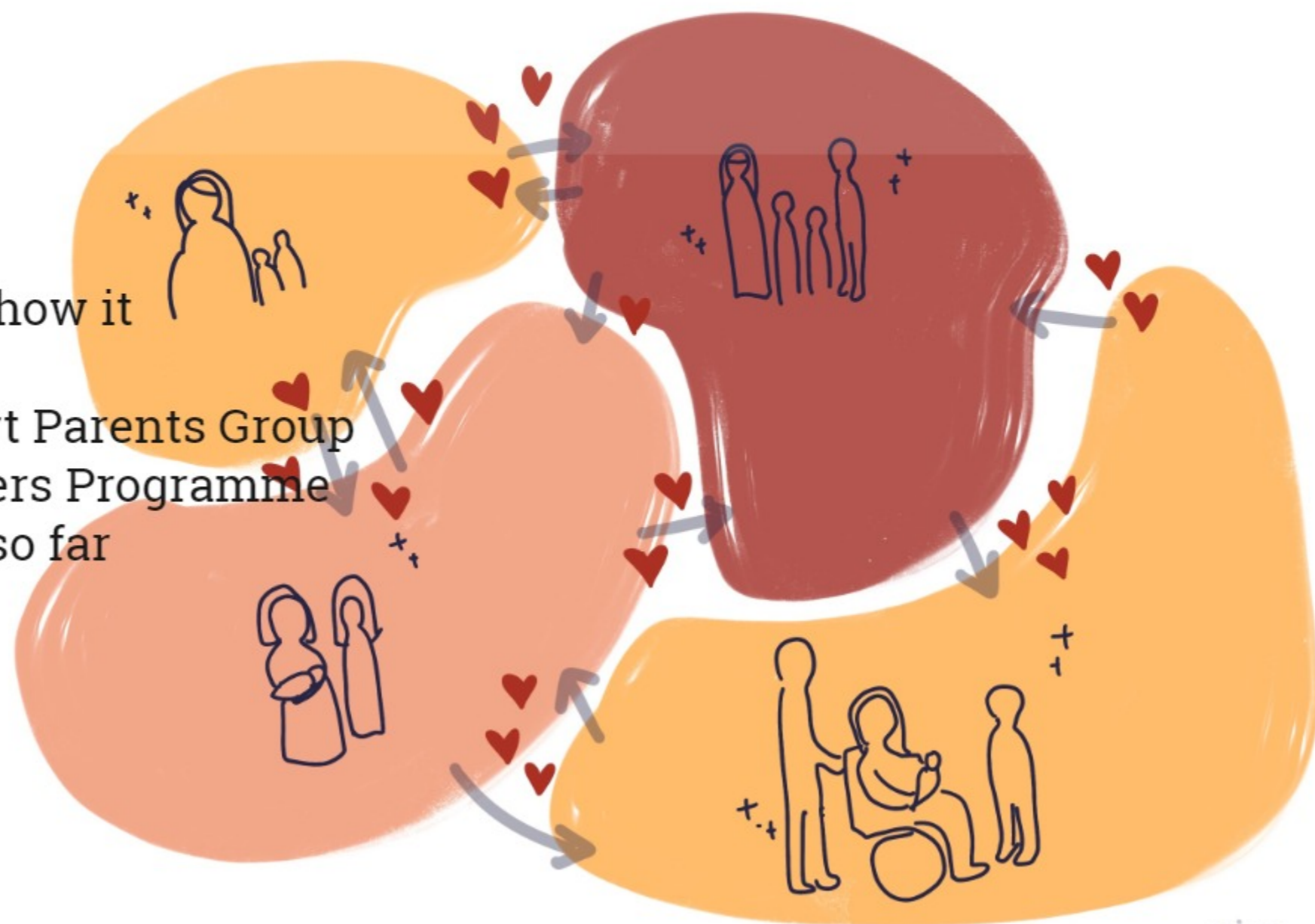


## WELCOME EVERYONE

Today you'll hear:

- \* what the Family Changemakers Project is, and how it came about
- \* from parents and family members on our Expert Parents Group
- \* from students on the UAL Service Design Masters Programme
- \* from Camden staff about what they've learned so far

and ask any questions you like!



**A PARTICIPATORY DESIGN PROJECT.....**

**TO CREATE A DESIGN VISION FOR GOOD HELP FOR FAMILIES AFTER COVID**

**CO-CREATED BY AN EXPERT GROUP OF PARENTS AND FAMILY MEMBERS FROM CAMDEN**

**AND THE SERVICE DESIGN MASTERS STUDENTS AT THE UNIVERSITY OF THE ARTS LONDON**

**TO INFORM CAMDEN COVID RECOVERY PLANS, STRATEGIES AND SERVICES**

# What do we mean when we say participatory design?

Design Justice is what love looks like in public spaces.

Design should be a deep expression of care of a beloved community expressed in physical form.

Family Changemakers is a co-design project based on three principles

## **Deliberative Dialogue**

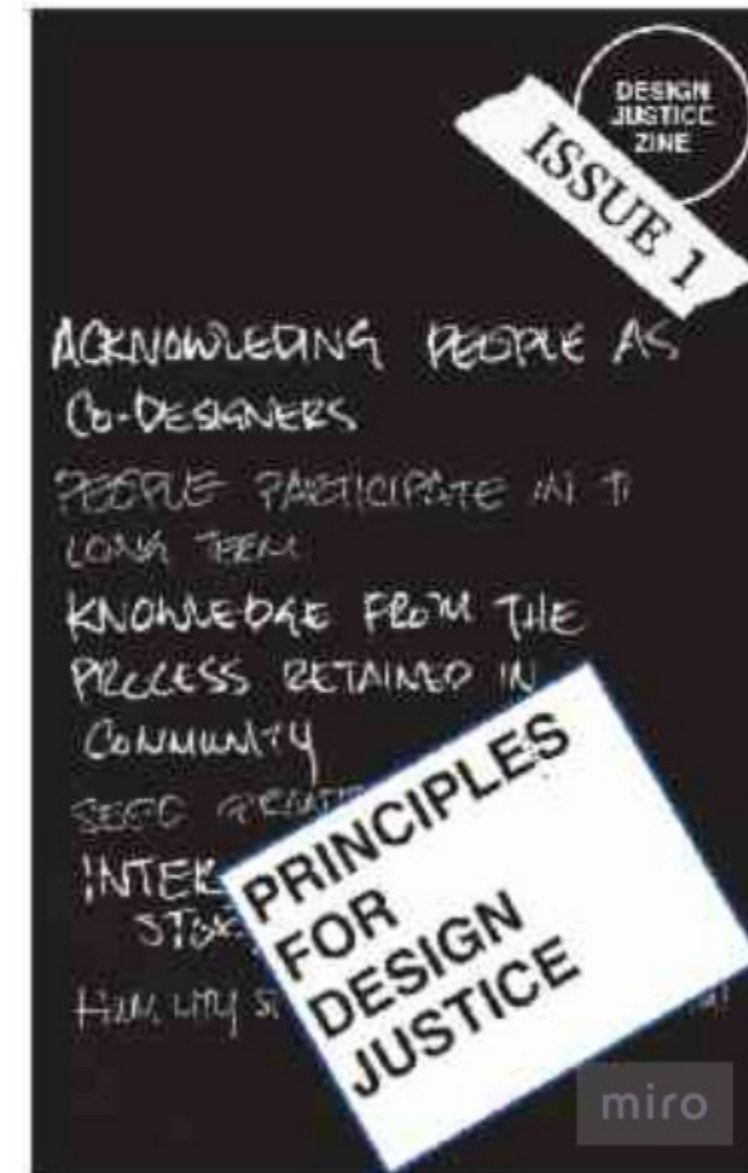
Using consensus-building techniques, enabling participants to work together to develop an agreed view or set of recommendations. Participants take their recommendations forward to decision-makers.

## **Participatory Design**

A democratic process for design of systems involving human work, where users are involved in designs they will be using, and that all stakeholders, including and especially users, have equal input into the design process.

## **Design Justice Principles at the Centre**

Everyone in, no one left out



# How did Family Changemakers come about?

**we love and care about families who live in our beloved Camden community**

**we want to make sure families have what they need, and the help they want, to get through those storms**

**we want the help to be in our community, in our neighbourhoods and our services**

**we want the help to be easy to find and access**

**we know there might be storms brewing for families after the pandemic**

**we want to create a design vision that helps ensure Camden families get that help**

**we want the help to feel good, no matter who gives it**

**COVID has changed family life - so the help for families needs to change**

**we didn't know how the help needed to change**

so we put it in the hands of families to decide.....

# Who is involved in Family Changemakers?

Expert  
Parents  
Group

UAL Service  
Design  
Masters  
Students

Graduate  
Interns

Public  
Collaboration  
Lab

Camden  
staff

Camden  
partners  
and friends

20 parents -  
representative  
of the  
demographic of  
families who  
use family  
support  
services

32 students  
who are  
working on the  
project as their  
term  
curriculum  
project

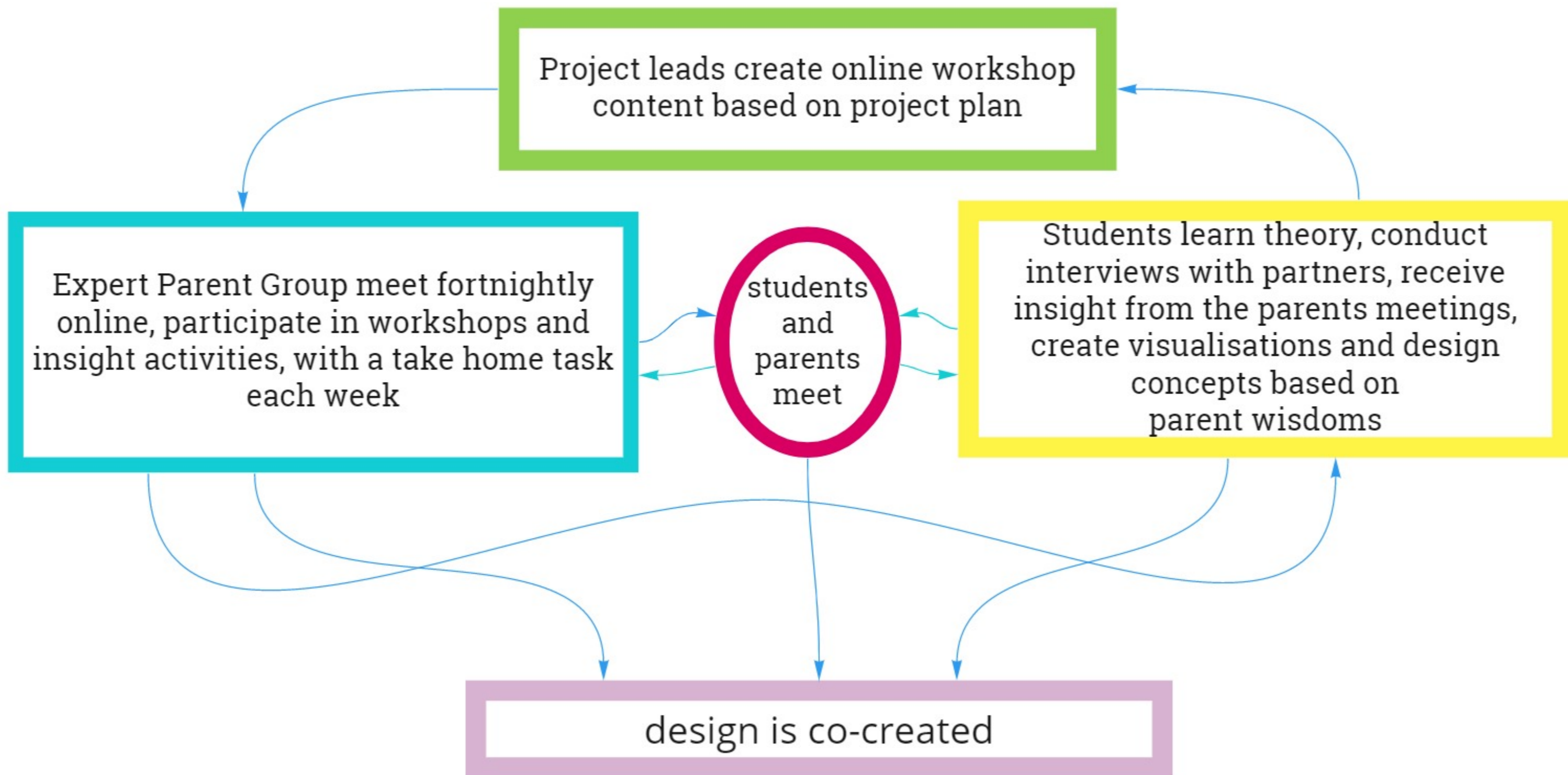
The amazing  
Angela and  
Laura who  
facilitate the  
workshops and  
are a bridge  
between Parent  
Group and  
student Group

Partnership  
between design  
education and  
local  
government,  
delivering  
collaborative  
design projects

5 Camden  
family help  
workers who  
live and work  
in Camden,  
sitting  
alongside the  
Expert Parent  
Group as  
participants

interviews with  
15 Camden  
community  
organisations,  
schools, police,  
GP, hospitals,  
social workers  
and others in  
the early help  
system

# How does Family Changemakers Work?



# SALINA, LUTFHA AND JESMIN FROM EXPERT PARENT GROUP

why did you get involved in the project?

what have you enjoyed most about the project so far?

what are you most excited about achieving at the end of the project?

18 The Community Tree of Life

- The Family - all the people who live with you and who you love and care for.
- The Community - all the people who live near you and who you know and care for.
- The School - all the people who go to school with you and who you know and care for.
- The Local Area - all the people who live in the same area as you and who you know and care for.
- The Country - all the people who live in the same country as you and who you know and care for.
- The World - all the people who live in the same world as you and who you know and care for.



**ZHANG AND SYENNIE FROM  
THE UAL MASTERS  
STUDENT GROUP**



# Show and Tell Presentation



MA SERVICE DESIGN x MA DATA VISUALISATION

University of the Arts London

Team 1



Ekaterina



Yana



Yana



Yana



Ekaterina

Team 2



Yana



Yana



Yana



Yana



Yana

Team 3



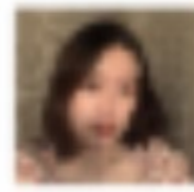
Yana



Yana



Yana



Yana



Yannan

Team 4



Yana



Yana



Yana



Yana



Yana

Team 5



Yana



Yana



Yana

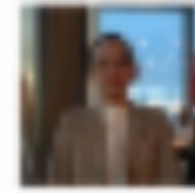


Yana



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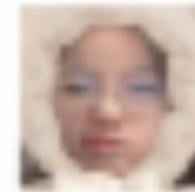
Team 6



Yana



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Team 7



Yana



Yana



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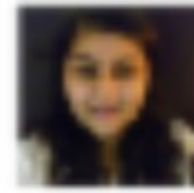


Yana



Yana

Team 8



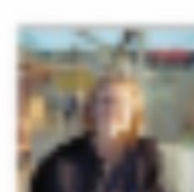
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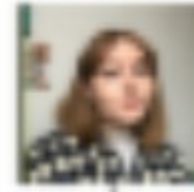
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Yana

Team 9



Yana



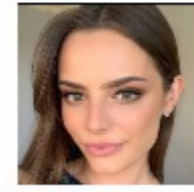
Yana



Yana



Yana



Martyna

What **have the students done so far** on the design question of how can we make it as easy as possible for Camden families to find help as early in the life of problems as possible after COVID?

**How can we make sure the help feels good** no matter who gives it'?

Defined

Highlighted the lenses

Identified

Categorised

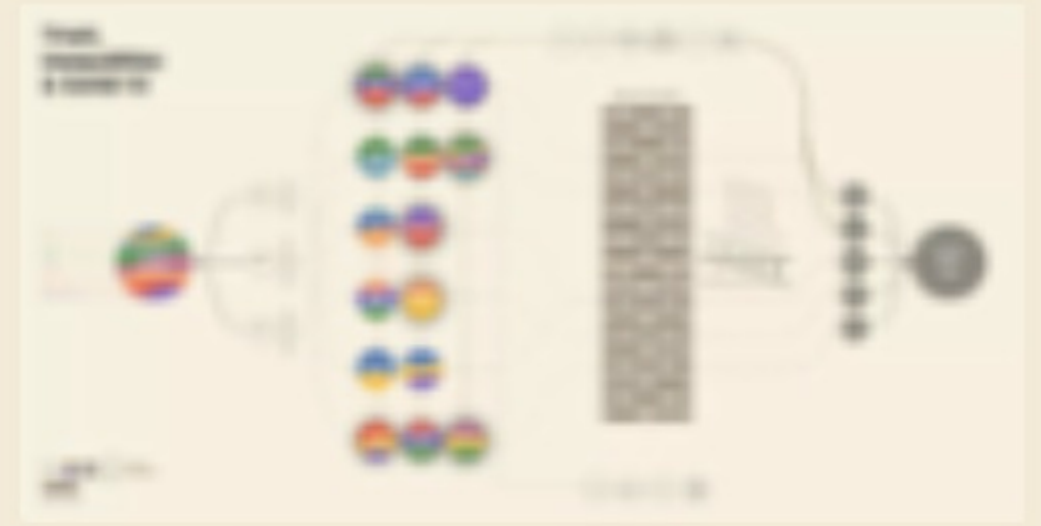
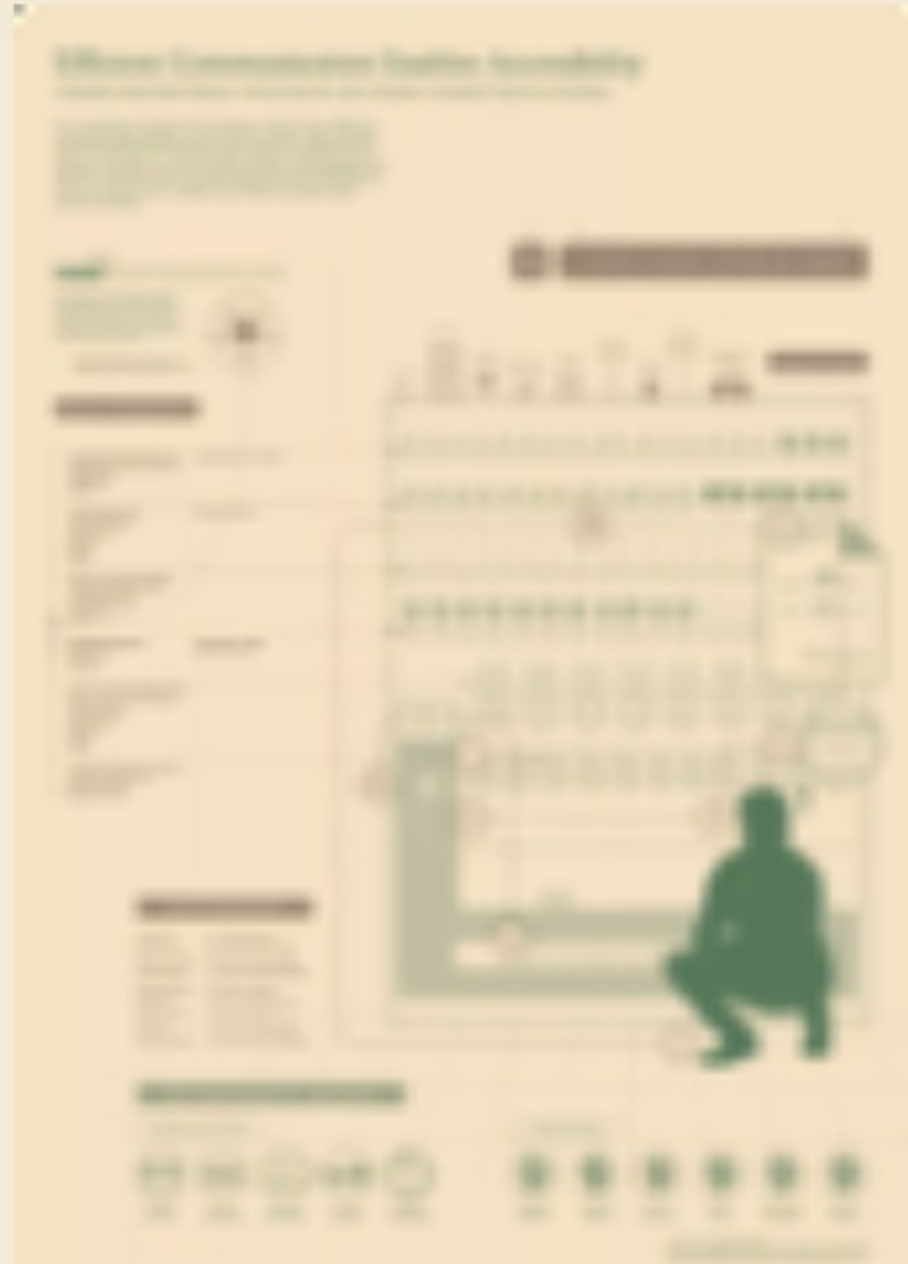
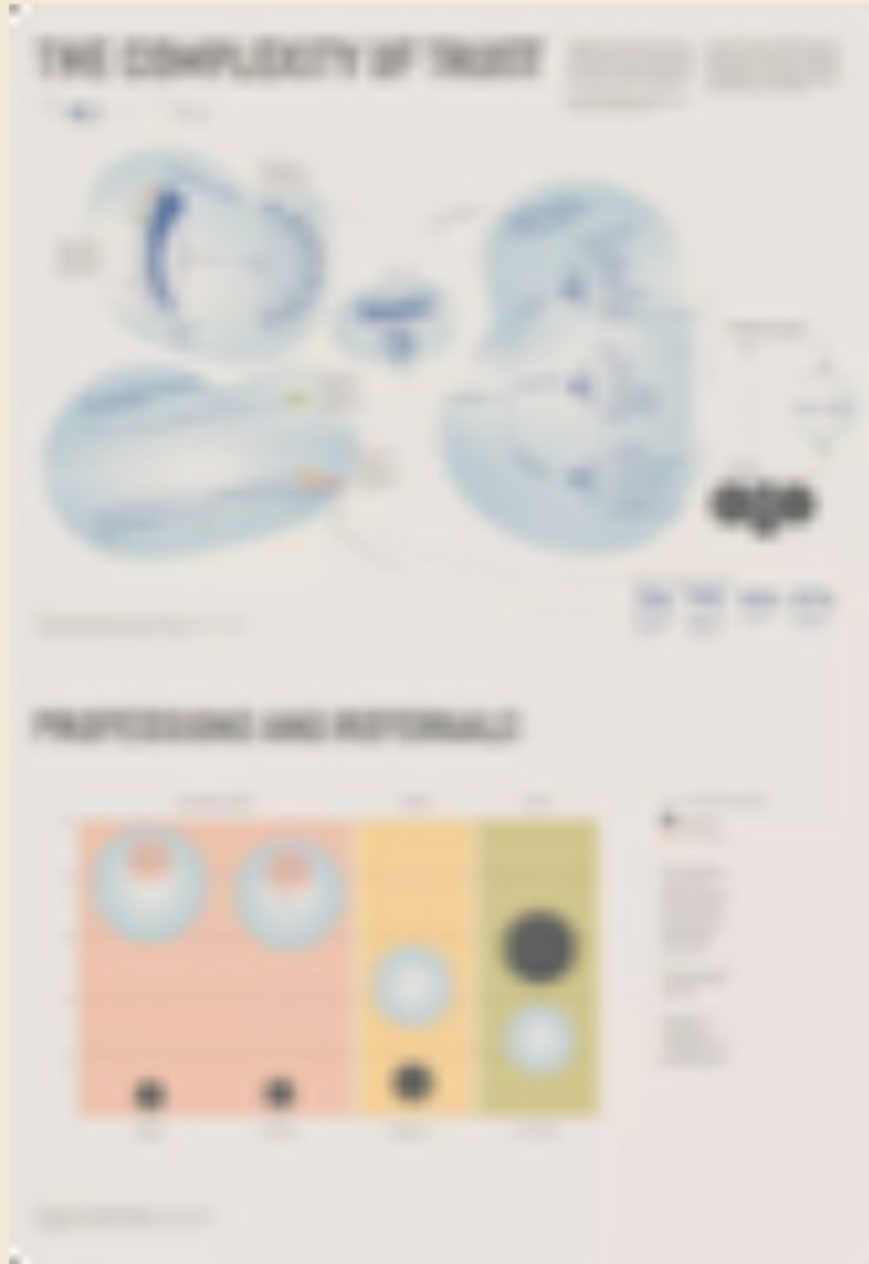
Designed a tool



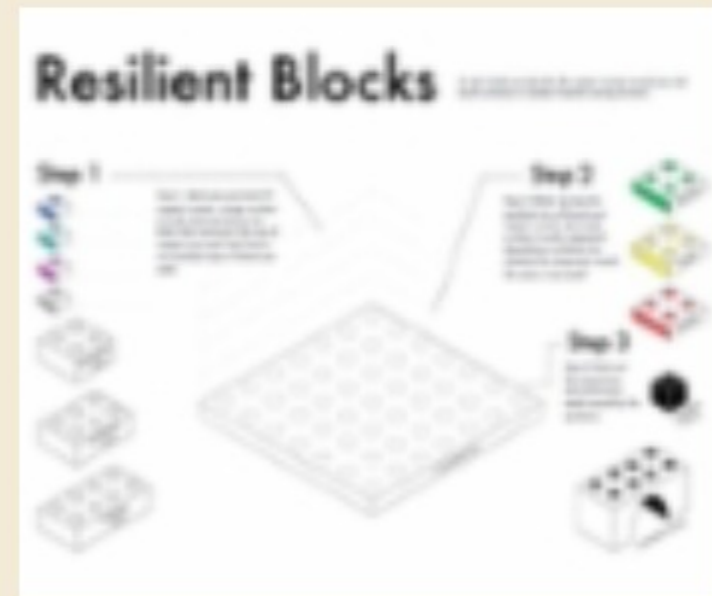
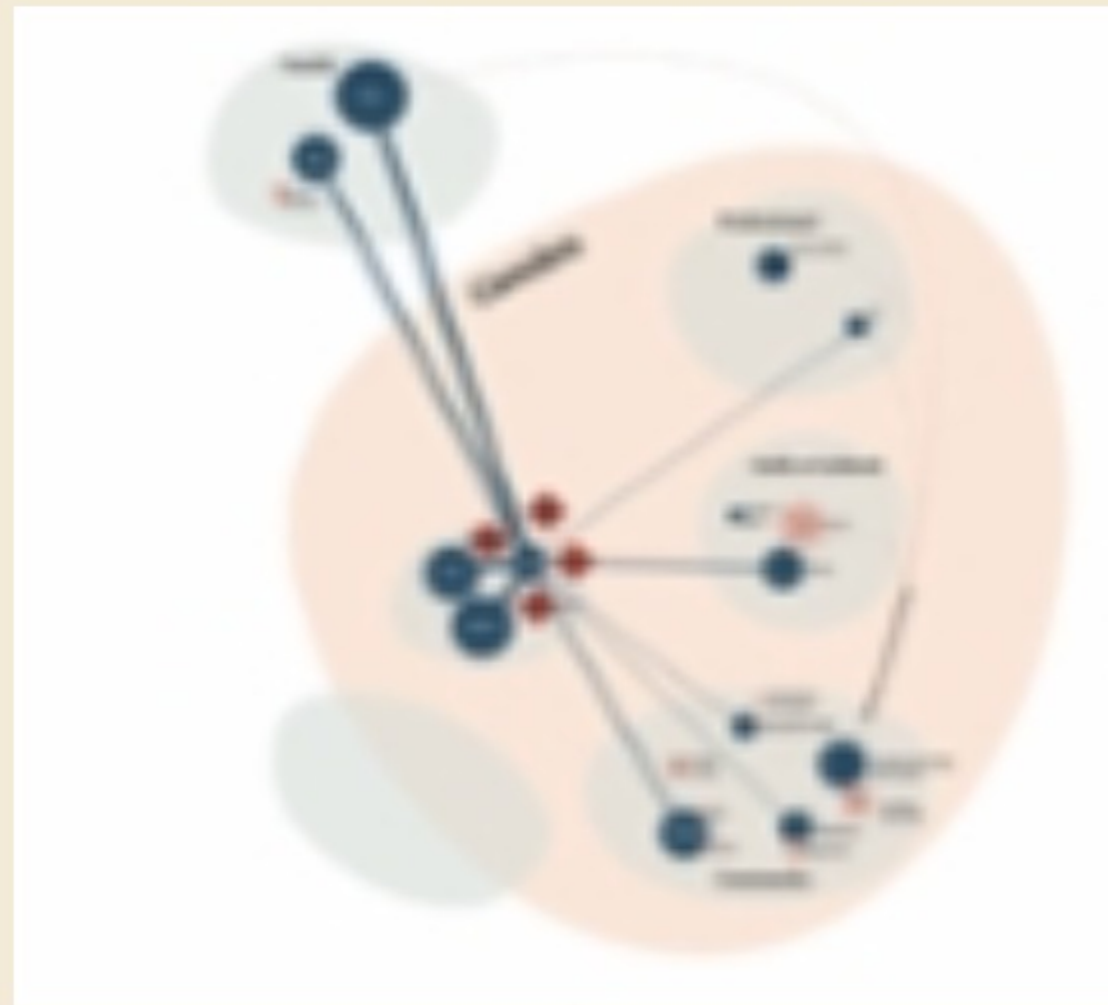
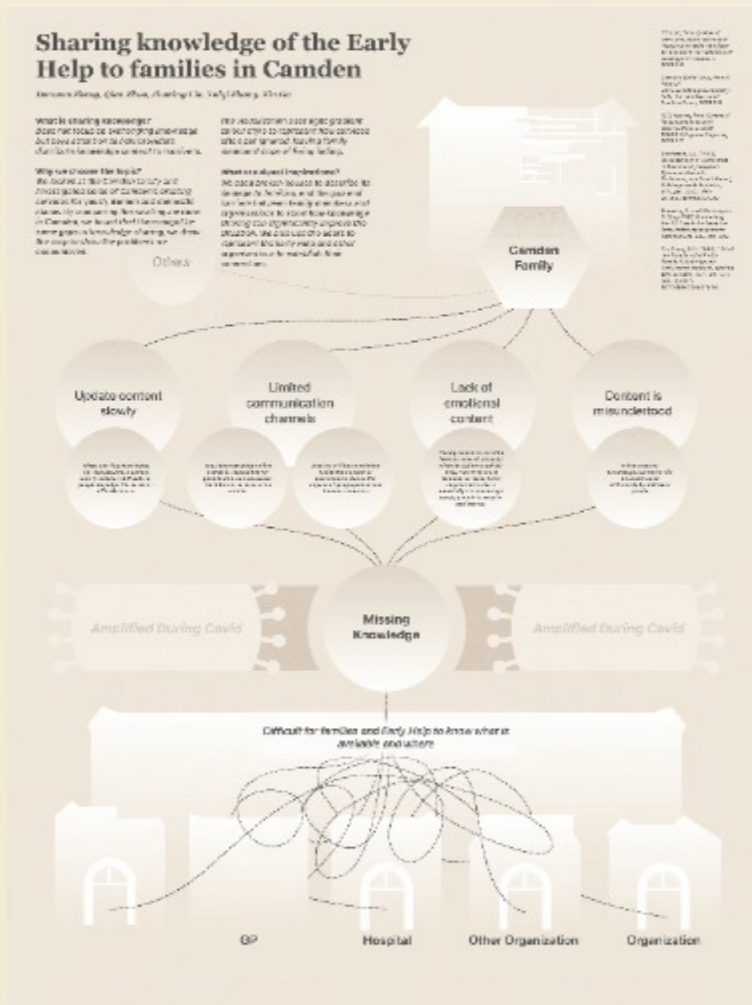
# Process



# TRUST

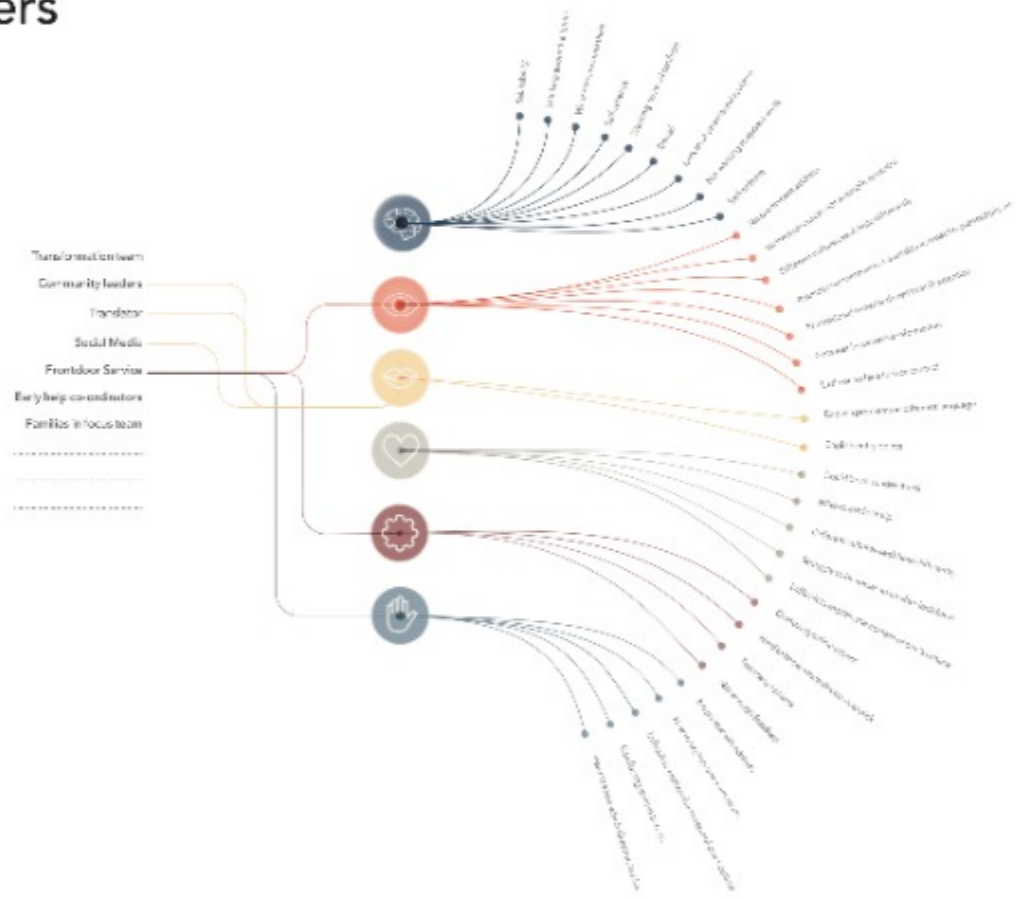


# COMPLEX CONVERSATIONS



# ACCESSIBILITY & BARRIERS

## Accessibility barriers



**Map purpose statement**  
 The Map is a table for families to talk about the barriers they experience in getting help without using judgement

**Categories of Barriers**

- Mind
- Ability
- Language
- Emotional
- Technical
- Other

**Categories of services**

- Transition team
- Community leaders
- Trandtor
- Social Media
- Frontdoor Service
- Early help co-ordinators
- Families in focus team

**Service's address the amount of service of disease category**



How you are **weaving the work of the Camden Expert Parents Group** into your work and what you **have learned from the parents** so far?

- Source of information
- Understand the current scenario,
- Confidence





What we think is **the value of co-designing** in this way?

What **challenges does it present** (especially when we're working virtually)?

Designing for



Designing with

Not being able to physically meet the families.



What are you most  
**excited about achieving**  
by the end of this project?

Make a difference

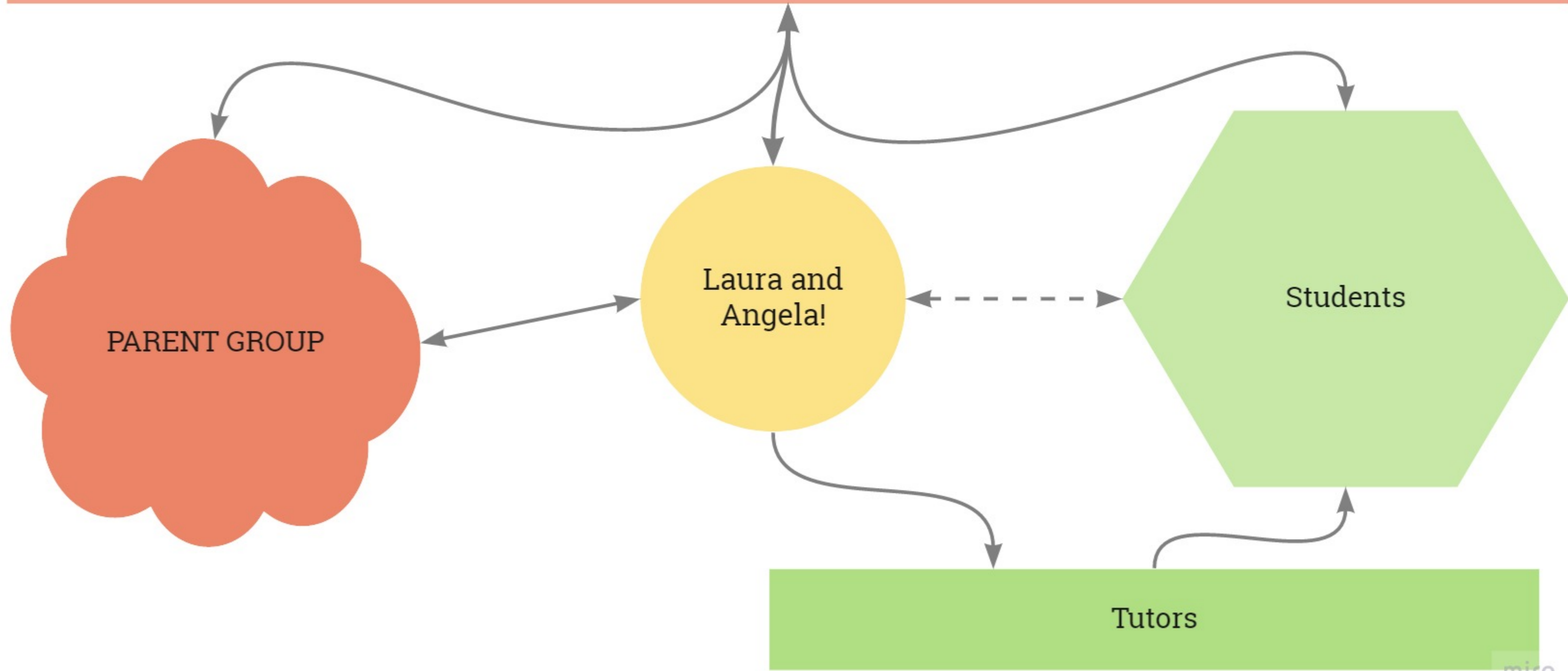


# Thank You



**ANGELA AND LAURA,  
OUR GRADUATE INTERNS**

CAMDEN EARLY FAMILY HELP



# The Importance of Synthesis!



This step often informs what designers can design and how policy makers can understand the data as they often won't be the ones to interact with the users.



**SHARE IDEAS**



**FIND COMMON GROUND**



**WORK TOGETHER**



**USE SHARED LANGUAGE**

# Why For Us, Family Changemakers Is So Much More than Just a Project that goes from A to B

## WHAT HAVE YOU LEARNED DURING THE SESSIONS FROM ONE ANOTHER OR YOURSELVES?

If you agree with someone's point, add a star next to it

reflecting on how important Camden is for many families

there learned so much about what's important to our partners and us as well

struggle to understand ourselves, but making life-long connections

learning about everyone's different point of view

would be a great thing to do

to the people that make Camden special

It's hard to bring it all from different backgrounds but it's a challenge

So I guess I figured this out

loving sharing our stories

It can make a difference in my community and my part from home, even when we talk about it's opinions about and want and my life

team work

How to use Miro

Actual collaboration will be the same as some you could expect to make using design tools sponsor but be collaborating

interesting to hear others views of Camden

enjoyed watching everyone moving around on the board

having time to talk about each other's work and partnerships about our long term goals

that Camden parents have so much to offer that is so important for people to hear

we learned that we all have stories to share and we are all connected with our stories

we keep going even when we feel like we can't

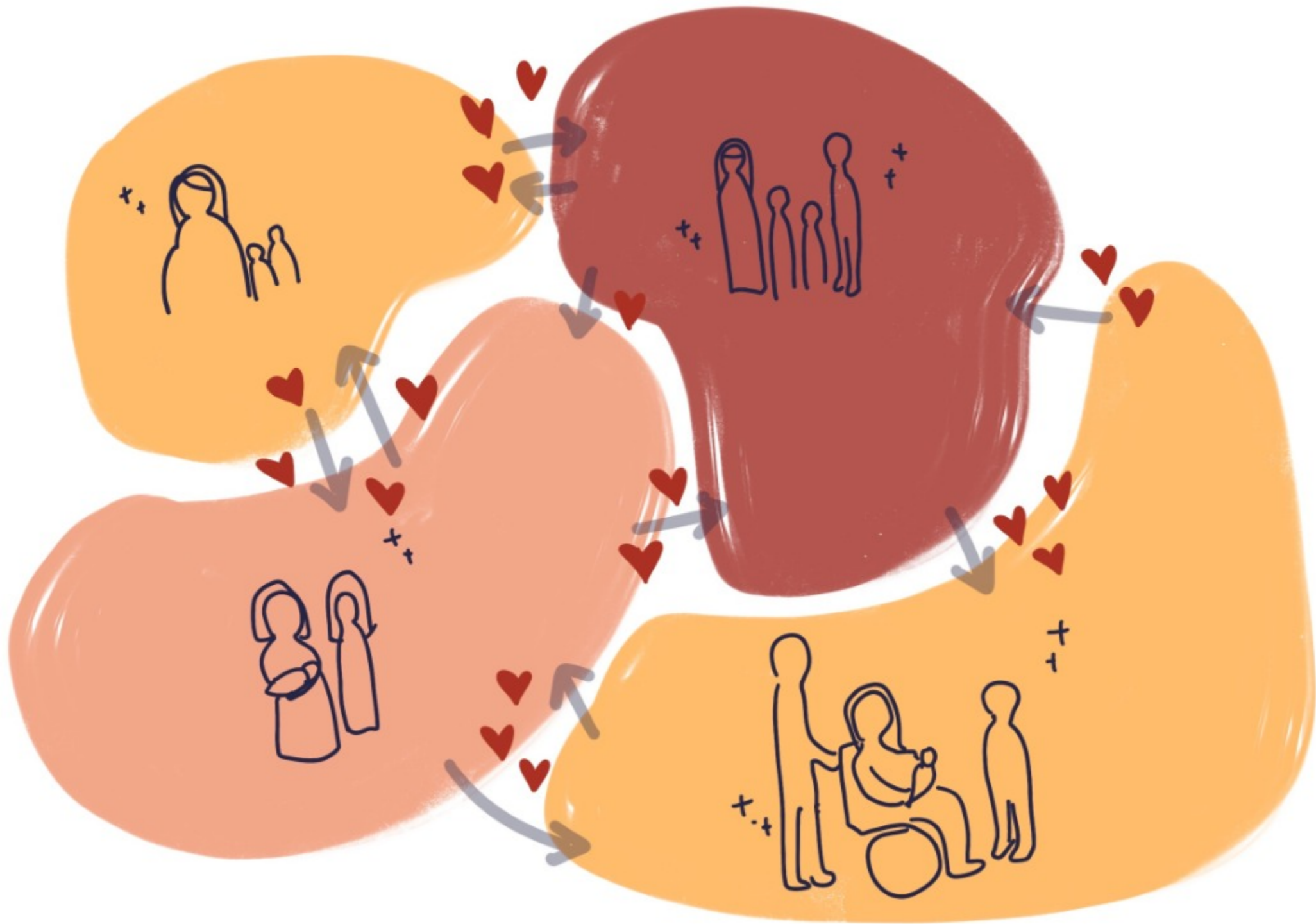
Enjoyed the family matters meeting, loved hearing everyone's stories

learning how to communicate better with other people and hearing different stories



**QUESTIONS?**

**REFLECTIONS?**



# THANKS FOR COMING!



leaving you with this collage of pictures and poems from the children of the Changemaker Expert parent group, showing what family means to them - what we all want for every family that calls Camden home

