

## Camden Borough Partnership Carers Board

Date: Wednesday 16<sup>th</sup> July 2025

Time: 10:00 – 12:00

Venue: 5 Pancras Square

No.	Item
1	<p><b>Welcome</b></p> <p>Apologies were received from members noted above.</p> <p>Cllr Anna Wright announced the use of <a href="#">Magic Notes</a>, an AI tool, to record minutes. Attendees consented to the recording for this purpose.</p> <p>Cllr Anna Wright handed over to the Carer Co-Chair to start the meeting. The Carer Co-Chair introduced Communications, Information and Advice. The Carer Co-Chair reflected on her personal experiences as a carer, the challenges of accessing support and information, and the emotional toll it takes on carers. The Carer Co-Chair emphasised the board's vision of creating accessible, inclusive, and compassionate support systems tailored to diverse needs.</p>
2	<p><b>Updates from Camden Carers</b></p> <p>Kemi Bandele-Forbes provided an overview of the <a href="#">Camden Carers</a> service and current work Camden Carers have done to deliver the Communications, Information and Advice priority area of the Carers Action Plan. This includes:</p> <ul style="list-style-type: none"><li>• The launch of an Employment Support Service in partnership with <a href="#">Carers Trust</a> and <a href="#">Phoenix</a>. The project will run for 2 years and will support 150 carers with securing and maintaining employment.</li><li>• Development of a virtual offer, including a new accessible website and an AI Virtual Carers Centre in partnership with <a href="#">Bridgit Care</a>, for carers to access relevant support, information and advice at a time that suits them. A carer Steering Group will be set up to oversee the implementation of the virtual offer. The Bridgit Care team will demonstrate their product for Camden Carers' commissioners and board members.</li><li>• Carer awareness training for GPs and carer peer support available at Highgate hospital.</li><li>• Preparations for campaigns like Carers Rights Day in November, and their intention to partner with local organisations across housing, benefits and immigration to raise awareness in this area, with an ask of</li></ul>

	<p>board members <a href="#">Holborn Community Association</a> and <a href="#">forum+</a> for their partnership in this area.</p> <p>Kemi Bandele-Forbes handed over to a carer who has participated in the co-production of the Carers Action Plan and who also draws on support from Camden Carers.</p> <p>The carer spoke about their experiences as a lifelong carer, reflecting on the challenges of being a carer from a young age, and not knowing they were a carer and the support available to them, despite their position as a social worker in children's services. The carer discovered Camden Carers after searching online for support for carers in Camden, which opened access to support and volunteer opportunities.</p> <p>The carer handed over to Cllr Anna Wright who invited board members to ask questions and discuss potential areas for collaboration.</p> <p>Sassaka Amena raised the relevance of the <a href="#">Camden Advice Network</a>, which is about to enter another phase of funding from 2027. More can be done to capture data on the number of residents who are carers, both those who are aware and unaware of their carer role, and who are accessing the Advice Network.</p> <p>Sassaka Amena highlighted <a href="#">Citizens Advice Camden</a> as a potential organisation to align our work with and invited Camden Carers to contribute.</p> <p>Regarding Camden Carers use of AI in partnership with Bridgit Care, Jamie Spencer highlighted the importance for thorough risk assessments to understand the AI's training data and ensure carers' input remains confidential. Jamie Spencer offered their support if needed. Allegra Lynch offered Jamie Spencer to attend the Bridgit Care demonstration.</p> <p>Catherine Schreiber asked how Camden Carers engaged with harder-to-reach communities, such as the Bangladeshi, Somali and Chinese communities. Catherine Schreiber noted their struggle to reach these communities in previous years.</p> <p>Regarding Employment Support Service, Catherine Schreiber asked how they can support this project, and whether there are any participants already known to the Camden Learning Disabilities Service (CLDS). Catherine Schreiber also highlighted the importance of framing carers' conversations around addressing barriers to employment.</p>
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Catherine Schreiber mentioned that carers conversations will be the focus of the next CLDS Carers Planning Group and asked for input from Camden Carers to address opening referrals between the services.

The Carer Co-Chair noted their interest in collaborating with Catherine Schreiber to connect with the Bangladeshi, Somali and Chinese communities, and asked board members to share any information or communications they would like the Carer Co-Chair to circulate with these communities.

Ramses Underhill Smith inquired about the support available from Camden Carers for young carers. Jessica Lawson responded by noting that there is a separate service for carers under 18, [The Children's Society](#).

Jessica Lawson updated that Children's social care is also working on their own young carers strategy, and there are adult social care representatives who are involved and ensuring work is aligned. Jessica Lawson will connect Ramses Underhill Smith with Becca Dove, Head of Children and Learning Transformation, who is leading on that strategy.

Regarding the Employment Support Service, Ramses Underhill Smith suggested collaborating with local businesses, such as Sainsbury's, to create flexible employment opportunities for carers. Ramses Underhill Smith recommended [Skills for Care](#) as an organisation that can support carers to transition into professional caring roles, which offer flexible hours and rewarding work.

A Carer Board Member highlighted [WorkWell](#), a North Central London Collaborative service that support, counsel and enable people with health conditions and disabilities to find flexible working opportunities.

Khadija Shireh shared their positive experience working with Camden Carers, appreciating their engagement with the Somali community. Khadija Shireh highlighted the specific experiences of Somali carers who may see their role as a moral or religious duty rather than a role with specific rights and entitlements.

Khadija Shireh highlighted that for the employment support service to reach the community, they would need to engage both carers and those they care for in the same space.

Avril Mayhew suggested using mystery shoppers to contact and review various parts of our organisation and services, to collate feedback. *Actions*

- *Project team to facilitate meeting with Camden Carers, Holborn Community Association and forum+ in run up to Carers Rights Day in November*

	<ul style="list-style-type: none"> <li>• <i>Project team to connect with Citizens Advice Camden and Sassaka Amena and inform financial wellbeing training</i></li> <li>• <i>Allegra Lynch to invite Jamie Spencer to Bridgit Care demo on Monday 21 July.</i></li> <li>• <i>Project team to examine addressing barriers to employment as part of Carers Conversations workstream</i></li> <li>• <i>Board members to share with the Carer Co-Chair any information or communications they would like to circulate within the Bangladeshi and Somali communities.</i></li> <li>• <i>Project team to connect Ramses Underhill Smith with young carers strategy lead.</i></li> <li>• <i>Project team to identify the top Camden employers for delivery of carer awareness training.</i></li> <li>• <i>Explore the use of mystery shoppers to review user experience with partnered organisations and services.</i></li> </ul>
3	<p><b>Emerging items and Carer Updates</b></p> <p>Cllr Anna Wright introduced the item and welcomed board members to share updates.</p> <p>Carole Walters shared the new <a href="#">North Central London Care Support Project</a>, which has developed a web-based portal aimed at supporting carers going through the hospital discharge process. The portal direct visitors to their local carers organisation by their postcode and works across the North Central London Integrated Care Board footprint (so includes the boroughs: Barnet, Camden, Enfield, Islington and Haringey). The technology is being circulated on posters and through awareness raising training and aims to increase referrals for care assessments via NHS colleagues. Joanne Scott, Allegra Lynch and Alice Beaumont noted their participation in this work.</p> <p>Joanne Scott announced that the North London Foundation Trust (NLFT) carer strategy would soon go live, and to expect an update at the next board meeting.</p> <p>A Carer Board Member shared their experience networking and signposting. He noted that he had spoken to former carers, who were now being cared for, and highlighted that their perspective may be valuable. He noted the challenges connected with older carers and those that they care for, as they are reluctant to engage with support services.</p> <p>The Carer Board Member has continued to network with GPs to recruit a GP for the board and will update the board next meeting.</p>

	<p>Another Carer Board Member updated the board on her progress developing the Carer Mental Health and Wellbeing workstream. The Carer Board Member noted the impact of housing, independent living, and timely repairs on carer wellbeing. The Carer Board Member highlighted the organisation <a href="#">Carefree</a>, who provide short respite holidays for unpaid carers across the UK. The Carer Board Member has booked a holiday for herself through the service and will record and review her experience, both with the hotel and with Carefree. The Carer Board Member noted that there are partnered hotels in and around Camden, which could be convenient for carers who need a short respite break.</p> <p>The Carer Board Member noted more easily actioned improvements to carer wellbeing that do not require significant reform, such as sending birthday emails to carers.</p> <p>The Carer Board Member spoke about their experiences as a young carer and the effect on her physical and mental health. She highlighted the benefits of peer support groups such as the carer support groups provided by Age Concern.</p> <p>The Carer Board Member invited board members, particularly Kemi Bandele-Forbes and mental health teams to partner on the Mental Health Task and Finish Group.</p> <p>Khadija Shireh announced a <a href="#">Somali open day on 24<sup>th</sup> July</a> to promote access to services and invited board members to attend.</p> <p>The Carer Co-Chair has reached out to the current Mayor of Camden, Cllr Eddie Hanson, and previous mayor, Cllr Samata Khatoon, both of whom who expressed an interest in partnering with our board. The Carer Co-Chair will also be attending the Somalian Celebration at Ampthill Square Estate and will be networking and signposting services there. She will report back at the next board meeting.</p> <p>The Carer Co-Chair handed over to Alice Beaumont and Jolyon Nash to present the next item.</p> <p><i>Action</i></p> <ul style="list-style-type: none"> <li><i>Board members, particularly Kemi Bandele-Forbes and mental health teams to share with project team their expressions of interest for the Mental Health Task and Finish Group.</i></li> </ul>
4	<p><b>Carers Action Plan: Re-Cap of activity so far and the Information, Advice and Communication Task and Finish Group</b></p>

	<p>Jolyon Nash provided an update on his role as Practice Development Lead, focussing on workforce development and the integration of carer awareness into staff training. He highlighted the ongoing delivery of monthly induction sessions on carers for adult social care staff.</p> <p>Jolyon Nash also updated activity of ASC Operations, including:</p> <ul style="list-style-type: none"> <li>• An end-to-end review of carer-related processes and policies, conducted in collaboration with Camden Carers.</li> <li>• Plans for another review in August, encompassing operational teams from CLDS, Neighbourhoods, Mental Health and Hospitals. These will be finally co-produced with carers to reflect their lived experience.</li> <li>• Providing one-to-one support to social care practitioners and connecting them with Camden Carers. He has started to connect with Carers within Camden's own workforce.</li> </ul> <p>Alice Beaumont provided updates on the Information, Advice and Communication workstream, noting the successful drop-ins during Carers Week, connecting with health partners and colleagues in public health to develop awareness materials for frontline teams. Alice Beaumont highlighted:</p> <ul style="list-style-type: none"> <li>• North Central London (NCL) Care Support Projects <a href="#">new web portal</a> for hospital discharge support and noted the project lead as someone to bring into the boards work.</li> <li>• Outcomes of the first Information, Advice and Communications Finish Group, including plans to develop a small promotional card for Camden Carers and the Carers Action Plan email, which board members can share when speaking to carers in the community.</li> </ul> <p>There was no cost quote for this, but the board agreed to release funds once the cost has been identified and shared with members.</p> <p>A Carer Board Member requested the card be produced with environmentally friendly materials, and not plastic. Ramses Underhill Smith suggested including a digital QR code for people with smartphones.</p> <p>The Carer Co-Chair introduced Jamie Spencer for the next item.</p> <p><i>Action</i></p> <ul style="list-style-type: none"> <li>• <i>Project team to provide quotation for promotional card to Co-Chairs and then will confirm order once board have electronically agreed.</i></li> </ul>
5	<b>The Carers Board: Working Together</b>

Jamie Spencer presented on Camden's approach to data collection and measuring impact.

Areas to work on include:

- More regular Public Health Data collection and connecting over the [Joint Needs Assessment](#).
- Better understanding of what local data is available from our partners and how to share it, filling gaps in ASC data, specifically around unassessed carers who are not captured well, and;
- Increasing participation in future surveys to gain more robust insights.

Jamie Spencer suggested that Board could support call for increased outreach to carers as part of the next Survey for Adult Carers in England. We had 200 respondents; this could be increased. Jamie Spencer highlighted as well that as part of CQC investment in data, insight was key part of what we can do.

Jamie Spencer proposed piloting new approaches to data monitoring in collaboration with Camden Carers. This could enhance the quality and presentation of data, which could serve as a model for other organisations.

Cllr Anna Wright thanked Jamie Spencer for their presentation and invited board members to ask questions.

Allegra Lynch raised concerns about data sharing when carers don't want to share their data with larger organisations. Jamie Spencer clarified that most of the data needed for measuring impact is aggregated data, which excludes individual-level details, preventing identification of any person.

A Carer Board Member enquired what data we had on wait times for carers assessments. Jamie Spencer explained that while initial assessments are conducted promptly, there is a backlog for reviews, and this could be a measure we look at as a board.

A Carer Board Member referenced the [Universal Care Plan](#). Jamie Spencer responded that this had been highlighted at a recent [Association of Directors of Adult Social Services](#) (ADASS) presentation. Jamie Spencer mentioned that Camden is exploring new systems, such as [Snowflake](#), to improve data integration and provide better insights into carers' needs.

Jack Philips offered to connect Jamie Spencer to the ICB analytics team who've done a lot of work on neighbourhood data packs and asked for Jamie Spencer's insights on impactful ways they can identify or support carers through their projects with the Somali and Bangladeshi communities. The Carer Co-Chair also expressed in interest in collaborating on this.

	<p>Avril Mayhew highlighted the importance of qualitative data for a balanced dashboard.</p> <p><i>Actions</i></p> <ul style="list-style-type: none"> <li>• <i>Carers project team to follow-up on potential to use wait times/backlog for reviews as a progress measure.</i></li> <li>• <i>Jack Philips to connect Jamie Spencer to ICB analytics team.</i></li> <li>• <i>Project team to follow up on ICB's projects with Somali and Bangladeshi communities, and link the Carer Co-Chair in.</i></li> <li>• <i>Jamie Spencer to follow up with Public Health around integrating more information on carers into the Joint Needs Assessment.</i></li> </ul>
6	<p><b>Close, Next steps &amp; AOB</b></p> <p>The Carer Co-Chair gave an overview of upcoming meetings, including:</p> <ul style="list-style-type: none"> <li>• The first meeting of the Mental Health workstream, scheduled for early August.</li> <li>• Engagement sessions with carers over the summer as part of the Communications, Information, and Advice workstream.</li> <li>• The next Board meeting, planned for 15 October at the Greenwood Centre, with further details to be provided by the project team.</li> </ul> <p>The Carer Co-Chair closed the meeting emphasising the urgent need to listen to carers' experiences and address systemic barriers like digital exclusion, delays in interpreter services, and inaccessible communications.</p> <p>The Carer Co-Chair shared her personal caregiving journey for family members, including learning British Sign Language and making sacrifices to care for loved ones.</p> <p>The Carer Co-Chair thanked the board for their attendance and invited the board to listen to <a href="#">Bridge over Troubled Water</a> as an allegory for what carers need, and <a href="#">My Way</a>, for an insight into WSD's experiences as a carer.</p>