

A warm welcome!

Borough Partnership Carers Board: First Meeting

09 April 2025



Today's Agenda

1. Welcome
2. Background to the Borough Partnership Carers Board and the Carers Action Plan
3. Getting to know one another and hearing from our members
4. Thinking and Agreeing Together: Our Borough Partnership Carers Board
 - Review and agree Terms of Reference, discuss Action Tracker and how items are brought to the meeting
 - Work programme and agreeing our next steps
5. Announcing the new carers service
6. Close

Why are we here?



- Plans for a Carers Board came about almost two years ago; connected to the Carers Action Plan and local strategies to support carers better.
- Carers Action Plan launched at Full Council during an engaged and lively debate in July 2024.
- Development has had spirit of coproduction and engagement throughout.
- Since then, we have been working with carers to help shape the Board and we are now here!

Overview of Carers Action Plan

The Carers Action Plan has two sections.

1. Carers Action Plan

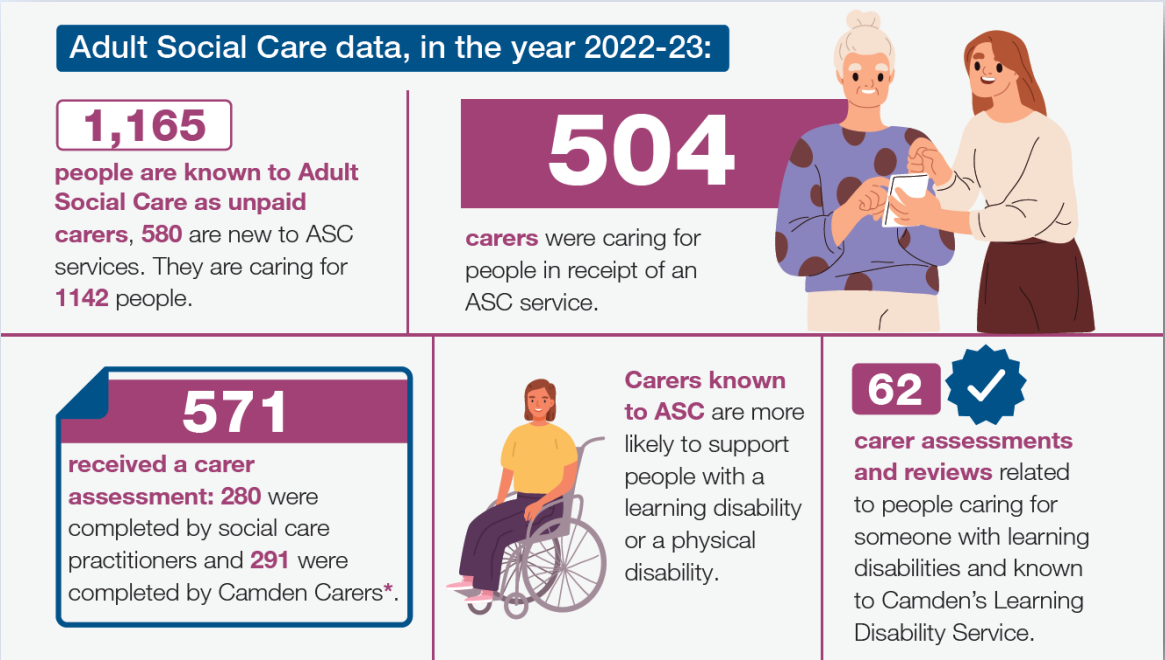
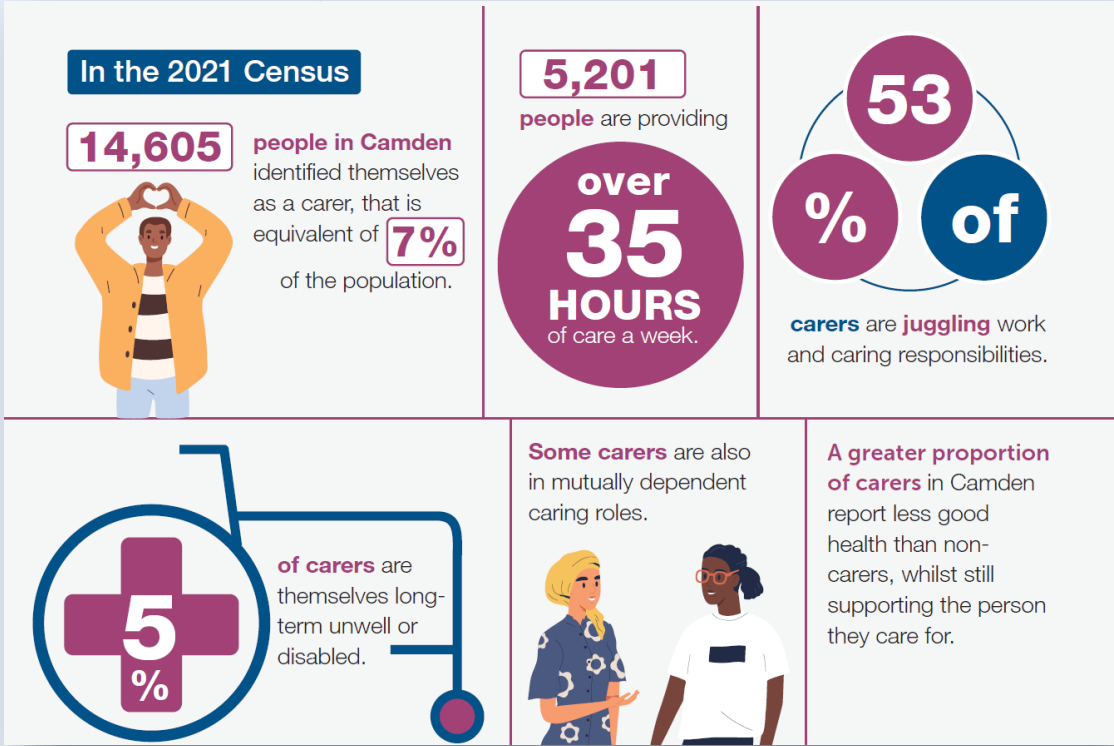
- **Part I** shows 5 principles. These are the overarching approach we should consider when we are working with carers.
- **Part II** includes the priority areas for action identified by carers in Camden. Part II is designed to be updated as work continues, priority areas are achieved, and new priorities are identified.
- **Part III** includes the action tracker. These are our actions! Based on carer feedback and the current scoping work progressing through the Carer Working Group.

2. Carers in Camden

- Has the supporting information for the action plan including a definition of who is a carer; data on carers; carer rights and how the action plan was developed.

The strategic Carers Action Plan will have a significant impact on the work we do locally with carers.

What does the data say?



The Action Plan's principles

1. Identifying as a carer is an essential step to accessing support.
2. Caring is intrinsically connected to a relationship.
3. A carer is an individual person with their own needs and context.
4. Caring responsibilities require time and energy.
5. Connected services are vital to carers.

The Action Plan's priorities

- **Communication**
- **Information and Advice**
- **Mental Health Support**
- Carers Conversations
- Emergency and Future Planning
- Health and Hospital Discharge
- Young Adult Carers Support
- Carers Breaks
- Accessibility
- Financial and Legal Support
- Employment, Education and Training

Introducing ourselves

Please tell us who you are, your role, your aspirations for the Carers Board or what connects you to this work.



Values carers want to see reflected:

- Our Board needs to be **welcoming, accessible, inviting and representative** of our diverse community.
- **Equality, diversity, and inclusivity** as core principles.
- **Transparent and visible** (moving to true power sharing).

- We need **focus and coordination on specific priorities**, break the work down into task and finish groups, and **progress one thing at a time**.
- **Effective communication** and problem-solving.
- **Decisive and holistic action** across the **system**.

- Members must be **committed and/or have responsibility towards carers** in their role.
- **Advocacy and impact**: the importance of having someone who can **speak up** for and **champion** carers' needs.

- It cannot be a place for complaints or grievances only, we need a place for that, but we also **need to move forward with positive action**.
- **Listening and showing respect** for one another in the way we work.
- **Future-focussed** and **goal-oriented** approaches; **results-driven** and **solution-focussed** outcomes.

- **Cake and connection**: there needs to be a sense of **coming together, collaboration around a common purpose**, and **building consensus**.
- **Synergy and shared ideas**.

Carers Board Terms of Reference

- Non-decision-making Board: we can oversee, challenge, steer and influence.
- Members feedback to respective organisations and help champion carers across our Camden system.
- Ethos and spirit of co-production.
- Action-oriented! We have an Action Plan and Tracker to support us and keep us accountable.

Action Tracker

Priority number	Area(s) for action	Steps to achieve what matters to carers	Outcome measure	What does success look like	Borough Partnership Lead Officer (including which department / organisation, or any other services involved.)	Timescale/ deadline
1	Communication	Put an extended article on carers in local publication: Camden New Journal, Camden Magazine				
2	Communication	Work with carers to develop language used to describe carers and caring role.				
3	Communication	Develop a list of local places and events that carers services and information about services could be advertised, such as pharmacies, community notice boards.				
4	Communication	Develop leaflets and posters in different community languages – distribute see 3 above. Online versions needed too.				



Work programme 2025/6

Information, Advice & Communications



Ensure carers have access to accurate, inclusive, and easily navigable information and advice that is tailored to diverse needs, delivered through multiple formats, and supported by compassionate, knowledgeable professionals who facilitate meaningful engagement and advocacy.

Mental Health (Carer Wellbeing and Connections)



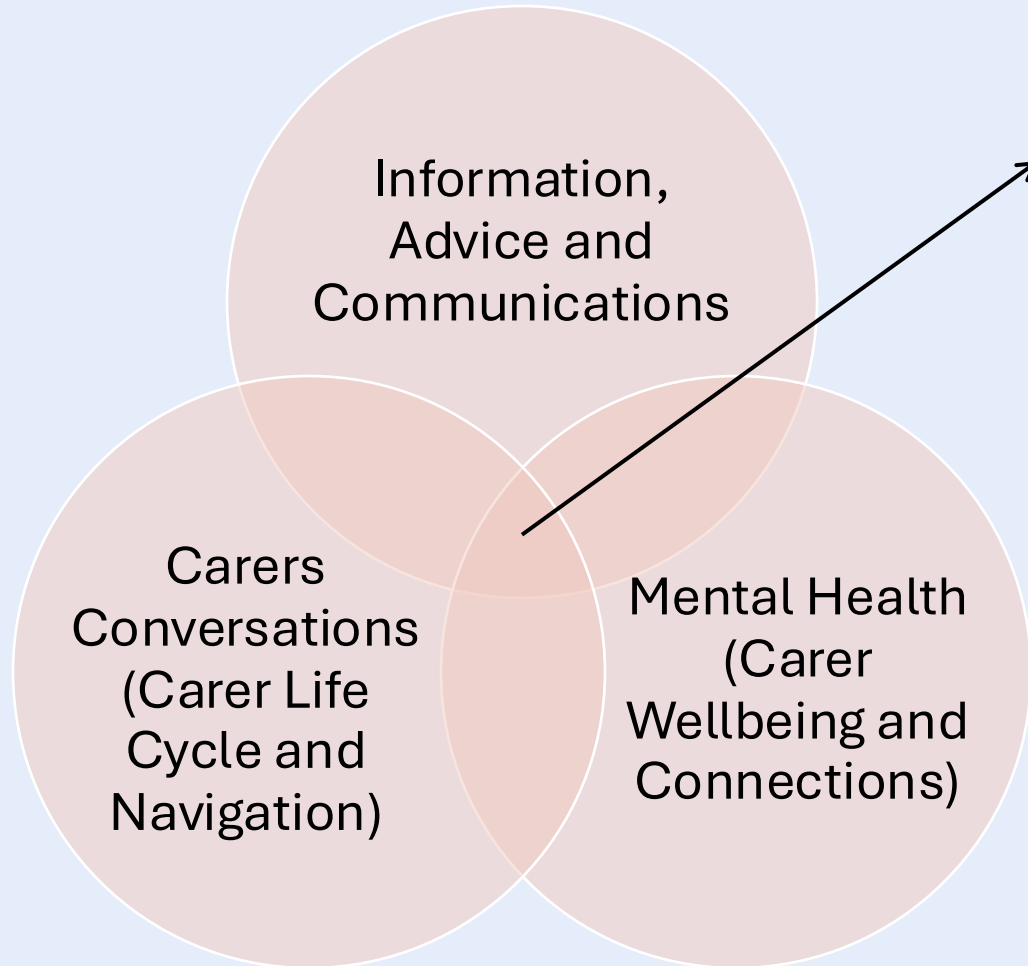
Create a well-connected, accessible, and inclusive support system for carers that ensures they are informed, listened to, and provided with holistic and ongoing support for their wellbeing and the wellbeing of those they care for.

Carers Conversations (Carer Life Cycle and System Navigation)



Recognise, value, and support unpaid carers by embedding a consistent, strengths-based and culturally competent approach to conversations across the system, focussed on improving identification, inclusion, and access to the right help and resources at the right time.

Work programme 2025/6



Overlapping priorities:

- Emergency and Future Planning
- Health and Hospital Discharge
- Carers Breaks
- Young Adult Carers
- Accessibility
- Financial and Legal Support
- Employment, Education and Training

Actions	Leads	Trend	Recent developments/progress	Actions and dates
Information, Advice and Communications	TBC	➡	Board promotion Carers Week 2025	9 July 2025 – next Board update
Mental Health	TBC	⬆	CLDS – burnout matrix CGL – TI framework NLFT – Carers Strategy Leisure Centres – GLL meet	15 October 2025 – next Board update
Carers Conversations	Jolyon	➡	End-to-end review Camden Carers and ASC process mapping Practice Guide update	14 January 2025 – next Board update

Knowing we are on track

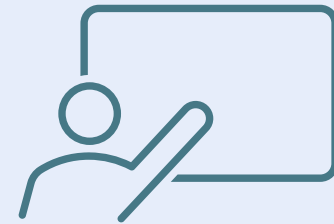
- We have identified what frameworks we will be using to measure our success within the Action Plan.
- End of April/early May **NICE Quality Standards** benchmarking exercise.
- T&Fs we will refine Action Plan objectives, agree outcomes and report to Board. Referencing other frameworks:
 - **Adult Social Care Outcomes**
 - **Good Life Camden**

Meeting Format

At each meeting, we will have a regular discussion **on the Action Tracker and the Carers Action Plan's priority areas** (known as a standing item). This includes:

- Updates on ongoing initiatives and strategic plans related to the Carers Action Plan.
- Progress reports on the subcommittees (Task and Finish Groups) that will be fulfilling the Action Plans priorities.
- Information from stakeholder engagement, co-production activities and forums such as Camden Carers Voice.

We also hold a regular emerging and ad hoc items space. We will factor in time for deep dives and shared learning opportunities around carers.



Agenda Template

No.	Actions	Time
1.	Welcome and introductions <i>Co-chairs: Cllr Anna Wright and Wajidha Shamash-Din</i>	10.30-10.40am
2.	Standing item: Action Tracker Updates <i>Presenter(s): Task and Finish Group Leads</i>	10.40-11.10am
3.	Deep dive: Task and Finish Group Area <i>Presenter(s): Task and Finish Group Lead, invited members</i>	11.10-11.50am
4.	Open discussion: emerging ideas, concerns, innovations <i>Co-chairs: Cllr Anna Wright and Wajidha Shamash-Din</i>	11.50-12.20pm
5.	Close <i>Co-chairs: Cllr Anna Wright and Wajidha Shamash-Din</i>	12.20-12.30pm

Communications



You will receive Board related communications and invites from our team email address:

carersactionplan@camden.gov.uk.



We have developed a SharePoint hub for board members. Key papers and project documents for your reference and review will be shared here.

We will explore with carers how we can best utilise the Carers Action Plan and Camden Care Choices websites, with ideas including but not limited to:

- A place to publish board minutes and updates on the Action Plan
- A place to gather wider feedback on the Action Plan
- A place to signpost and highlight information and advice for carers in Camden (fulfilling our priorities within the Action Plan)



Carers Contract Announcement





Camden Carers Support Services

Karen Timperley
Shanta Joseph

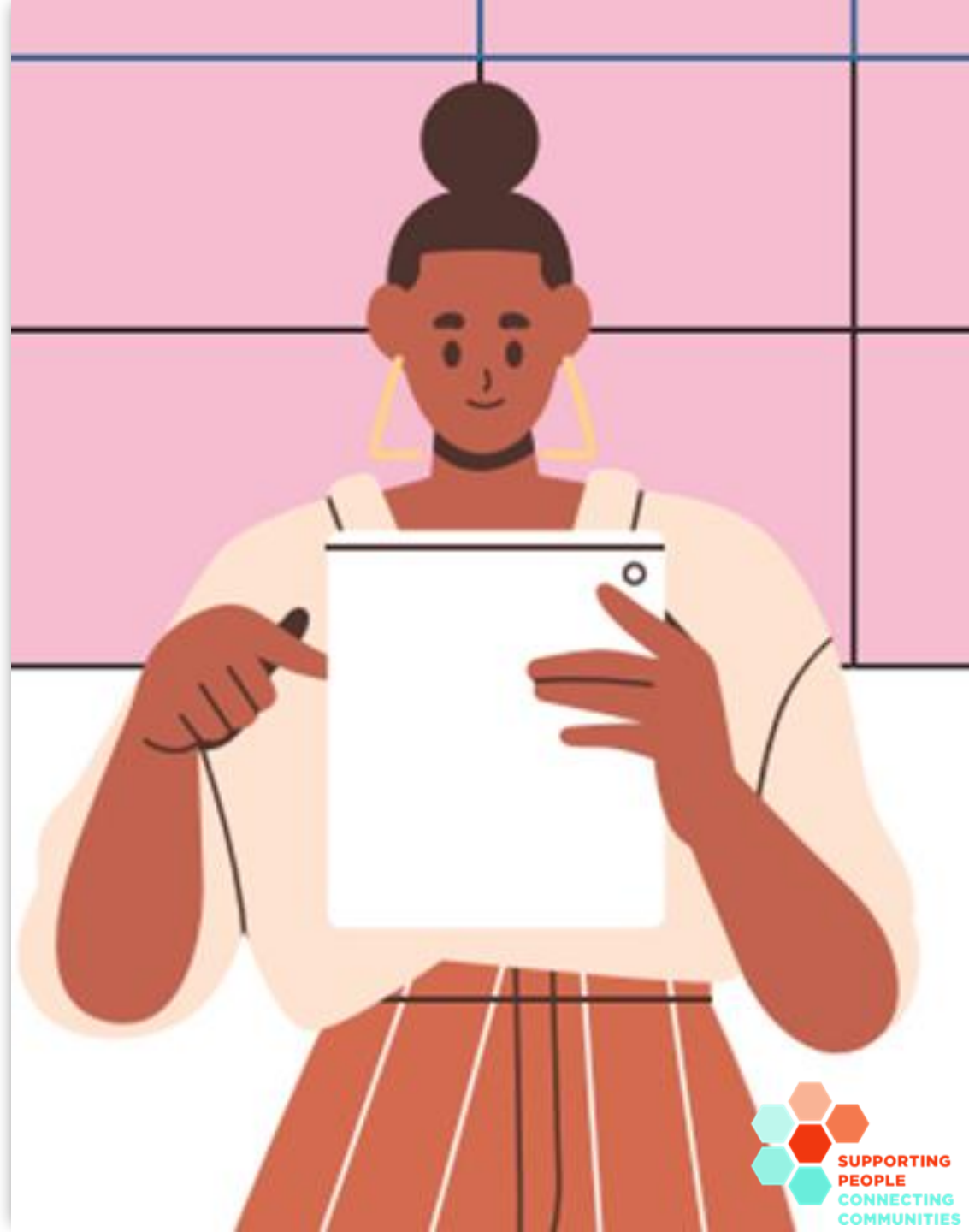


Greenwood
CENTRE



A new carers contract

- Following a tender process Camden Carers were awarded the contract to deliver carers services in Camden.
- The new contract started on 01 April 2025.
- The service is for an initial term of four years with an option to extend for three years, up to a maximum of a seven-years.
- The break clause allows for the service to be reviewed alongside carers so that it remains relevant



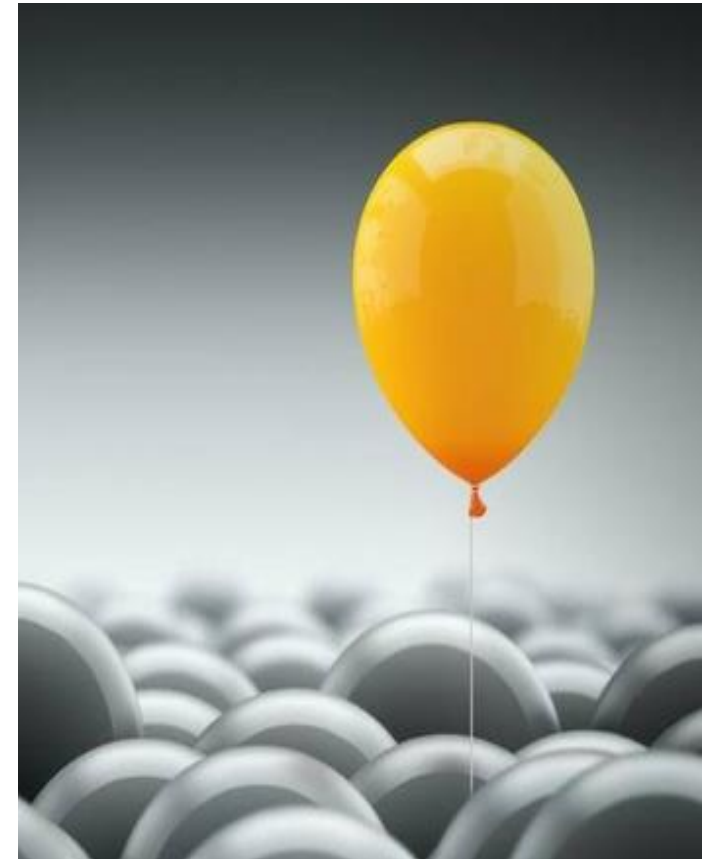
Services for Carers



- Information, Advice & Signposting
 - Carers Assessments & Reviews
 - Hospital Discharge Support
 - Health & Wellbeing Support
 - Peer Support, Activities & Bereavement Support
- Support for carers support residents with dementia
 - Addressing disproportionality and inequity
 - Support for Young Adult Carers & Transition Support
 - Partnership Working & Policy Development

What's different

- Support unpaid carer across Camden by increased partnership working, using methods that have been proven to work, and making sure everyone feels included.
- Work as an important member of the Carers Partnership Board to help carry out the Carers Action Plan.
- Services will be provided in local neighbourhoods, making it easier for carers to access the support they need.
- Include carers in service design including the design of the digital offer ensuring the support is flexible and works for unpaid carers in Camden.
- To reach more people with available resources, the service will offer more online options and provide information and advice in different formats.
- Support young adult carers and work with Good Work Camden to provide employment support that understands carers' needs, helping them find stable employment while managing their caring duties.





Addressing disproportionality and inequity

As a result of talking to carers, reviewing current services and completing an equalities impact assessment the new service will develop, with carers, a strategy that addresses disproportionality and inequity of support to carers. This will ensure that services are inclusive, support all carers, are culturally competent and have targeted interventions.

Alongside the Carers Service contract, the Council have commissioned two additional test and learn pilots focusing on identifying male carers and carers from the LGBTQ+ community.



Last words from the Camden Carers

- Carers will receive a well-managed, structured, and accessible service from trusted providers.
- Services will operate with a clear management and governance structure, providing strong leadership, accountability.
- Premises will be fully accessible, ensuring inclusivity for all residents by creating welcoming and barrier-free spaces.
- There will be a leadership approach that supports staff development.
- Services will be delivered locally, enabling carers to access services easily.

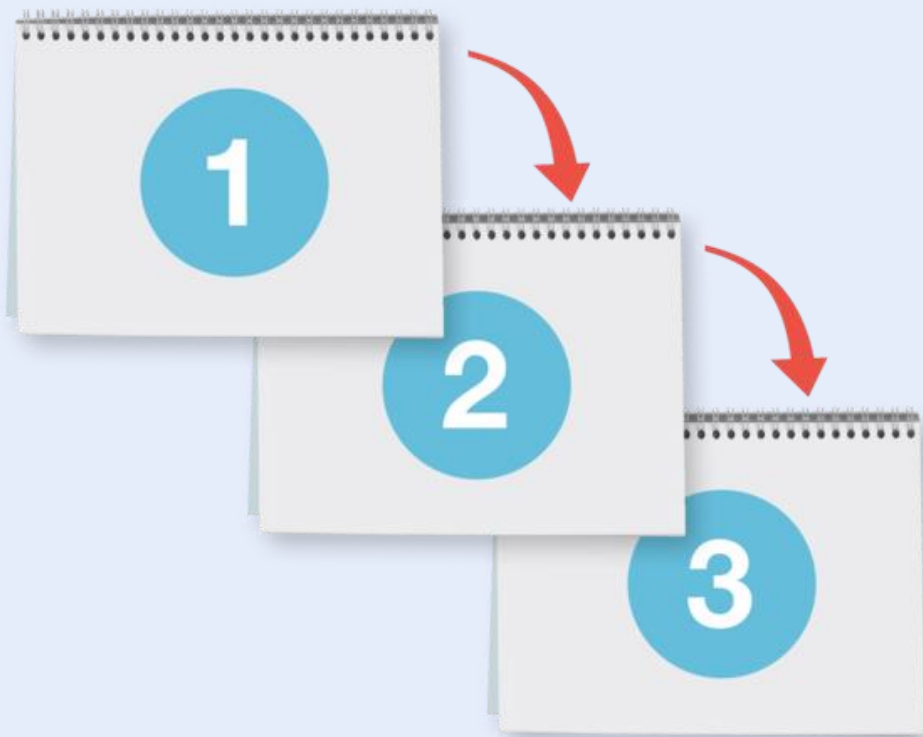
Next steps and actions



Looking at the year ahead



Next steps



Invitations to:

- NICE Benchmarking exercise
- Task and Finish Groups

Upcoming:

- Carers Week 2025

AOB:

- Future meetings and papers
- Board member support

Close

A big thank you for your time today!



Photo by Zek on Unsplash