

Camden Borough Partnership Carers Board

Date: Wednesday 9th April 2025

Time: 10:00 – 12:00

Venue: Greenwood Centre

No.	Item
1	<p>Welcome</p> <p>Cllr Anna Wright opened the meeting by welcoming members and introducing the co-chairs. Apologies were given.</p> <p>Cllr Anna Wright handed over to co-chair Wajidha Shamash-Din to introduce item 2.</p>
2	<p>Carers Action Plan: Context and Updating the Board</p> <p>Wajidha Shamash-Din emphasised the importance of the Board's launch, noting it as a key step driven by carers' voices. An overview of the development of the Carers Action Plan was outlined and the Board's role in overseeing this was explained. Wajidha Shamash-Din reaffirmed a commitment to ensuring lived experience guides the direction of the Board.</p> <p>Wajidha Shamash-Din handed over to Octavia Aronne and Alice Beaumont to lead on this item.</p> <p>Octavia Aronne introduced the project team (Alice Beaumont and Fidel Stanley) and spoke to experiences of carers which resulted in the development of the Carers Action Plan.</p> <p>Octavia Aronne provided an overview of the structure of the Carers Action Plan. It is split into two main sections; the first sets out key principles, priority areas for action, and a live action tracker informed by carer feedback. The second provides supporting context, including who carers are, data, carer rights, and how the plan was developed.</p> <p>Octavia Aronne provided relevant statistics on carers in Camden from the 2021 census and from Adult Social Care data (2022-2023).</p> <p>Alice Beaumont introduced the five core principles of the Carers Action Plan, which underpin all work moving forward and intend to remain constant. The principles exist to ensure services stay focused on what matters most to carers.</p> <p>Alice Beaumont presented the eleven priority areas identified by carers as the focus of the Carers Action Plan. These priorities may evolve over time as</p>

	<p>further insights from carers are gathered. The top three areas highlighted by carers were Communication, Information & Advice, and Mental Health, which will shape the immediate next steps. Alice Beaumont noted that Octavia Aronne will speak more on this in item 4 of the agenda.</p> <p>Alice Beaumont handed over to Cllr Anna Wright to introduce the next item.</p>
3	<p>Introducing and Meeting our Board Members</p> <p>Cllr Anna Wright emphasised that a key aim of the meeting is to begin building relationships. Cllr Anna Wright invited all Board members to introduce themselves and share context on their role, as well as what brings them to this work.</p> <p>All Board members and co-chairs spoke for up to two minutes to say who they are and what their role is. Some Board members shared their aspirations for the Board, and some shared personal experiences about what connects them to this work.</p> <p>Cllr Anna Wright thanked all Board members for their introductions and then handed over to Wajidha Shamash-Din to introduce item 4 of the agenda.</p>
4	<p>The Carers Board Working Together: 2025-2026</p> <p>Wajidha Shamash-Din noted that this item would focus on aligning how the Board will work together moving forward. Wajidha Shamash-Din highlighted the Terms of Reference, action tracker and work programme, and explained that the co-chairs would be inviting feedback and aiming for agreement on these documents.</p> <p>Wajidha Shamash-Din handed over to Octavia Aronne and Fidel Stanley to present this item.</p> <p>Octavia Aronne introduced the Terms of Reference by describing the values that carers have requested to be reflected in the Board.</p> <p>Octavia Aronne gave a summary of the Terms of Reference, describing that the Board's role is to oversee, challenge, steer and influence. Members are encouraged to provide feedback to their respective organisations and advocate for carers across Camden. Octavia Aronne highlighted that the ethos and spirit of co-production is central to the Board's approach. Octavia Aronne explained that the Board is action-orientated; this is supported by the Carers Action Plan and a dedicated action tracker to ensure accountability and progress.</p>

	<p>Octavia Aronne handed over to Wajidha Shamash-Din to invite questions and lead on agreement. Wajidha Shamash-Din fielded questions from Board members.</p> <p>Carole Walters noted correction to job title in the Terms of Reference (Action for Alice Beaumont).</p> <p>Jack Philips asked why GP representation from Central Camden Primary Care Network is specified in the list of Board members and not any others. Jack Philips offered to help find clinical leadership representation. Octavia Aronne responded that ICB help to find GP representation to sit on the Board would be welcomed. (Action for Octavia Aronne and Jack Philips to follow-up outside of meeting).</p> <p>Avril Mayhew drew attention to the number of Council officers listed in the Board's membership and invited members to raise any concerns if they felt this was unbalanced.</p> <p>Wajidha Shamash-Din confirmed agreement from members on the Terms of Reference and handed back to Octavia Aronne (Action for Carers Project Team to circulate agreed Terms of Reference to members).</p> <p>Octavia Aronne presented a preview of the Action Tracker, which supports the Action Plan by outlining tasks designed to achieve key objectives for carers. The tracker details agreed-upon actions and serves as a tool for maintaining accountability. It will be regularly updated and re-published to track progress and ensure transparency.</p> <p>Octavia Aronne presented three proposed task and finish groups. These are:</p> <ol style="list-style-type: none"> 1. Information, Advice and Communications - Aiming to ensure carers have access to accurate, inclusive, and easy to navigate information that is tailored to diverse needs. 2. Mental Health (Carer Wellbeing and Connections) - Focused on creating an accessible, inclusive support system for carers, addressing both their wellbeing and the wellbeing of those they care for. 3. Carer Conversations (Carer Life Cycle and System Navigation) - Aiming to embed a strengths-based, culturally competent approach to improve identification of carers, inclusion, and access to resources throughout the carer life cycle. <p>Octavia Aronne asked Board members to consider the proposed task and finish groups and reach out to the project team if they are interested in feeding into one of the groups.</p> <p>Octavia Aronne spoke about the interconnected nature of the three proposed task and finish groups, noting that they cannot be addressed in isolation due</p>
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	<p>to the complexity of carers' lives. These groups will be integrated into a single, top-level Action Tracker for the purposes of reporting to the Board. This tracker will consolidate relevant tasks from the existing Action Plan, providing a clear overview of what's been completed and next steps, and will indicate the progress trend.</p> <p>Octavia Aronne handed over to Cllr Anna Wright to field questions.</p> <p>Cllr Anna Wright highlighted the need to measure outcomes as well as outputs, and invited members to ask any questions on the information shared or give any thoughts or suggestions around metrics.</p> <p>Avril Mayhew raised a question regarding how trends would be measured within the top level Action Tracker, and whether this would be determined by the Board or within the task and finish groups.</p> <p>In response, Cllr Anna Wright noted that a definitive approach has not yet been established, as this will be shaped through the work of the task and finish groups once they are in place. However, Cllr Anna Wright emphasised that this consideration would remain a central focus throughout the process.</p> <p>Cllr Anna Wright handed back to Octavia Aronne to present on outcome frameworks.</p> <p>Octavia Aronne outlined the frameworks that will be used to measure progress within the Action Plan. A benchmarking exercise using the NICE Quality Standards is scheduled for the end of April/early May. As the task and finish groups progress, they will refine the Action Plan's objectives, agree on outcomes, and report back to the Board. Additional frameworks referenced include the Adult Social Care Outcomes Framework and Good Life Camden.</p> <p>Karen Timperly noted that some of the outcomes measured by Camden Carers align with those in the Action Plan. It will be important to avoid duplication and to consider which Action Plan outcomes can be integrated into the contract monitoring for the Carers service (Action for Octavia Aronne and Karen Timperly to follow-up outside of meeting).</p> <p>Jamie Spencer raised that he is involved in a national review of the Adult Social Care Outcomes Framework (ASCOF) and expressed hope that this work will influence and inform the review.</p> <p>Carole Walters raised that their work is focused on hospital discharge and managing bed space pressures, therefore has a particular interest in carers conversations and aligning these across health and adult social care. Carole Walters asked what the Key Performance Indicator's would look like for the Carers Conversations task and finish group and suggested that a decrease in avoidable hospital admissions could be measured. Carole Walters also highlighted the need to empower and educate staff across pathways. They</p>
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	<p>asked to be looped into the Carer Conversations task and finish group (Action for Octavia Aronne to follow-up with CW).</p> <p>Avril Mayhew highlighted the importance of lived experience in assessing the value of the Board. She encouraged carers in the room to reflect on and discuss how proposed changes might look and feel from their perspectives, and how their experiences could be affected and impacted.</p> <p>In response, Beverley Benson stated that she views her role as focusing on how proposed actions will affect carers in their day-to-day lives. She shared that she plans to reflect on how changes would impact her personally as well as other carers across the Borough.</p> <p>Cllr Anna Wright acknowledged the challenges in identifying appropriate KPIs at this early stage but emphasised that there will be opportunities to learn and evolve as the work progresses.</p> <p>Catherine Schreiber noted the similarities and overlaps between the Action Tracker and the Camden Learning Disabilities Service (CLDS) Action Log. They shared insights from their experience, advising the group not to be overwhelmed by the number of actions, but instead to approach them by focusing on one at a time.</p> <p>Cllr Anna Wright thanked members for their contributions and asked for agreement from the Board to move on. Cllr Anna Wright handed over to Fidel Stanley.</p> <p>Fidel Stanley presented the proposed format for Board meetings, which will be held quarterly. Agendas will be distributed three weeks in advance, and a draft agenda template for future meetings was shared. Each meeting will feature standing items, such as updates from the Action Tracker and progress reports from task and finish groups. Additionally, time will be allocated for emerging or ad hoc items, allowing for open discussion of urgent matters and new ideas.</p> <p>Fidel Stanley shared contact details for the project team and announced the launch of a SharePoint Hub for Board members to access Board documents and resources.</p> <p>Fidel Stanley handed back to Cllr Anna Wright who immediately handed over to Shanta Joseph for item 5.</p>
5	<p>Announcement of the Carers Service</p> <p>Shanta Joseph shared news of the recently awarded Carers contract.</p> <p>Shanta Joseph informed that Camden Carers has been awarded the contract to deliver carers services in Camden, starting on 1 April 2025. The contract is</p>

	<p>for an initial four-year term, with an option to extend for three additional years.</p> <p>Shanta Joseph explained that the service will provide comprehensive support to unpaid carers, offering access to information, advice, and essential services through various channels, including helplines, in-person support, and peer support.</p> <p>The service will conduct statutory carers' assessments and reviews, support carers during hospital discharges, offer health consultations, and facilitate training for healthcare staff.</p> <p>Shanta Joseph shared that new features of the service includes expanded digital options, tailored support for young adult carers, and employment support through Good Work Camden to help carers balance work and caring responsibilities.</p> <p>Shanta Joseph noted that the service will focus on addressing disproportionality in carer services by collecting and analysing data to identify underrepresented communities and remove barriers to access. It will also provide cultural and linguistic support to ensure inclusivity.</p> <p>Shanta Joseph informed that outreach activities will engage diverse communities, including ethnic minorities and LGBTQ+ carers, through partnerships with community leaders and organisations.</p> <p>Shanta Joseph handed back over to Cllr Anna Wright.</p>
6	<p>Close and AOB</p> <p>Cllr Anna Wright updated the Board with details of the next Board meeting. It will take place Wednesday 16th July in 5 Pancras Square from 10:00 – 12:00. An update from the Communications, Information and Advice task and finish group is likely to be shared in this meeting.</p> <p>Cllr Anna Wright handed over to Wajidha Shamash-Din to close the meeting.</p> <p>Wajidha Shamash-Din closed the meeting with a message of optimism and empowerment. Wajidha Shamash-Din highlighted the tangible progress of the Board, emphasising that it is not just symbolic but has the potential to bring about lasting change for carers.</p> <p>Wajidha Shamash-Din shared her personal experience of being selected as co-chair, expressing pride in her role and the power of lived experience in leadership.</p>

	<p>Wajidha Shamash-Din concluded by reflecting on the emotional journey of caring, describing it through two songs: Queen's <i>Bohemian Rhapsody</i> to symbolise the initial chaos and confusion, and Bob Marley's <i>Is This Love</i> to reflect the love, resilience, and connection she feels.</p> <p>Wajidha Shamash-Din encouraged the Board to hold both songs in mind, representing the full emotional range of being a carer. Wajidha Shamash-Din thanked everyone for their commitment to building a better future for carers in Camden.</p>
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