**Carers Action Plan Focus Group: Overview Notes**

**13 November 2024, 12-2pm**

**In-person session** – Crowndale 3.2

**Agenda**

* Welcome and introductions
* Thinking together about our Borough Partnership Carers Board:
  + Our Board values
  + Carer representation on the Board
  + Board goals
* Short comfort break
* Good Life Camden Framework
  + Building on our goals
  + Action planning to reach our goals
* Next steps and close

**Notes**

**1. Values That Make a Good Team**

* **Key Values:** Advocacy, future-focused approaches, equality, diversity, inclusivity, teamwork, collaboration, respect, and effective communication.
* **Discussion Points:**
  + Advocacy should lead to tangible outcomes.
  + Iterative planning and the sharing of experiences are integral.
  + These values will be incorporated into the Board’s Terms of Reference.

**2. Representation of Carers on the Board**

* **Key Questions:**
  + How are carers represented?
  + What skills and knowledge should carer representatives have?
  + How are non-Board carers informed?
* **Suggestions:**
  + Include carers with diverse lived experiences.
  + Provide training in communication and advocacy.
  + Consider rotating membership (1-2 years) and avoid tokenism.
  + Use surveys and feedback mechanisms to involve wider carer communities.
  + Leverage community spaces and enhance visibility through media campaigns.

**3. Actionable Goals for the First Year**

* **Goals and Actions:**
  + Improve carers' support and awareness through targeted campaigns.
  + Develop starter packs for new carers.
  + Conduct surveys to gather data on carers’ needs.
  + Enhance emergency preparedness (e.g., Carers Cards).
  + Advocate for better employment opportunities for carers.
  + Strengthen communication and follow-up processes.

**4. Practical Challenges and Recommendations**

* Lack of a central support entry point.
* Suggestions for better GP referrals and service connections.
* Promote systems like Careline more widely.
* Upskill staff to better navigate carers’ needs.

**5. Good Life Camden Framework Alignment**

* Embed the Framework’s themes into Board operations and carer support.
* Focus areas include access to services, lifelong learning, and community connections.
* Suggested measures include year-on-year surveys to track progress.

**6. Key Action Points and Next Steps**

* Ensure interpreters are available at future sessions.
* Raise awareness about carers via Camden Magazine.
* Plan for the Board’s structure and activities.
* Keep non-Board carers informed through newsletters and digital tools.

**20 November 2024, 12-2pm**

**Online session** – MS Teams

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**Notes**

**1. Values You Would Like to See in the Board**

* **Core Values:** Positive impact, listening, transparency, decisive action, collaboration, respect, and synergy.
* **Discussion:** Focus on improving signposting and fostering collaboration across departments.

**2. Representation of Carers on the Board**

* **Inclusion of Lived Experience:**
  + Ensure authentic representation and provide clear roles for carer representatives.
  + Support representatives through training and orientation programs.
* **Engagement of Non-Board Carers:**
  + Use hybrid meetings and dedicated microsites for broader reach.
  + Establish subgroups for specific needs (e.g., young carers).
  + Maintain connections through newsletters, digital tools, and local centres.
* **Governance:**
  + Empower carers in decision-making and maintain a participatory model.
  + Plan meetings considering carers’ time constraints.

**3. Actionable Goals for the First Year**

* **Overarching Goal:** Enhance carers’ life satisfaction through targeted initiatives.
* **Proposed Actions:**
  + Improve signposting and service connectivity.
  + Strengthen engagement through holistic carers’ conversations.
  + Develop accessible induction packs.
  + Establish durable communication channels (e.g., WhatsApp groups).
  + Prioritise action plan creation and implementation.

**4. Good Life Camden Framework Alignment**

* **Key Themes:** Social connection, health, housing, and income affordability.
* **Carers Conversations:** Highlighted as a key tool to identify and address carers’ needs holistically.
* **Housing Restructure:** Use this opportunity to increase carer awareness in housing policies.
* **Income and Affordability:** Address financial challenges faced by carers through targeted measures.

**5. Key Takeaways**

* Embed the Good Life Camden Framework in all interactions.
* Raise awareness through early signposting and accessible resources.
* Address mental wellbeing and varied entry points into caring roles.
* Ensure practical outcomes from support plans and regular follow-ups.

**Next Steps**

* Develop a draft induction pack for carers.
* Create a microsite as a central resource hub.
* Organise training plans for carer representatives.
* Prioritise and execute a clear action plan for the Board’s first year.