

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE Carers Action Plan – Post Launch Update	
REPORT OF Director of Adult Social Care Strategy and Commissioning	
FOR SUBMISSION TO Health and Adult Social Care Scrutiny Committee	DATE 9 th September 2024
<p>SUMMARY OF REPORT The Carers Action Plan was launched, alongside a themed debate, at the 22nd of July's full Council meeting.</p> <p>This report provides an update on the launch; activities that have taken place since July's launch, and the activities that are planned before the end of the year. This includes planning for the Borough Partnership Carers Board.</p> <p>This report also provides an update on the recommissioning of carer support services, emphasising how the proposed activities align with the Carers Action Plan.</p> <p>Local Government Act 1972 – Access to Information No documents that require listing were used in the preparation of this report.</p> <p>Contact Officer: Jessica Lawson, Prevention and Wellbeing Service Manager; Adult Social Care, London Borough of Camden, 5 Pancras Square, London, N1C 4AG; 020 7974 5993; jessica.lawson@camden.gov.uk</p> <p>Shanta Joseph, Commissioning Manager; Adult Social Care, London Borough of Camden, 5 Pancras Square, London, N1C 4AG; 0207 974 2857; shanta.joseph@camden.gov.uk</p>	
<p>RECOMMENDATIONS The Committee is asked to:</p> <ul style="list-style-type: none"> a) note and comment on the matters set out in the report and b) agree to receive periodic updates from the Borough Partnership Carers Board. 	

Signed



Chris Lehmann, Director of Adult Social Care Strategy and Commissioning

Date: 9th September 2024

1. Purpose of the report

- 1.1. The Carers Action Plan is designed for carers by carers. It is a commitment to recognise and provide better support to unpaid carers, highlighting to services what is important to carers and what actions could be taken that would make a difference to carers lives. This starts with an understanding of who a carer is and identifying more unpaid carers.
- 1.2. The action plan is aimed at unpaid, or informal, carers. These are carers who are not paid by health and social care services, or the person they are supporting, for their caring role. The plan is currently focussed on carers aged 18 years and over who provide care for people who are 16 years and over.
- 1.3. The action plan was launched in July during a themed debate at the full-Council meeting.
- 1.4. Further details of how the action plan is set out and how it was coproduced can be found in the July Council report. This is the link to the Council meeting reports pack:
<https://democracy.camden.gov.uk/documents/g10807/Public%20reports%20pack%2022nd-Jul-2024%2019.00%20Council.pdf?T=10>
- 1.5. The launch was successful and it is important that momentum is maintained, as the next post-launch phase of the Carers Action Plan begins.
- 1.6. The report will briefly give an update on the launch; activities that have taken place post launch and the activities that are planned before the end of the year. Key activities include:
 - development of the Borough Partnership Carers Board:
To ensure that responsibility for the action plan is shared across all organisations within the Camden Borough Partnership, a carer partnership board will be established by the end of 2024. This will be called the Borough Partnership Carers Board.
 - commissioning of the new carers service contract:
This is being taken to Cabinet in October, before going out to tender. The principles and the priorities in the action plan will have a direct influence on the carers contract.
- 1.7. As part of reporting cycles, it is recommended that periodic updates on the activities outlined in the action plan, under the oversight of the Borough Partnership Carers Board, be presented to the Health and Adult Social Care Scrutiny Committee. This approach will ensure ongoing transparency and accountability in the implementation of the Carers Action Plan.

2. Launch of the Carers Action Plan

- 2.1. The launch of the Carers Action Plan took place at the full-Council meeting of the 22nd of July.

- 2.2. The launch formed part of a themed debate, including speakers from services and from carers with varied lived experiences of caring. This recognised the contributions of unpaid carers in Camden. The debate helped the full-Council to understand and support the need to provide effective joined up support for carers across services and highlighted the Carers Action Plan as a way to do this.
- 2.3. A recording of the July Council meeting can be viewed here: <https://www.civico.net/camden/19164-Council>
- 2.4. On the same evening there was also a reception with the Mayor, and an art exhibition for carers on the theme 'what does caring mean to you.' The exhibition was moved to St Pancras Library after the launch and was displayed until Wednesday 14th August.
- 2.5. Alongside and following the launch there was a range of communications, including positive media coverage in the local press. This coverage supports one of the actions in the action plan which is to promote and identify more carers.

3. Recent post launch activities: July to August

- 3.1. The activities that have taken place following the launch, and the ones that are planned to take place until the end of the year, are mapped in the timeline in **appendix 1**.
- 3.2. The Carers Action Plan will continue to be coproduced with carers. In late July we held a focus group with carers from the Bengali Workers Association. To coincide with this a shorter version of the Carers Action Plan was translated into Bengali.
- 3.3. The Carers Action Plan website (<https://carersactionplan.camden.gov.uk/>) is a key engagement tool. It has been live since the date of the launch. It includes a function that translates the plan to multiple languages. It is also able to be dynamically adapted and shaped. Carer feedback on the website from August 2024 was incorporated, and an image map with carer priority areas is now live.
- 3.4. Accessibility testing for the website was completed in July 2024 and work with the web provider, that supports development, is being undertaken to ensure the website meets the new version of Web Content Accessibility Guidelines by the end of September 2024.
- 3.5. Funding has been agreed through the Better Care Fund, for three dedicated roles to embed the Borough Partnership Carers Board and support the work of the Carers Action Plan. This will include increasing promotion and visibility of the plan, and continued coproduction and community engagement.

- 3.6. Recruitment has started for one of these roles, the Carers Project Lead. This role is key as it will lead development of the Borough Partnership Carers Board. Recruitment for the two other roles will subsequently follow. All roles should be in post from Autumn 2024.
- 3.7. At the heart of the development of the Carers Action Plan, is a working group that includes carers and former carers in Camden. These carers have shared their experiences and knowledge and have connected with other carers outside the group to ensure their views are also represented. The members of the working group includes officers from Adult Social Care, North London Mental Health Partnership, Camden Carers and Mobilise.
- 3.8. To continue an approach that centres on carers' voices, in August 2024 the working group discussed pivoting its focus to support and steer the next set of activities related to the Borough Partnership Carers Board.

4. Borough Partnership Carers Board

- 4.1. The Carers Action Plan started as a mechanism through which Adult Social Care could better support carers. However, as themes were identified it was found that in order to deliver on what mattered to carers, support would need to come from a wide range of services and organisations.
- 4.2. To ensure that responsibility for the action plan is shared across all organisations within the Camden Borough Partnership, a carer partnership board will be established by the end of 2024. This will be called the **Borough Partnership Carers Board**.
- 4.3. This Board will be chaired by carers and will include senior representatives from organisations that sit within the Camden Borough Partnership. The Board will be responsible for reviewing and tracking the progress of action plan priorities and ensuring that organisations are accountable for their part in the delivery. A Terms of Reference will be created by the Borough Partnership Carers Board to set out and agree actions and responsibilities.
- 4.4. Coproduction and engagement will continue to be a focus and feature of the Borough Partnership Carers Board. £15,000 per year for at least two years has been sourced from the Better Care Fund. This will be the participatory budget used to deliver the priorities within the action plan. The Borough Partnership Carers Board will hold this budget and agree how this will be spent.
- 4.5. The Borough Partnership Carers Board will continue to connect into other groups across the Camden Borough Partnership, so that actions can be agreed and prioritised across the organisations that make up this system. It is suggested that periodic updates are brought to the Health and Adult Social Care Scrutiny Committee.

5. Carers Action Plan: future planned activities

- 5.1. The planned activities are also mapped in **appendix 1**.
- 5.2. As mentioned in 3.7, a carers working group has been integral to the development of the action plan.
- 5.3. It has been proposed that two subgroups related to the working group will meet from September 2024 until December 2024. The frequency of these meetings is to be determined. These subgroups will be formed to coproduce and help by:
 - considering the structure for the Borough Partnership Carers Board, including chair and partners membership. It has been identified that a person with lived experience of caring would be most suited to the chair role, plans are underway to move forward with recruitment to this role by December 2024.
 - coordinating communications across working group partners, promoting the Carers Action Plan, carer experiences and support services, and to begin progressing work around the information and advice priority area outlined in the Carers Action Plan. This will involve developing and distributing leaflets and posters, as well as identifying and utilising effective locations for advertising and promotion to ensure the widest possible reach and impact.
- 5.4. Other engagement activities are planned to help inform how we meet diverse carer needs. As well as the recent carers focus group held at the Bengali Workers Association, another focus group is planned for the British Somali Community Centre in September 2024.
- 5.5. To increase its reach, the process for translating a hard copy of the Carers Action Plan and the Executive Summary into Bengali and Somali has started. Also, other community languages will be explored, including a British Sign Language version.
- 5.6. Although the Borough Carers Partnership Board will need to mutually agree outcome measures and what success looks like, a carers focus groups will be organised to coproduce the Board's accountability framework, agreeing key performance indicators, signals and measures of success. This will then have to be discussed and ratified by the Board. Progress has started to map the Good Life Camden Framework against the Carers Action Plan's Action Tracker and the steps to achieve what matters to carers.
- 5.7. Camden Carers, a commissioned carers service within Camden, will be hosting a 30th anniversary celebratory event in September. The Carers Action Plan will be presented by a carer who has been involved in its development, to generate further visibility and encourage carer participation.

- 5.8. A separate celebration event focussed on bringing together extended partners involved in developing the Carers Action Plan is also planned to take place at the Greenwood Centre in October 2024. It is hoped this will bring relevant key stakeholders together to network and promote the development of the Borough Partnership Carers Board.
- 5.9. There are also plans to continue to bring the plan to various forums and meetings, including the Local Care Partnership Board, Camden Carers Voice, and diverse community groups.

6. Commissioning of the new carers contract and links to the Carers Action Plan

- 6.1. The current carer support contracts end on 31 March 2025 and the Council is legally required to arrange for new contracts or services to be in place from the 1 April 2025. The carer support service contracts are arranged by the Council but are funded by both the Council and Integrated Care Board (ICB). Officers are currently taking a commissioning strategy and proposals on the future service through the internal approval process. The proposal for future contracts will be presented to Cabinet in October 2024. Following approval at Cabinet, the services will be subject to a tender process during the latter months of 2024 with the aim of a carers support service contract being in place by 1 April 2025. Carers will support the tender process and be involved in the evaluation of any tenders.
- 6.2. The proposed service will align with the priorities within the Carers Action Plan so that services reflect the voice of carers and embody the principles of the plan. Flexibility will be built within the service specification to ensure the service is dynamic and responsive to changes and developments in the Carers Action Plan. A key expectation of the service will be the incorporation of coproduction, providing carers with meaningful opportunities to participate in the co-design of the service, ensuring it meets the needs of carers.

7. Finance Comments of the Executive Director Corporate Services

- 7.1. The Carers Action Plan is a commitment to recognise and provide better support for unpaid carers. Funding for two full time fixed term posts and one part time estimated to cost £171,000 per year for two years has been agreed to be funded from the Better Care Fund (BCF), however, for 24/25, a part year budget of £128,250 is required due to recruitment timelines. These posts will support the work of the Carers Action Plan and embed the Borough Partnership Carers Board. An additional budget of £15,000 per year will also be funded via the better care fund, this is to be used as participatory budget to deliver the priorities as stated in the action plan. The funding provisions from the BCF covers the 2 years of the implementation of the Carers Action Plan. Any funding needed after this initial period will need to be sought from other sources.

8. Legal Comments of the Borough Solicitor

8.1. The Borough Solicitor has been consulted and no comments to add to the report.

9. Environmental Implications

9.1. This project has no environment impacts.

10. Appendix

Appendix 1: Carers Action Plan activities from August to December 2024

REPORT ENDS

Appendix 1: Carers Action Plan activities from August to December 2024 – Key Milestones

Carers Action Plan: Next steps

