

# **You Said We Did**



Responses to feedback at  
Planning Together July 2024

**Easy Read**

## Feedback: Transport

Transport can be busy at rush hour

More step free access at station



- There are different meetings and groups working together to make transport easier for people with disabilities

- There is a meeting for people working at **Camden council** and **TfL (Transport for London)**



- There are also meetings are **people with learning disabilities** can join with **TfL** - If you would like to join let us know and we can give more information

- Other organisations that support people with LD are also working with TfL to make transport better - we can give updates at Planning Together



- People with LD can use the TfL contact centre to report any concerns with transport - the contact centre number is **034 32 22 12 34**

## Feedback: Some places do not have the Radar key for disabled toilets



- We have asked for a map of Camden buildings and accessibility – this will include where the RADAR accessible toilets are and [Changing Places](#) toilets

## Feedback: Change society so people with LD are part of all activities



- Camden is committed to equality, fairness and including everyone
- If someone is treated unfairly or differently we do everything we can to challenge and reduce this, and make things easier for groups we do not hear much from
- The Disability Job Hub (part of the wider Good Work Camden) continues to support people with learning disabilities. A presentation will be added to the Planning together website. Progress has included:
  - launching a 8- week Skills for Work programme.
  - launching a 4- week travel training course.
  - working at the Greenwood Centre on Wednesdays.
- There is a new project at Greenwood to give Disabled people and people with a learning disability the power to lead changes in the building.



## Feedback: more nightclubs for people with LD



- The Living a Good Life list has contacts on clubs nights from people with LD. LDN have started the new VIP club night



- We work with the people the council pay to provide support, and support networks, so people can stay out later for special events



- People with LD can also speak to CLDS to review care and support to choose activities they would like to attend.



- We spoke to Gig Buddies and the Stay Up Late campaign - We need to look if there is any funding available for this. We will try our best to make this possible.



- The team that works on evening and night time activities are asking night time venues in Camden to agree to be easier to access for people with disabilities - they spoke with Synergy representatives.

## Feedback: mental health support for people with LD and autistic people



- People with an LD (with or without autism) known to CLDS can access mental health support from CLDS
- There is work with [Reach Out Camden](#) to make their services better for people with LD, and autistic people with and without a LD
- There is a regular autism and mental health meeting in Camden that brings people together to look at mental health support for autistic people without a LD
- There was training for Adult Social Care staff about how to support autistic adults who don't have LD - it was co-delivered with an autistic adult



## Feedback: long wait to get help from adult social care



- In CLDS there is First Contact so people should not have to wait a long time for support and advice
- There are waits some types of support but people can access First Contact 9-5, Monday to Friday for any issues that require immediate attention - 020 79 74 37 37 or [clds@camden.gov.uk](mailto:clds@camden.gov.uk)
- If someone is waiting for a CLDS review they keep in contact while people are waiting and they can call First Contact for anything urgent.





- For people not known to CLDS there are the Adult Social Care Neighbourhood Teams
- As part of changes in 2024 Adult Social Care moved into 5 neighbourhoods - This has been really positive for people getting support in a timely way.
- The Carers Action Plan has actions to improve Information and Advice - and looking at how carers assessments and reviews can happen in a timely way



### **Feedback: Build a new and bigger office for the social workers**

- It is unlikely we will be able get bigger offices for social workers
- Adult Social Care are working with the NHS so social workers to work more in local settings – such as community centres, health centres and new Neighbourhood Spaces
- CLDS also work in the community
- The carers service is working in a new way – it will match the Adult Social Care neighbourhood model. This means there are plans for carers to get support in their local area



## Feedback: more face-to-face support across all services



- In the Carers Action Plan there is work on information, advice and communications, and carers assessments. This includes
  - carer events and 'drop-ins',
  - bringing services to carers rather than them having to find them.
- They are in the early stages of making this happen, and needs more thinking with carers and at the new Carers Board.
- Camden's CLDS and Adult Social Care's Neighbourhood approach is about providing more face-to-face time in the local community e.g. home visits, meeting in community spaces and health centres



## Feedback: There should be good quality respite for carers and all groups including people with profound and multiple learning disabilities (PMLD)

- Carer Conversations are being reviewed - Two workshops have been held so far. This still being explored with the new carers service.
- There are plans across the next year for this to continue and short breaks will be part of this review.
- There will be further co-production in Planning Together on what a good short break offer look like.



## **Feedback: Carers are stressed and do not have enough time for themselves – this can make them unwell**



- The Carers Action Plan looks at carer stress and burn out - the Carers Board task and finish group on mental health will develop and confirm next steps.
- There are plans to explore emergency planning - as carers have said this can be a source of added stress in their caring role.

## **Feedback: Money pressure has increased for carers, and benefits are not enough**



- There is an Information and Advice priority in the Carers Action Plan
- We will be looking at partners websites so we can put information in one place for people to access grants/discounts etc
- There have been early discussions (not yet actioned) about a 'carers discount card' to see if there is a way we can get local discounts. We will talk about this more with carers
- The Carers Trust have a discount card for carers that the carers service can support carers with



## **Feedback: Carers and the people they care for feel alone – there needs to be better social inclusion**



- We want to make sure carers conversations are done in a way that looks at everything that matters to a person





- They are working with social workers so they have all the resources to share where there are opportunities.
- Plans are in place support social workers practice with ongoing training and development

### **Feedback: Services need to have a better understanding of carers and what they need**



- Plans are in place to support a better understanding of carers through ongoing training and development.

- Carers have suggested ideas - or example an online learning for carers

- These ideas are in early days of development and needs further support and discussion with partners



### **Feedback: There needs to be more opportunities for carers to meet with each other and make friends**



- The Carers Action Plan speaks about peer support and community connections.
- Carers have asked for supportive peer connection/events and celebration - the new carers service can be delivery partner in this area.



- We are looking at working on an event for Carers Rights Day (November) and we will do some campaigning during Carers Week

## **Feedback: Counselling for all carers**



- This is offered as part of the carers service, but we understand a lot of people have asked for this service - There is a mental health priority within the plan to explore this

## **Feedback: Supportive and easy to access mental health support for people with LD and autistic people.**



- Please see more information above
- The Carers Action Plan includes the need to offer something to carers of autistic adults/autistic carers.
- Adult Social Care are making sure that the action plan connects in with the refreshed autism strategy.
- An important part to this is ensuring carers for autistic people have the same access to carer conversations.

## **Feedback:** Information about services isn't all in one place. There is lots of information but it can be hard to find



- This is the first thing in the Carers Action Plan being progressed. Please let us know how this is area could be improved - we will be looking at Camden Care Choices and Carers Action Plan websites at first
- There was a survey at Planning Together about where to find information on social activities for People with Learning Disabilities – we will update at Planning Together

## **Feedback:** All computer systems should be able to talk to each other and share information between organisations



- CLDS are doing work on how make people more aware of the Universal Care Plan
- The London Care Record (now known in Camden as Health Information Exchange) is a health record that means that health and Adult Social Care services can view essential information about a person e.g. care in place, medication.



- We can't share this information more widely to protect peoples privacy
- We are also doing work that uses the same information as the London Care Record to give more information about e.g. how well does the care or support help people to get better. We are moving to a new system which should be better.

## **Feedback: More money for social care - so support workers earn enough money and stay in the job**



- There is a strategy to try and improve conditions for people working in social care in Camden. This includes:
  - compare Camden to other London councils
  - giving access to some of Camden's training
  - looking at what money the council has, and offering a fair price for providers so they can provide good pay
  - working with providers in activities to finding the right people for jobs e.g. job fairs
  - support providers to make sure new people in jobs have the right values and they look after the wellbeing of people who work for them.



## **Feedback: More money so support staff work with a smaller number of people. So people can get support when needed it rather than a set number of sessions**



- The NHS recently made a plan including how much money would be given to local councils.
- We trying to understand what means for us - we will update everyone when we know more.

## **Feedback: Not enough support for autistic children and their carers**



- The new Autism Strategy is due to be discussed at the September cabinet meeting. This includes commitments arounds the support provision for autistic children and their carers



## **Feedback: Education Health Care Plans (EHCPs) are not being offered and or updated**



- EHCP are being offered as part of a process of assessment. If they are agreed there is then a decision and plan offered. They do an assessments and make a plan with 80% of those agreed
- If a plan is not offered this is based on all the information provided.
- There are delays in updates. The SEND team know there is paperwork to be done urgently
- They have made the team bigger. This will mean more people to do the reviews
- There is a SEND Engagement Team who can speak to carers

## **Feedback: Education about understanding autism should be part of the National Curriculum**



- We are not aware of any work within the curriculum on autism, though the new Autism Strategy will look at training for professionals, including teachers

## **Feedback: Carers Conversations for parents of children**



- There are assessments for parent carers. These are reviewed at least once a year
- If a parent carer wishes to have a separate Carers Conversation, this can also be arranged or the parent carer can complete an form, and send to the social work team.





- The needs of parent carers are also assessed as part of the EHCP (Education Health Care Plan)
- There are also assessments for young carers
- We don't have the numbers as to how many carers conversations or young carers assessments are taking place, and this is an area for improvement

### Feedback: People with LD are not listened to



- we support people with LD to speak up, share their views and take part
- Synergy, the expert by experience group supports people with LD to speak out about the issues that matter to them
- Synergy collects feedback and represents the voice of all people with LD in Camden
- we give feedback at each meeting about actions taken in **you said, we did**
- we welcome feedback and ideas on how to better listen to people with LD in Planning Together



### Feedback: People not letting you do what you want to do because it costs too much money



- CLDS helps people who are struggling financially to manage what they can afford
- CLDS look at how people can get the most money they can
- there is a [free activities wiki](#) and a [cost of living wiki](#) with lot of useful information
- people can access personal budgets

## Feedback: Let Greenwood be run by people with LD and disabilities



- The Greenwood Centre has a mix of different people and services
- There is not a single vision or way of working for the whole building.
- There is a project underway to try to create a single vision for the whole building based on the Social Model of Disability. This model is that people have differences, but it is the way that society is run that 'Disables' them.
- The project also plans to give Disabled people and people with a learning disability the power or confidence to lead changes in the building.

## Feedback: There is lots of coproduction but it's not always clear how feedback is used – Carers want to know how their feedback is used



- we would like to hear from you about what updates you would like and how you want them – for example,
  - updates in Planning Together as part of the agenda
  - a letter following consultation on projects
  - a **you said, we did**
  - or a **we said, we did** board in Greenwood
- the co-production lead is starting a newsletter later this year, with updates provided from staff

## Feedback: There are long wait times for repairs, rehousing and adaptations



- We know that this needs to be improved and there is work underway with Adult Social Care and the housing repairs team to try and improve and think of new ideas.
- [WISH Plus](#) have a handyperson service for residents on a low income

## **Feedback: There needs to be high quality social housing for everyone**



- In January this year the Council agreed a big plan to spend more money on the homes that it owns.
- The aim of the plan is for the homes the council already own to be in better condition - and to buy and build new homes to the quality we need.
- To keep Camden homes in good condition we need to spend £670 million over the next 5 to 7 years. This will include doing work like new windows, roofs, lifts and heating.
- Camden have thought of different ways to raise money and build these new homes



## **Feedback: Housing services are not always supportive or easy to access**



- Camden have heard from tenants that Housing and Repairs services can be confusing and frustrating, with long wait times - There is work to make this better for tenants including:
  - making sure key information is easy to find on their website
  - More choices for tenants to get in touch online



➤ There are phone lines for tenants who are unable to get online

➤ Make sure requests go to the right team first



➤ Provide ways for tenants to get updates

➤ improving how they supporting tenants with who need extra help