

You Said We Did



Responses to feedback at
Planning Together July 2024

Plain English

Thank you for your feedback – We looked at what we can change ourselves. For things we can’t change directly, we’ve asked people who can, and thought about how we can give help or guidance.

The feedback is in 2 sections:

1.Things the council does - Including working together


(Things the council is in charge of, or are working with others on)




2.Things others do

(Things other people or groups are in charge of)

1. Things the council does - Including working together

(Things the council is in charge of, or are working with others on)

	feedback	what we are doing
	There is a long wait to get help from adult social care	<ul style="list-style-type: none">• In CLDS there is a dedicated First Contact service so people should not have to wait a long time for support and advice.• There are waits for reviews and certain types of support but people can access First Contact 9-5, Monday to Friday for a responsive service for any issues that require immediate attention - 020 79 74 37 37 or clds@camden.gov.uk• If someone is waiting for a CLDS review there are ‘touch-ins’ to make contact, and people can speak to First Contact for anything more 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.

		<ul style="list-style-type: none"> • The Carers Action Plan has an Information and Advice priority, and a priority on Carers Assessments. The Carers Practice Development Lead is looking at how carers assessments and reviews can happen in a timely way, and reviewing best practice around supporting carers.
	Build a new and bigger office for the social workers	<ul style="list-style-type: none"> • It's unlikely we will be able to build or find bigger offices for CLDS and the Adult Social Care teams • We are working with the NHS to understand how our staff could 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.
	There should be good quality respite for carers and all groups including people with PMLD	<ul style="list-style-type: none"> • Carer Conversations are being reviewed with the new Carers Practice Development Lead Social Worker within Adult Social Care. Two workshops have been held so far, with this still in exploration phase with the recommissioning of the new carers service. • There are plans across the next year for this to continue and short breaks will be part of this review. • CLDS and commissioning would like more information on what a good short break offer look like and there will be further co-production in Planning Together.
	EHCPs are not being offered and or updated	<ul style="list-style-type: none"> • EHCP are being offered as part of a 2 stage process of assessment. If they are agreed there is then a decision and plan offered. They are confident with this offer, undertaking assessments and issuing a plan to 80% of those agreed • If a plan is not offered this is based on a decision made with the all the information provided. Delays in updates are acknowledged. The SEND team know there is statutory paperwork they need to get actioned urgently • They have just expanded the team as of the beginning of the summer term. They are nearly fully staffed and the team has nearly doubled in size. • This will give wider capacity to action the annual review paperwork. There us a team leader and senior case officer in post supporting teams to cover reviews. • There is a SEND Engagement Team who can speak to carers



Carers Conversations for parents of children

- In Camden, parent carers assessments can be completed by:
 - CYPDS, Early Help if the child is under 18.
 - If young person is over 18 by CYPDS, CLDS or Adults Social care teams
- In CYPDS a section called 'Carers Conversation' is included in the assessment form, which means that at least once a year the carers conversation takes place as part of the care plan review.
- If a parent carer wishes to have a separate Carers Conversation, this can also be arranged or the parent carer can complete the Carers Conversation assessment form themselves, and send to the social work team.
- Guidance for assessment of children with SEND and their families was updated and uploaded on Camden Local Offer [SEND Local Offer - Camden Council](#)
- Assessment of parent needs are also assessed as part of the initial referral for EHCP (Education Health Care Plan)
- Young carers assessments are completed for young carers under 18, and as young carer becomes an adult, their assessment can be completed by Adults Social Care
- 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






Let Greenwood be run by people with LD and disabilities




- The Greenwood Centre is a mixture of Council run day services, Disabled-led services provided by Camden Disability Action and other services such as Camden Carers and the Unity Works café.
- This creates some challenges. One of these is that 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 that is 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 empower Disabled people and people with a learning disability to lead changes in the building.









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




	<p>Housing services are not always supportive or easy to access</p>	<ul style="list-style-type: none"> Camden have heard from tenants that accessing Housing and Repairs services can be confusing and frustrating, with long wait times. In response they are working as a team to improve this: . <ul style="list-style-type: none"> ➤ Making sure key information is easy to find on their website Housing - Camden Council ➤ Increasing options for tenants to get in touch online ➤ This makes phone lines less busy for tenants who are unable to get online ➤ Making sure requests go to the right team first ➤ Provide ways for tenants to get updates and track progress ➤ Enable officers to spend time working with tenants who need extra help ➤ They are working on improving their approach to supporting tenants with additional support needs. ➤ They have been developing a Vulnerability Policy with tenants, which includes how they will better understand peoples needs and make changes to our services based on those.
	<p>There is lots of coproduction but it's not always clear how feedback is used – Carers want to know how their feedback is used</p>	<ul style="list-style-type: none"> we would like to hear from you about what updates you would like and how you want them – for example, <ul style="list-style-type: none"> ➤ updates in Planning Together as part of the agenda ➤ a letter following consultation on projects ➤ a we said, we did board in Greenwood the co-production lead will start a newsletter later this year, with updates provided from staff across Adult Social Care
	<p>More money for social care – so support workers earn enough money, so they stay in the job</p>	<ul style="list-style-type: none"> There is a workforce strategy to try and improve conditions for people working in social care in Camden. We compare ourselves to other London councils We have done work to develop the Personal Assistant market, working with the Direct Payment Steering Group (and Coproduction offshoot group), People Plus and Good Work Camden We provide access to some of Camden's learning and development offer, coproduce training standards, and deliver train-the-trainer programmes to commissioned providers We continue to ensure the future of our local adult social care market e.g. by procuring services and increasing payments for contracts in line with market rates. We need to balance affordability for the Council, and fair price for providers so they can provide good pay, funds workforce development initiatives, and be ready for the future. We engage, alongside our providers, in sector wide and local recruitment activities e.g. campaigns, fairs, joint advertising, staff ambassadors, marketing



		<ul style="list-style-type: none"> We support providers to embed values-based recruitment and the implementation of the wellbeing model We include commissioned providers in celebration events that recognise staff and explore what role Camden Council could play in rewarding exceptional work
	Some places do not have the radar key for disabled toilets, and you need an access code	<ul style="list-style-type: none"> We have asked teams in the council to map buildings and accessibility – this will include RADAR accessible toilets and Changing Places toilets
	Society to change completely so people with LD are fully integrated into all mainstream activities and have meaningful jobs	<ul style="list-style-type: none"> Camden is committed to equality, fairness and inclusion - we do everything we can to reduce discrimination, challenge it in all forms to narrow the gap for people not fully represented, and hard to reach groups. The Disability Job Hub has just reached the end of its two-year pilot and is now continuing as part of the wider Good Work Camden offer. A full presentation on progress will be added to the Planning together website. The Work Ready Coach and Learning Disability Job Hub Advisor have supported people with a learning disability into paid employment, 6 month work placements, training, and volunteering The Work Ready Coach launched a 8- week Skills for Work programme. 3 groups of people have completed the course so far. They have also launched the first 4- week travel training course. The Disability Job Hub also work at the Greenwood Centre on Wednesdays. There is work underway at Greenwood on the Social Model of Disability - please see more information on page 10
	More nightclubs for people with LD	<ul style="list-style-type: none"> The Living a Good Life Directory has contacts on inclusive clubs nights. LDN have recently started the new VIP club night. Learning Disability Community Support can support people until 10pm, including Saturdays and Sundays. If people want to stay out later for special events this could be negotiated with the support network and provider People with LD can also speak to CLDS to review care and support to choose activities they would like to attend.

		<ul style="list-style-type: none"> • Learning Disability Supported Living can look at being flexible with rotas when needed for people to stay out late for special events. • We spoke to Gig Buddies and the Stay Up Late campaign – it would cost money to set up a Gig Buddies in Camden and it would also need a volunteer co-ordinator. We need to look if there is any funding available for this. We will try our best to make this possible. • We spoke to the team that works on evening and night time activities. They are asking night time venues in Camden to sign up to commit to being more accessible and inclusive. • The evening and night time economy team made contact with Synergy representatives • The council are also starting some work on how we can make it easier for people to choose how they spend their time so they can do the things they would like to do • This includes learning from other Councils how they are supporting residents to spend time doing things they like, and that includes going out at night socially
	Not enough specialist mental health support for people with LD and autistic people	<ul style="list-style-type: none"> • People with an LD (with or without autism) known to CLDS can access specialist MH 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. This includes easy read information, autism-informed walk throughs, training for staff, autism champions in MH services. • There is a regular autism and mental health meeting that brings people together to look at mental health support for autistic people without a LD. • There has been training in Adult Social Care for staff about how to support autistic adults who don't have LD. It was co-delivered with an autistic adult
	We need more face-to-face support across all services – phone an online support only helps some people	<ul style="list-style-type: none"> • In the Carers Action Plan there is work on information, advice and communications as well as carers assessments. Included in that will be carer events and 'drop-ins', bringing services to carers rather than them having to find them. This is early stages of development, and needs more thinking with carers and partners from the new Carers Board. • A big part of Camden's CLDS and Adult Social Care's Neighbourhood approach is about bringing staff closer to the people they support and providing more face-to-face time, delivering services within and as part of the local community e.g. home visits, meeting in community spaces and health centres

	<p>Carers are stressed and have a lack of time for themselves – they are suffering from ill health</p>	<ul style="list-style-type: none"> • The Carers Action Plan includes a mental health priority that talks about carer stress and burn out. There are many ideas about how to approach this at this stage, and 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.
	<p>Financial pressure has increased, and benefits are not enough</p>	<ul style="list-style-type: none"> • 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 secure local discounts. We will explore this more with carers. • The Carers Trust have a discount card for carers that the carers service can support carers with.
	<p>Carers and the people they care for feel alone – there needs to be better social inclusion</p>	<ul style="list-style-type: none"> • We want to make sure carers conversations are done in a holistic and trauma informed way, empowering social workers with the resources to signpost and also share where there are opportunities. • Plans are in place support practice through ongoing training and development.
	<p>Services need to have a better understanding of carers and what they need</p>	<ul style="list-style-type: none"> • Plans are in place to support practice through ongoing training and development. • Carers have suggested ideas: <ul style="list-style-type: none"> ➤ An e-learning for carers and/or consider other system wide ways of getting carers recognised ➤ Carers becoming a locally held protected characteristic ➤ Carers included in the Market Position Statement for service procurement. A Market Position Statement is a council plan to make sure we have the right care and support services in our area—now and in the future—so that everyone can live well and get the help they need, when they need it • These ideas are in early days of development and needs further support and discussion with partners


	<p>There needs to be more opportunities for carers to meet with each other and make friends</p>	<ul style="list-style-type: none"> • The information, advice and communications as well as the mental health priority in the Carers Action Plan speak 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 considering working on an event for Carers Rights Day (November) and we will do some campaigning during Carers Week.
	<p>Counselling for all carers</p>	<ul style="list-style-type: none"> • This is offered as part of the carers service, but we understand there is a lot of demand. There is a mental health priority within the plan to explore this
	<p>Trauma informed mental health support for people with LD and autistic people</p> <p>Mental health services are not always supportive or easy to access</p>	<ul style="list-style-type: none"> • Please see more information above • The Carers Action Plan includes the need to offer something to carers of autistic adults/autistic carers. • Working with the commissioning manager and practice lead for autism, Adult Social Care are ensuring that the action plan connects in with the developing refreshed autism strategy. Key to this is ensuring carers for autistic people have the same access to carer conversations.
	<p>Information about services isn't all in one place – there is a lot out there but can be hard to find</p> <p>Information is accessible and covers a wide choice of services – but this can make things hard to follow</p>	<ul style="list-style-type: none"> • This is the first priority of the Carers Action Plan being progressed. Please do connect with us on how this is area could be improved. We will be looking at Camden Care Choices and Action Plan websites as first places of improvement. • 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 on how we are taking the feedback forward


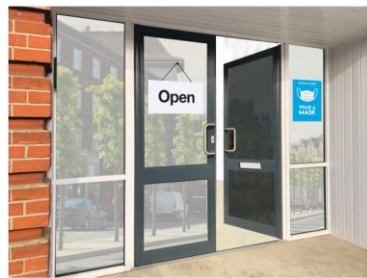

	<p>All IT systems should be able to talk to each other and share information between organisations</p> <p>This would lead to a better service for clients with referrals being picked up more quickly</p>	<ul style="list-style-type: none"> • CLDS are doing work on how to raise the profile of the Universal Care Plan, which are accessible and now editable via the London Care Record via our Mosaic System • The London Care Record (known locally as Health Information Exchange) means that all health and care services signed up to this can view essential information about a person, including care in place, safeguarding information, diagnoses, medication and other relevant health information. • This is restricted to health and Adult Social Care services. We can't share this information more widely than that otherwise we would greatly reduce people's right to privacy and increase the risk of people who shouldn't accessing your information. • We are doing work for the future on 'data registries' This takes the same information as the London Care Record to give more information about inequality, health outcomes, care needs and other areas. The current system is limited and we are in the process in North Central London of moving to a new system which should be better.
	<p>Not enough support for autistic children and their carers</p>	<ul style="list-style-type: none"> • 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
	<p>People with LD are not listened to</p>	<ul style="list-style-type: none"> • we support people with LD to speak up, share their views and take part • we commission an expert by experience group, Synergy – so people with LD to speak out about the issues that matter to them • Synergy collect 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

	<p>People not letting you do what you want to do because it costs too much money</p>	<ul style="list-style-type: none"> • 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
	<p>There needs to be high quality social housing for everyone</p>	<ul style="list-style-type: none"> • In January this year the Council agreed a plan called the Housing Investment Strategy to spend more money on the homes that it owns. • The overall aim of the Housing Investment Strategy is for our existing homes to be in better condition and for the Council to buy and build new homes to the quality we need. • Camden has over 33,000 homes and to keep them in good condition we need to spend £670 million over the next 5 to 7 years. This will see work done like new windows, roofs, lifts and heating. • To help raise money for the work we are also selling a small number of homes that are in poor condition, or are small, and do not provide good homes for our residents. • Camden are also buying new homes as part of our family friendly programme, and building new homes through the Community Investment Programme.

2. Things others do

(Things other people or groups are in charge of)

	feedback	what we are doing
	<p>Rush hour buses are too crowded – can we have more buses for people with LD?</p>	<ul style="list-style-type: none"> • There are different groups and meetings about making travel accessible in Camden and across London • Camden Officers and TfL meet 3 times a year - we have asked to talk about accessibility • Camden Working Group for people with disabilities and TfL will have their first meeting later this year • People First and the British Institute for Learning Disabilities (BILD) work with TfL - they can share things for Planning Together

		<ul style="list-style-type: none"> • Learning Disability Transport Forum is run by People First – it's for any self-advocates with a LD and their supporters • BILD and People First ask people with LD to use the contact centre and have easy read cards with the number on it. The contact centre number is 034 32 22 12 34
	Can we have more step free access at stations?	Please see above
	More money so clinicians have smaller caseloads – so people can get support as and when they need it rather than being given an exact number of sessions	<ul style="list-style-type: none"> • As part of the NHS 10 year plan there was a comprehensive plan published that included the budget settlement. • We trying to understand what means for us and will probably know more in the new financial year. • We will keep everyone up to date when we know more.
	Education about understanding autism should be part of the National Curriculum	<ul style="list-style-type: none"> • 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