

Planning Together Meeting

Wednesday 7th May 2025

1. Welcome and Introductions

2. You Said We Did

Please see slides on the [Planning together website](#).

3. CLDS Updates

There is a new permanent Head of Service starting on the 16 June 2025. Molyn Kapuya will be joining Camden after working in Bracknell Forest. Molyn will cover both the Learning Disability (LD) and Mental Health services. This is a change for CLDS. Molyn has a lot of experience and they are really excited to give Molyn a warm welcome. Hopefully Molyn can attend the next meeting in July.

Richard Lohan, the Accessible Information lead will be retiring in July this year. He maybe at the next Planning Together but if not they will arrange to say goodbyes and thank you. Richard has worked for Camden for over 30 years. He started at Shoot Up Hill in the New Shoots LD Day Service for 14 years. He is known for how creative he is with music, song, instruments, and bringing music to life to help people express themselves. Richard built strong relationships in day services and then developed an interest in Easy Read and accessible information. Richard has made a real difference in the service. Richard has made a lot of friends, people are really fond of him and sad to see him go, and wish him a happy retirement.

Jane Saunders is working closely with Richard in the build up to him leaving. Jane has been in CLDS 5 years and there will be a handover including work done on the website, wikis, and Easy Read letters.

4. Carers conversations

Catherine Schreiber and Asli Ipek gave a presentation on work on the Carers Support Strategy. Please see slides on the [Planning together website](#).

Q Carers can be isolated and under pressure. As carers get older they may take on additional caring roles for family members.

A CLDS try to get information from looking at the data on computers. CLDS know who is known to services and through reviews with people they can check about their families, who is supporting them, the carers age, if they have seen Camden Carers and the date of the last carers conversation. They have got over 360 carers listed so they use that information to find out who carers are, but data is not perfect.

The numbers of carers conversations are low, they are setting a high goal of who they want to contact – they want to double the number, and find people who aren't asking for help and make sure they are feeling more supported. CLDS work closely with Camden Carers, and sometimes people have conversations with their GP. They do get referrals from GPs and health colleagues. They are improving ways of identifying carers and numbers are increasing.

Q How many Carers Conversations did CLDS do last year? To do all the extra conversations how will they get the staff?

A They did 43% which is too low, they need to do a lot more. They have done well this year to get numbers up. They will be working differently with staff teams, they are still doing reviews for the people being caring for, and they are going to see how to combine this and make every contact count - is it a chance for a carer review, so they are looking at different ways to hold carers reviews. It is a good question about staffing and resources, if it is a barrier they will take it to the board. They also need to think about people who said no – 43% is of people who said yes. Many carers say no - this maybe because they are sick of being asked and have been through reviews.

Q What happened to Breakaway / 174 - was this sold?

A 174 is the building that used to be Breakaway. It is not known what happened to 174 but there was an increase in beds by moving to a different building, but there is never enough and they need more.

Q Do GP's do the carers conversations?

A GP's have a conversation about the carers own health, and caring responsibilities might come up. At that point GP's could refer you as informal carer and then a CLDS practitioner complete a carers conversation. Eilis Woodlock, Health Facilitator meets each GP practice and is helping them understand they can refer. Part of that role is to educate GP's, they are not always aware of social care law.

Meeting members discussed the following questions in small groups, and shared examples from the discussion

1. What do you think we should ask carers to check if they are at high risk of 'burn out'
 - Are you struggling to get the help you need?
 - Ask if the carer ever missed their own health appointments. For female carers – ask about the menopause and if they have any support or symptoms
 - Reassure the carer that what they share will not be used against them. Ask do they do things they enjoy and relax?
 - They could give a pack of what carers can do day to day. Offer respite for family carers so they can get help before a crisis.
 - Think about the offer for parents who are out of borough.
2. What does a good quality of life mean for family carers?
 - People have lost sight of a good quality of life, they need permission to have a break
 - Is the person balancing their caring role, and time to themselves e.g. going for a coffee, a hair appt, exercise.

5. Barriers to attending social activities

Synergy representatives gave a presentation on barriers to accessing social activities for people with learning disabilities. Please see slides on the [Planning together website](#).

Q Some people spoke about not getting support to attend activities. It sounds as if Social Care support is not flexible e.g. you don't get help cleaning if you go to a support session. People with LD may not have the confidence to go to things on their own.

A It is sad the number of things that stood in people's way that should not be e.g. no support hours, can't use public transport. They need to check if the people they spoke to have raised it with a social worker, and if they understand how to raise the concerns.

If people do have hours but are not getting support, or sessions are cancelled they need to raise that with the Social Worker. CLDS and commissioning do quality checks of providers with who they arrange support in people's care plan. If it is not happening they need to know so we can talk to the providers.

If there is only a certain amount of hours in a care plan people can also raise this e.g., they want to go to a disco and don't have enough hours. This can be reviewed again and they can make the changes. It does not have to be a big meeting, it could be a call to First Contact if someone doesn't have a Social Worker.

From a providers point of view sometimes it is not the hours, it is making sure they are used in the right way for the right things, and being creative. They need to plan out and make use of resources, and make sure staff are working until late – so they need to look at how the rota works together to make sure things happen. People can share the costs.

Q Is there any way to introduce a buddy system to meet up and go to an activity together?

A With the Move it Move it group they did work looking where activities take place, some people who want to improve travel confidence met people through that group. You need to break down the steps e.g. is it ok to share numbers, do you want to use WhatsApp. Buddying has been around a long time, in the new contract for LD Community Support they looked at shared hours, but it was complicated. They can bring good practice ideas here and to the Provider Forum

A lot of this links to the Eat Well, Live Well plan. How can people have a healthy lifestyle, there is helpful feedback to think about for the bigger workplan. If people need support they can sit down and plan that out. This is also really helpful for when people go to Living a Good Life.

Q It is difficult if there is no identified Social Worker, when people call the office they get frustrated.

A First Contact are the duty team - they can listen, give advice, support and do a mini review when there is no Social Worker. They don't have enough Social Workers to allocate one to everyone they know but people can ring First Contact, Monday to Friday, 9-5 and they can pick up the query 020 79 74 37 37

Q Activities are few and far between for over 25's. Years ago Westminster Kingsway offered a 3 year part time course where people could make a network of friendships to support them. The Camden Society did activities and had a hub, these no longer exist.

A There is a Community Engagement Team in LDN, they have a hub in Westminster people in Camden can attend, and there are also free things out there. Recently they interviewed people with LD and recruited them as quality checkers, they are asking similar things to Synergy, and also pick up on feedback when things are not going well

6. Update on Survey about where people find information about activities

Salome Bryant gave an update on the survey completed at the last Planning Together meeting. Please see slides on the [Planning together website](#).

Q How many people were ok with the internet?

A They sent the survey to the Family Members Reference Group, and people who attended Planning Together – from what people said they need to do work so people can find it easier to find activities online

Fatima has an IT coffee morning to help people with LD be online, they can promote that. It is every Monday, 9.30-11.30, anyone can come for any help or information, they need to bring their laptop, tablet or mobile phone.

Q Leaflets are good, can there be a book with all information in it, with contact details and where to go to activities?

A This can be a bit difficult when activities change, and dates change. When they speak to Greenwood and Community Centres, they will talk about the best way to share things so people have all information they need, it is understandable and up to date.

Q The leaflets in the library are in the children's area

A They can talk to the libraries team and look at what needs changing

Q There is a Camden newsletter to put information in there, there is also the Synergy newsletter and they are happy to promote activities.

ACTION Salome to make some enquiries about the different newsletters and mailing lists there are

ACTION: Salome to speak to the Greenwood Centre, libraries and community centres to make sure information is all in the same place.

Q Hubs are helpful to find activities, not online. At hubs you can meet people who know information informally

ACTION: Take feedback about social hubs to discuss more at the agenda planning group.

Q It has been raised that younger people are not clear what is available when they reach age 25. Crina is the Head of Service for Child and Young People with Disabilities (CYPDS). They need to look at how they can work together to make sure they are clear on that point.

A At 25 reviews change and people come to the CLDS team. The CYPDS team have a booklet that is online as well as printed, that covers everything about what

happens before 25, including the local offer. There is also another quarterly newsletter. It only covers children and disabled young people. They could include the offer for over 25's.

7. Libraries

Fiona Tarn and Chris Keys gave a presentation on Camden Libraries. Please see slides on the [Planning together website](#). The following feedback was raised, including how we could work more closely with libraries:

- It was exciting to hear what was happening in libraries, they are important spaces for all ages and generations. The Living a Good Life group directory gives people information about what activities there are in the community, the activities in the slides can be added.
- It is hoped they can make some closer connections. They can think how to improve library spaces for people with LD e.g. good signs, accessible information
- They could do a libraries wiki on www.cldsinfo.net
- The libraries team are planning videos to show people around the libraries. CLDS can watch before they come out
- The Books Beyond Words could link with the Speech Language Therapists and Psychologists in CLDS.
- With funding there might be some ways there can be activities involving people with LD to make more of a community

ACTION: Louise to make sure library activities are added to the Living a Good Life Directory

ACTION Jane to make a libraries wiki.

ACTION: Jane and the Libraries team to make contact to advise about Easy Read signage.

ACTION: CLDS and libraries to talk about other ways to make libraries more accessible for people with learning disabilities e.g. arrange visits / walk around and offer suggestions, dedicated spaces for people with LD, information and activities.

Q Do you ask if people have a learning disability when they register?

A There is an option for people to say if they have a disability, but they can choose not to say

Q In the children's area there are big print, easy read books - can they have these in other areas?

A A lot of libraries should have a large print section separate to adult fiction (but this is not Easy Read).

Q One person thought it can be difficult getting through the front door, Kentish Town and Highgate can be scary. The person used to go but doesn't like lots of crowds. Can they make libraries more inviting welcoming spaces?

A: At Kentish Town there is a corridor, and the enquiry desk is far back. They could ask staff to be more present at the front.

Q: Are there times when the libraries are a bit quieter?

A: Generally the mornings are quieter - although there are sometimes rhyme time sessions on. It remains relatively quiet until 3pm, then they are all busy 3-6pm and quieten down again 6-8pm. [additional information added following the meeting]

8. Small group discussion - how to improve access

Meeting members discussed how to improve access to social activities in small groups, and wrote down the following ideas:

- Publicity
- No one place to look - could there be a phone application, or wiki
- Providing IT and internet access - running sessions about Camden websites
- Keeping resources up to date
- Supporting informal carers
- Meeting people in the community and travelling together
- Accessible / visual travel routes / more travel training
- Buddy system or scheme / shared care
- Creative thinking in how to use support hours
- Thinking about timings of activities taking place / evening activities
- Gig buddies in Camden
- Sending reminders as a reasonable adjustment
- Video preview of activities and groups
- Lower cost / free activities
- Welcome person / approachable volunteers
- The LDN Community Engagement Team have a poster in Greenwood to say what is offered in May. There is a QR code which you can use your phone camera to scan and it will take you to online information.

9. Topic for the next meeting

At previous meetings it was raised that Family planning, death and bereavement would be a good topic. The agenda planning group discussed this and thought it would be good to have a sub-group prepare for this topic before bringing it to Planning Together

Councillor Wright would like to come and give an update on the feedback presented at Planning Together last year.

The following new topic ideas were raised:

- Jane could do a presentation on what a wiki is, how to get to it, tour of them
- Resources - find out about all newsletters, and who to contact
- Job coach – job hub updates
- September feedback on 'we like to move it move it'

10. Any Other Business

PIP Consultation

A carer at the meeting raised concerns about proposed changes to Personal Independence Payment (PIP) from the government. The government have recently

launched a consultation on the website [here](#). An Easy Read version is [here](#). Everyone was encouraged to complete. The questions on the Easy Read vary slightly. The closing date is 30th June 2025.

If you have any concerns, or need extra help and support, please speak to your support worker or your social worker by calling CLDS First Contact on 020 79 74 37 37

ACTION: Louise to circulate the link to the consultation to all attendees / speak to the Welfare Rights team for more information

The Assembly - ITV

Clare from LDN shared that The Assembly on ITV was worth watching. You can watch on repeat. People with LD and autism ask whatever questions they like to certain celebrities - there are some people with LD that LDN know on the show.

Jobs and Skills event

This event on Friday 16th May is a jobs fair at the British Library, there will be lots of employers, workshops on interviews, and CV writing. The Disability Job Hub will be there. There is a quiet time 10-10.45am

ACTION: Louise to share leaflet for the Jobs and Skills event

Annual Health Check feedback

Eilis reported that 9 out of 10 of people 18 and above had a Annual Health Check this year. For people 14 plus it is 89.6%. These numbers are brilliant but they also need to think about the quality and system.

One carer reported that their son had come out upset – they had spoken with someone who could not understand. If anyone has individual concerns please contact Eilis Woodlock eilis.woodlock@camden.gov.uk They want to set up a group for carers to get feedback.