

# DISABILITY OVERSIGHT PANEL

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**WEDNESDAY, 6 NOVEMBER 2019 AT 5.00 PM**  
**THE COUNCIL CHAMBER, CROWNDALE CENTRE, 218 EVERSOLT STREET,**  
**LONDON, NW1 1BD**

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## **MEMBERS**

**Councillor Roger Robinson (Disability Champion) (Chair) (L)**  
**Councillor Lorraine Revah (Carers and Learning Disabilities Champion)**  
**(Vice-Chair) (L)**  
**Councillor Simon Pearson, Deaf and hard of hearing Champion (L)**  
**Councillor Nazma Rahman, Mental Health Champion (L)**  
**Councillor Flick Rea, Visually Impaired Champion (LD)**

L = Labour, LD = Liberal Democrats

Issued on: 29 October 2019

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# **DISABILITY OVERSIGHT PANEL**

## **6 NOVEMBER 2019**

### **THERE ARE NO PRIVATE REPORTS**

**PLEASE NOTE THAT PART OF THIS MEETING MAY NOT BE OPEN TO THE PUBLIC AND PRESS BECAUSE IT MAY INVOLVE THE CONSIDERATION OF EXEMPT INFORMATION WITHIN THE MEANING OF SCHEDULE 12A TO THE LOCAL GOVERNMENT ACT 1972, OR CONFIDENTIAL WITHIN THE MEANING OF SECTION 100(A)(2) OF THE ACT.**

### **AGENDA**

#### **Wards**

**1. APOLOGIES**

To consider any apologies for absence

**2. DECLARATIONS BY MEMBERS OF PECUNIARY, NON-PECUNIARY AND ANY OTHER INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA**

**3. ANNOUNCEMENTS**

**4. NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT**

**5. MINUTES**

To consider the minutes of the meeting held on 27<sup>th</sup> February 2019 and 24<sup>th</sup> July 2019.

(Pages 5 - 12)

**6. UPDATE ON CAMDEN'S ACCESSIBILITY STRATEGY**

**All Wards**

Report of the Director of Place Management.

(Pages 13 - 24)

This report provides a summary of how the Council's accessibility strategy has been developed using the insight from engaging with the Disability Oversight Panel.

**7. LIBERTY PROTECTION SAFEGUARDS**

**All Wards**

Report of the Director of Adult Social Care.

(Pages 25 -

This paper updates DOP on the Mental Capacity (Amendment) Act 2019, which replaces Deprivation of Liberty Safeguards (DOLS) with Liberty Protection Safeguards (LPS). It highlights key issues and provides an overview of the LBC LPS project brief, in preparation for implementation in October 2020.

**8. COMMISSIONERS' UPDATES AND ACTION TRACKER**

**All Wards**

Report of Strategy and Change.

(Pages 29 -  
44)

This report provides:

1) Updates from Commissioners in relation to:

- Learning Disabilities
- Children and young people
- Mental Health
- Special Educational and Inclusive Intervention Service
- Carers

2) Updates, in the form of an action tracker, from previous Disability Oversight Panel meetings.

**AGENDA ENDS**

The date of the next meeting will be Tuesday, 18 February 2020 at 5.00 pm in The Council Chamber, Crowndale Centre, 218 Eversholt Street, London, NW1 1BD.

## **THE LONDON BOROUGH OF CAMDEN**

At a meeting of **DISABILITY OVERSIGHT PANEL** held on **WEDNESDAY, 27TH FEBRUARY, 2019** at 5.00 pm in The Council Chamber, Crowndale Centre, 218 Eversholt Street, London, NW1 1BD

### **MEMBERS OF THE PANEL PRESENT**

Councillors Roger Robinson (Chair), Lorraine Revah (Vice-Chair) and Samata Khatoon

### **MEMBERS OF THE PANEL ABSENT**

Councillors Maryam Eslamdoust, Simon Pearson and Nazma Rahman

**The minutes should be read in conjunction with the agenda for the meeting. They are subject to approval and signature at the next meeting of Disability Oversight Panel and any corrections approved at that meeting will be recorded in those minutes.**

### **MINUTES**

#### **1. APOLOGIES FOR ABSENCE**

Apologies were received from Cllr Simon Pearson.

#### **2. DECLARATIONS BY MEMBERS OR PECUNIARY, NON-PECUNIARY AND ANY OTHER INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA**

No declarations were made.

#### **3. ANNOUNCEMENTS**

No announcements were made.

#### **4. NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT**

There was no such business.

#### **5. MINUTES**

Consideration was given to the minutes of the meeting held on 1<sup>st</sup> November 2018.

**RESOLVED -**

THAT the minutes of the meeting held on 1<sup>st</sup> November 2018 be approved as a correct record and signed by the chair.

## **6. DISABILITY OVERSIGHT PANEL FORWARD PLAN 2019/20**

Consideration was given to the report of Strategy and Change.

John Lloyd, Strategic Lead, took the panel through the report along with making suggestions on possible issues it could look at as part of its next programme of work. He confirmed the continued format of having three meetings per year that each focused on a particular theme.

The Panel agreed to the following themes for the next municipal year:

- Healthy and active lives (with a particular focus on leisure)
- Employment support

The Panel also raised other possible areas of focus for the future:

- Disabled Resident and Tenant access to Council services with the view of engaging the Tenant Participation.
- Access to Culture, involving disability arts groups.
- Engagement with voluntary care sector organisations with particular focus on those that support minorities with protected characteristics.

### **RESOLVED –**

THAT the report be noted.

## **7. DISABILITY OVERSIGHT PANEL REFERRAL TO SCRUTINY**

Consideration was given to the report of Strategy and Change.

Jon Lloyd, Strategic Lead, took the panel through the report highlighting that the report identified the work that the Disability Oversight Panel (DOP) had undertaken over the course of the year and the subsequent recommendations that the Panel would like to raise with the Joint Chairs of Scrutiny Committee.

### **RESOLVED –**

THAT the report be noted

The meeting ended at 5.35 pm.

## **CHAIR**

*Disability Oversight Panel - Wednesday, 27th February, 2019*

**Contact Officer:** Ben Lynn  
**Telephone No:** 020 7974 5653  
**E-Mail:** ben.lynn@camden.gov.uk

**MINUTES END**

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## **THE LONDON BOROUGH OF CAMDEN**

At a meeting of **DISABILITY OVERSIGHT PANEL** held on **WEDNESDAY, 24TH JULY, 2019** at 5.00 pm in The Council Chamber, Crowndale Centre, 218 Eversholt Street, London, NW1 1BD

### **MEMBERS OF THE PANEL PRESENT**

Councillors Roger Robinson (Chair), Lorraine Revah (Vice-Chair), Simon Pearson and Nazma Rahman

### **MEMBERS OF THE PANEL ABSENT**

Councillor Flick Rea

### **ALSO PRESENT**

Councillor Richard Olszewski

**The minutes should be read in conjunction with the agenda for the meeting. They are subject to approval and signature at the next meeting of Disability Oversight Panel and any corrections approved at that meeting will be recorded in those minutes.**

### **MINUTES**

#### **1. APOLOGIES**

Apologies for absence were received from Cllr Flick Rea.

#### **2. DECLARATIONS BY MEMBERS OF PECUNIARY, NON-PECUNIARY AND ANY OTHER INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA**

No declarations were made.

#### **3. ANNOUNCEMENTS**

No announcements were made.

#### **4. NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT**

There were no such items.

#### **5. MINUTES**

Due to an error in printing the minutes of the last meeting were not available in the agenda, because of this it was agreed that agreeing the minutes would be deferred to the next meeting of the Panel.

**RESOVLED**

THAT the minutes of the meeting of the 27 February 2019 be deferred until the next meeting of the Disability Oversight Panel.

**6. COUNCIL TAX REDUCTION SCHEME 2020/2021 - CONSULTATION ON RECOMMENDED OPTION**

Consideration was given to the report of the Director of Customer Services.

The Director of Customer Services introduced the report and discussed the proposed scheme including the impact it would have on disabled residents.

**RESOLVED**

THAT the report be noted.

**7. CAMDEN TOWN HALL REFURBISHMENT - DESIGN FOR ACCESSIBILITY**

Consideration was given to the report of the Programme Manager Corporate Accommodation.

In response to questions from members the Programme Manager Corporate Accommodation, Architects and representatives from Lendlease gave the following additional information:

- For the entrance to the Town Hall, ramps would be widened and the automatic doors improved to improve disabled access.
- There would be clear routes to all publically accessible areas, for example the Registrars offices. Toilets on the civic floors would be improved and elevators upgraded.
- There would be more doors for fire escapes in the Camden Centre and refuge spots in the stair wells.
- Work was being done to make the Council Chamber more accessible and disabled friendly, including the lighting of the rooms.
- Specifically contracted acousticians had been consulted with in regard to ceiling tiles, the reason for this was to help reduce sound transference between rooms, something that can have a negative impact on those with certain disabilities.

**RESOLVED**

THAT the report be noted.

**8. EVIDENCE BASE: OUTCOMES AND EXPERIENCES OF BAME DISABLED PEOPLE IN CAMDEN**

Consideration was given to the report of the Head of Strategy Corporate Services.

In response to the disparity between the health figures of the Bangladeshi population compared with those of other communities Panel Members asked for information on how other authorities were tackling health inequality, for example the London Borough of Tower Hamlets and their introduction of child feeding practice for certain communities.

**ACTION: Policy Officer**

It was agreed that the issue of health inequality of disabled black, Asian and minority ethnic (BAME) residents be added to the work programme.

**ACTION: Policy Officer**

**RESOLVED**

THAT the report be noted.

**9. COMMISSIONERS' UPDATES AND ACTION TRACKER**

Consideration was given to the Commissioners' updates and action tracker.

Members noted that there were not commissioner updates from key areas and that the update from the special educational and inclusive intervention services (SEIIS) did not include key priorities and partners.

Members asked a list of outcomes from each engagement session and for the outcomes from the engagement led by the Sport and Physical Activity team to be appended to the action tracker.

**ACTION: Policy Officer**

**RESOLVED**

THAT the report be noted.

**10. FUTURE MEETINGS**


The dates of the future meetings of the Disability Oversight Panel were noted.

The meeting ended at 6.00 pm.

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**MINUTES END**



<b>LONDON BOROUGH OF CAMDEN</b>	<b>WARDS:</b> All
<b>REPORT TITLE</b> Update on Camden's Accessibility Strategy	
<b>REPORT OF</b> Director of Place Management	
<b>FOR SUBMISSION TO</b> Disability Oversight Panel	<b>DATE</b> 6 <sup>th</sup> November 2019
<p><b>SUMMARY OF REPORT</b></p> <p>This report provides a summary of how the Council's accessibility strategy has been developed using the insight from engaging with the Disability Oversight Panel.</p> <p><b>Local Government Act 1972 – Access to Information</b></p> <p>No documents that require listing have been used in the preparation of this report</p> <p><b>Contact Officer:</b>            Jaclyn Bello            Senior Policy and Projects Officer            London Borough of Camden            5 Pancras Square            London N1C 4AG            Tel: 020 7974 3514            Email: <a href="mailto:jaclyn.bello@camden.gov.uk">jaclyn.bello@camden.gov.uk</a></p>	
<p><b>RECOMMENDATION</b></p> <p>That the Disability Oversight Panel notes this update on the development of the accessibility strategy.</p>	
<p><b>Signed:</b></p> <div style="text-align: center; margin: 10px 0;">  </div> <p>Paul Dunphy            Director of Place Management  <b>Date:</b> 24 October 2019</p>	

## 1. Introduction

- 1.1. This report provides an update on the forthcoming accessibility strategy that will be published in winter 2019. The strategy was developed with major input from the Disability Oversight Panel and this is an opportunity to reflect on how the Panel has helped shape the strategy. Involving the Disability Oversight Panel has been essential as officers have been able to hear directly from residents the issues of accessibility that matter to them.

## 2. Development of the accessibility strategy

- 2.1. The Cabinet Member for a Sustainable Camden recognises that accessibility can play a fundamental part in helping people become resilient and lead independent lives. Camden has been working hard to promote accessibility in order to make accessing services easier. We have challenged ourselves to continue that journey and do more for our citizens and have looked to our communities to gain further insight on areas that matter to them.
- 2.2. At the meeting of the Disability Oversight Panel (DOP) on 1st November 2018, members of the public were invited to participate in workshops to discuss/develop an accessibility strategy. The Cabinet Member for a Sustainable Camden attended the workshop to explain the principles behind the strategy. These are listed below:
  - *Ability for everyone to travel around the borough.*
  - *Ensure that buildings are accessible to everyone.*
  - *Understand the Council's responsibility in this.*
  - *Ensure that everyone in Camden has the power to report any short comings in accessibility.*
  - *Understand how the success of the strategy will be measured.*
- 2.3. Four workshops took place where people were asked to provide their views on aspects of key accessibility issues using their own personal lived experiences. Working with the DOP through these workshops was an important part of community engagement as it was essential for the Council to hear directly from our residents to develop an effective strategy.
- 2.4. The feedback from the workshops was discussed by the DOP and collected by the Strategy and Change service on behalf of the Cabinet Member for a Sustainable Camden. Examples of participants concerns included street clutter and use of community facilities. Residents put forward that accessibility should be addressed in the widest sense and wanted the Council to take the needs of everyone into account. They wanted to ensure that physical, sensory, mental health needs and learning difficulties as well as the needs of people with Autistic Spectrum Disorder, dyslexia, dyspraxia and dementia were considered.

- 2.5. We are aware that people have varying needs which on occasion may be conflicting however the Council will strive to incorporate inclusive design in its services and facilities to take as many people's needs into account.
- 2.6. Services across the Council were provided with the feedback from the workshops and reviewed their work to see how they could address the issues raised. This was an opportunity for the services to reflect on their policies and identify areas that could be enhanced and further actions that could be made to deliver for the people of Camden. Officers recognised that promoting accessibility within the borough did not just sit with the local authority but everyone had a role to play, from large organisations to local businesses and individuals.
- 2.7. An action plan was developed considering the feedback from the DOP workshops to develop specific strands of work that contributed to accessibility outcomes. An important theme that arose was the necessity to continually involve our citizens in an ongoing dialogue. Officers took on board the feedback and responded to the themes that were raised indicating the actions that the Council would take in direct response to DOP feedback. This was circulated to residents in August 2019, please see appendix 1.

#### **Next Steps**

- 2.8. An officer working group has been established to review the action plan and to ensure that the Council is continuously improving accessibility for citizens. The Council will work with partners to encourage the promotion of accessibility in areas that are not directly within the Council's control. The accessibility strategy is a relatively live document and will be subject to regular reviews, updates and expansion.
- 2.9. An easy read version of the action plan is currently being drafted and this will be published alongside the full strategy in winter 2019. Copies will be circulated to residents who have engaged with the DOP to share with their networks. We will also share copies with the local groups that we discuss accessibility issues with. Copies will also be made available at the Greenwood Centre, the new Centre for Independent Living.
- 2.10. The strategy upholds the ambitions that are set out in our Camden 2025 vision where we want to ensure that everyone has an opportunity to play a part in strong, sustainable and open communities. Increasing accessibility within the borough will support our pledge to ensure nobody is left behind and will also contribute to reducing inequality.
- 2.11. We want to ensure that we continue to listen to residents about their experiences of accessibility within the borough and would welcome future feedback from the DOP.

### **3. Finance Comments of the Executive Director Corporate Services**

- 3.1 There are no significant financial implications from this report.

#### **4. Legal Comments of the Borough Solicitor**

4.1 The Borough Solicitor has been consulted and has no comments to add.

#### **5. Appendices**

Appendix 1 resident feedback

**REPORT ENDS**



## **Appendix 1 – resident feedback**

On 1<sup>st</sup> November 2018, the Disability Oversight Panel hosted a workshop engagement session on the subject of accessibility in Camden. The aim of this workshop was to listen to the views and experiences of people in Camden to help inform an accessibility strategy we are drafting.

At the Disability Oversight Panel meeting we heard from a wide range of residents about their experiences.

Points raised at the meeting are summarised below. The boxes show what changed as a result of the feedback from the DOP meeting.

### **Different types of accessibility needs**

People wanted us to make sure that we defined accessibility in a very broad way that took the specific needs of different people into account: accessibility does not just mean considering the needs of people who use a wheelchair

- An accessibility strategy will need to make sure we take the needs of everyone into account - including those with physical, sensory, mental health needs and those with learning difficulties/ disabilities. We also need to make sure we consider the needs of people with Autistic Spectrum Disorder (ASD), dyspraxia or dyslexia.
- More and more people in Camden are living with dementia. Places and spaces in Camden need to be dementia friendly in order to help people live independent lives.

#### **Our response**

The Camden Accessibility Strategy will consider the needs of the widest group of people as possible – including those with mobility, sensory and mental health needs. We want to take the approach that we are considering the easiest access for all as the default.

We will not have a formal set definition of ‘accessibility’, in order to remain flexible to emerging areas of accessibility that need to be taken into consideration.

## Getting around the borough

Many residents told us about challenging experiences they had of travelling around Camden. For example:

**On buses** - residents felt that bus drivers need better accessibility training and more powers to move people out of the disabled spot on buses, and more priority seats were needed, as well as more accessible bus stops

### Our response

Over 97% of bus stops within Camden are accessible (541 of 554) to wheelchair users.

We are also aware of concerns regarding 'floating bus stops' in Camden and will continue to work with organisations such as Visually Impaired in Camden (VIC and RNIB) to ensure visually impaired residents are able to comment on current and future plans.

We will work with organisations like TfL to improve the experience of Camden passengers on public transport.

**Street clutter** – cluttered streets are a real concern. People told us about some of the clutter on our streets that can cause a hazard, such as boards outside shops, tables and chairs on pavements, dockless bikes for hire, bins and rubbish, tree roots and overhanging branches. People were frustrated by the lack of consideration that can cause this clutter – they felt that it was easy to avoid creating unnecessary obstructions on the street and more should be done to encourage people to be more considerate.

### Our response

We will propose to refresh our 'Tables and Chairs' policy subject to consultation to ensure we are able to take action against those who create unnecessary clutter in our streets.

We take the issue of street clutter seriously – particularly bins and waste facilities on pavements. All bins on pavements must be returned to their property within 24 hours of collection. A recent article in the Camden magazine emphasised the importance of residents doing this and emphasised the impact of cluttered streets on vulnerable residents.

We monitor the performance of our waste contractors (Veolia) to ensure that bins are being returned to the right place, without blocking the pavements.

We run regular campaigns via stickers on bins and leafleting at problem streets and properties to ensure people bring in bins to prevent obstructions

We will engage with dockless bicycle hire companies on the management of their bicycles and will look to incorporate control and mitigation of this into a forthcoming bye-law on dockless hire in London.

**Signage and wayfinding** – some people said that clearer, easy-read signs would make it easier to get about the borough, especially to important places like hospitals and doctors' surgeries. The majority of street signs used on the public highway have to comply with Department for Transport regulations which determine what approved signs can be used, where they can be used, and the wording. Failure to comply with required signage can open the Council to challenge, especially in the event of a collision or personal injury. Lots of road work signs could be confusing and add to street clutter.

#### **Our response**

We have recently developed new signage for playgrounds to better reflect the needs of children with different abilities and avoid exclusion based on age alone. The green space team have undertaken a workshop with parents of special educational needs children to explore some of the barriers to using green spaces and plan to continue this engagement to identify and inform future improvements.

**Walking/accessible pavements** – many people fed back that they wanted to walk more around the borough in order to help stay active. But sometimes pavements and walkways weren't accessible enough, with uneven surfaces and dropped kerbs in the wrong places.

#### **Our response**

We will aim to make Camden's streets more accessible by conducting more street audits.

Whilst every street and open space in the Borough forms part of Camden's walking network, there are often problems within that network for many pedestrians and vulnerable road users. We will commission and carry out street audits within a 1km radius of stations and town centres across the Borough, identifying issues with the pedestrian infrastructure and providing funding to address those problems. These audits will also be used to feed into priorities for new development sites and for improvements via developer contributions/area based schemes.

The audits will be prioritised in areas with known high 'propensity to walk', and where there are known schemes coming forward that an audit can contribute to and/or where there are known accessibility issues.

As well as commissioning audits we will also ask for input and feedback from all residents, including disability/older people groups, to ensure accessibility considerations and opportunities for improvements for pedestrians are incorporated in our planning.

## Accessing services

Some people told us that they thought the fact that many services were moved online made them less accessible for some people, especially older people.

### **Our response**

We know many people find it easiest to access services online so we want to make sure people are able to do this. We provide accessible tools to help people use our website

- Guidance videos for a number of services, featuring BSL interpreters.
- The SignVideo service to access a BSL interpreter through a webcam
- The TexMee service that can be downloaded and accessed via a user's smartphone
- Guidance for those who struggle to use keyboards
- Browsealoud to help people with sight issues

People can still access our services by calling us or visiting us in person.

## Community facilities

People told us about some of the facilities they used in Camden, and some of the accessibility issues they faced there:

**Community Centres** - Some residents talked about the recent report from Healthwatch Camden and Camden Disability Action about accessibility in Community centres, and wanted to hear more about what would be done in response to that report.

### **Our response**

Disabled volunteers from Healthwatch Camden and Camden Disability Action visited 28 community centres across the borough (some council-funded, some independently funded), and produced a comprehensive report outlining difficulties faced in accessing the buildings and areas where centres could make improvements.

Some examples from this report are as follows:

- Sometimes accessibility equipment (e.g. induction loops) were not working, or staff didn't know how to use them.
- Better, clearer signage to community centres could help people find centres and feel more welcome
- More disability awareness training so staff could feel more confident making adjustments for people with accessibility needs

Following this report, Camden Council met with Healthwatch, CDA and C4 (the Camden Community Centre's Consortium) to discuss the report and response. We have provided the organisations with details of relevant funding opportunities for physical access improvements.

In addition, we have produced a document for all Community Centres to use detailing what free support on improving access is available, and aim to circulate this in early 2019, along with a training offer for voluntary and community sector (VCS) partners. Ensuring facilities are accessible will be a key consideration when we commission services with community providers going forward, and we will continue to work with the sector to support improvements in accessibility within community facilities.

**Parks** – A lot of people said they enjoyed visiting Camden parks, but said that whilst the parks themselves tended to be accessible places, many were lacking facilities that would make things easier for people with accessibility needs – such as more benches, water fountains and accessible toilets.

#### **Our response**

The majority of Camden's parks are physically accessible, with a limited number of sites with steps and/or steep slopes. A **comprehensive accessibility audit** is proposed for our park sites to gain a much clearer understanding of levels of accessibility and any barriers which we may be able to address. Improving accessibility is already a key objective of the Green Space Investment Programme (the capital programme of improvement works to parks and green spaces). Successes to date have included the renewal of older playgrounds to incorporate inclusive play principles, the resurfacing of uneven paths and the achievement of step-free access around previously challenging sites such as St Giles Churchyard.

**Toilets** - Many residents fed back that they wanted there to be more accessible toilets within the borough, including Changing Places facilities.

#### **Our response**

The Public Health Act 1936 empowered Local Authorities to provide toilet facilities but does not impose a statutory duty on them to do so. Camden provides borough wide public conveniences, which have been continually improved - where possible – to improve access to as many people as possible. We are restricted from further adaptations to some subterranean facilities due to listed status. Camden and Lincolns Inns have an accessible toilet with baby change, additional cubicle space and easier functionality. They also have automated hand washer dryers for easy use.

Our current toilet provision includes over 35 locations provided by Camden Council and collaborating bodies.

We will also continue work alongside businesses, retail and community facilities to ensure their toilet provisions are adapted to be accessible under current licencing regulations. We also work with businesses can adapt their existing facilities under the Community Toilet Scheme.

Camden currently has five fully accessible 'changing places' public toilets making it one of the highest number in inner London. The five Changing Places facilities have reasonable geographical spread around the borough, being located at the Camden Society in Kentish Town, 5 Pancras Square, King's Cross station and Great Ormond Street (two at GOSH).

Further Changing Places toilets are located at the new Centre for Independent Living/ Greenwood in Kentish Town. This facility will be updated onto the Changing Places website and Great British Toilet Map. Camden has responded to the MHCLG consultation on Changing Places toilets which ended in July 2019.

For greater accessible toilet provision within the borough, we discuss future builds with our planning department. Large developments with higher pedestrian activity or footfall can warrant the implementation of an accessible ground level toilet within the build. This is identified and requested at the early stages of planning and all new large applications are scanned for opportunities. We will work with the community, relevant council departments and partners in the borough to identify 'gaps' in Changing Places provision and identify potential opportunities for future locations.

**Greenwood Centre**— many residents talked about the new Centre for Independent Living at the Greenwood Centre in Kentish Town. Some residents fed back that they thought it was a positive step to have a new, highly accessible facility, but others had not heard about the Centre yet and wanted to find out more.

### **Our response**

The Greenwood Centre for Independent Living opened in February 2019, and has been built to a highly accessible standard.

There are 21 WCs throughout the building, all of which are unisex. Included within this number are 5 x changing places WCs plus 14 x accessible WCs.

Ceiling track hoists are extensive within Greenwood to allow full participation for all within the activity spaces. Rooms can be divided up by the use of wooden partitions, using the highest specification for effective sound proofing. This allows services to create a more peaceful environment for those who are affected by loud or excessive noise.

The Greenwood Centre has been a catalyst for improvements to street works within Greenwood Place. Colleagues from Highways have installed wider pavements, dropped kerbs, removed some pavement furniture, provided 3 x disabled parking bays and raised the pavement to road level to facilitate easier and safer road crossing for those with mobility issues.

There are 3 lifts within the Centre which are larger than standard lifts, thereby allowing access for all to each level, as well as the roof terrace. The theme of accessibility extends to the roof terrace where we have provided planters which allow wheelchair users to participate in planting flowers. The roof terrace has a combination of areas which have enclosed walls as well as glass fronted walls. This allows those with a fear of heights to enjoy the roof terrace without having the distinct feeling of being on a roof top area.

We have a text telephone at Reception for those who are deaf or for those with hearing issues and the Reception desk is bespoke in its design to allow wheelchair users to interact more easily with Reception staff. The colour scheme within Greenwood is neutral to aid those with visual impairment and signage has been selected which stands out due to the colours which have been used.

**Accessibility training** - Lots of people told us that they thought more accessibility training was needed for Council staff, and other people who work in places like shops, museums and cinemas. Often these places have accessibility aids like hearing loops but people don't know how to use them.

**Our response**

We will work with other organisations (such as community centres) to refresh accessibility training and signpost to available resources. We will also promote good practice in accessibility for individuals and businesses through a communications campaign.

**Respect/ feeling like part of the community**

Many participants reported that they sometimes did not feel like part of the community. They said that they often experienced impatience and lack of understanding from other people. Often other people don't look where they are going when moving about the community and were unaware of their surroundings, including the needs of people around them.

**Our response**

We will promote good practice for individuals to improve accessibility across the community by considering their surroundings.

The officer group tasked with delivering this accessibility strategy will look at how we can work with residents and stakeholders in the community to create a more accessible place through a 'shared endeavour'.



## REPORT FOR DISABILITY OVERSIGHT PANEL

<b>LONDON BOROUGH OF CAMDEN</b>	<b>WARDS:</b> All
<b>REPORT TITLE</b> Liberty Protection Safeguards (LPS)	
<b>REPORT OF</b> Director of Adult Social Care	
<b>FOR SUBMISSION TO</b> Disability Oversight Panel	<b>DATE</b> 06/11/2019
<b>SUMMARY OF REPORT</b>  <p>This paper updates DOP on the Mental Capacity (Amendment) Act 2019, which replaces Deprivation of Liberty Safeguards (DOLS) with Liberty Protection Safeguards (LPS). It highlights key issues and provides an overview of the LBC LPS project brief, in preparation for implementation in October 2020.</p> <p><b>Local Government Act 1972 – Access to Information</b></p> <p>The following documents have been used in the preparation of this report:</p> <p><a href="https://www.communitycare.co.uk/2019/04/26/law-authorising-deprivation-liberty-will-change/">https://www.communitycare.co.uk/2019/04/26/law-authorising-deprivation-liberty-will-change/</a></p> <p><b>Contact:</b>            Tony Anyaegbu, Manager- DOLS/MCA            London Borough of Camden            5 Pancras Square, London N1C 4AG            tony.anyaegbu@camden.gov.uk            02079745962</p>	
<b>RECOMMENDATIONS</b> That the Disability Oversight Panel is asked to: <ul style="list-style-type: none"> <li>• note the key areas of consideration under LPS and relevant implications for the Council and partner agencies;</li> <li>• note and comment on the key areas of work under the LPS Project to date and further development as we prepare for implementation of the new legislation</li> </ul>	

## **1. Purpose of report**

- 1.1** This legislative change will have significant implications on different groups of disabled residents and vulnerable people in Camden.
- 1.2** This legislative change will affect all areas of adult and children's social care and wider strategic partners within LBC including legal services, commissioning, performance and learning and development, with potentially significant costs and resources implications.
- 1.3** This legislative change will also present new challenges in our work with external partners including the CCGs, Hospital Trusts, Mental Health, private hospitals and a wide range of social and health care providers.

## **2. Background to the report**

- 2.1** Deprivation of Liberty Safeguards (DOLS) have been subject to criticism since its inception in 2009. A 2014 Supreme Court ruling (*Cheshire West*) significantly widened the definition of deprivation of liberty, resulting in a ten-fold increase in the total applications nationally and hence a significant number of people who are unlawfully deprived of their liberty. Following the *Cheshire West* case, the Government asked the Law Commission to review the existing arrangements.
- 2.2** It is important to note that the substantial increases in the numbers of applications to date apply only to care home and hospital settings, leaving many in settings to which DOLS do not apply who need authorisation of their circumstances, currently only (in general) achievable by an application to the Court of Protection.
- 2.3** LPS will be applicable to all settings, including domestic settings, day care and transport arrangements, covering 16 and 17 year olds. The role of the Responsible Body in authorising LPS will be extended beyond the local authority to CCGs and Hospital Trusts.

## **3. Agreed recommended option and intended impact**

- 3.1** LBC is adopting a project approach to prepare for implementation in October 2020 (see appendix 1 – LPS project brief). The LBC LPS project group reports to LBC SMT and DMT, under the overarching governance structure of the Camden Safeguarding Adults Partnership Board (SAPB).
- 3.2** The extent of changes and the scope of implications across all areas of adult and children's social care and wider strategic partners within LBC and external

partners are significant and wide-ranging. The key aims of the LPS project are to promote early engagement, scoping and preparatory work.

- 3.3** Our health partners, including Camden CCG, Central and North West London NHS Foundation Trust (CNWL), Royal Free London NHS Foundation Trust, University College London Hospital NHS Foundation Trust and Camden and Islington NHS Foundation Trust (CIFT) will be 'extended' members of the LBC project group. They will join the second half of our two monthly LPS project group meetings. The project group will provide quarterly reports to LBC SMT.

#### **4. Risks and challenges**

- 4.1** Under LPS, authorisation by the local authority and health is dependent on good quality care plans and assessments, which need to stand up to legal scrutiny in relation to depriving vulnerable persons of their liberty.
- 4.2** The key risks and challenges cover the wide range of community and domestic settings the local authority either does not routinely make Court applications for or has limited or no knowledge of the nature and degree of deprivation of liberty. The project group needs to have on board the key strategic partners and senior managers in mapping these new territories of work.
- 4.3** The scoping work includes identification and analysis of numbers of authorisations which will be transferred to Hospital Trusts and CCGs, numbers of current and outstanding applications to the Court of Protection for community DOLS, potential numbers of LPS under children's services and other new areas, our expectation on all providers and additional capacity for advocacy.

#### **5. Timetable for implementation**

- 5.1** The Project is divided into three phases covering key milestones before, during and after the public consultation of the LPS Code of Practice and regulations. It is scheduled for the consultation to be published in December 2019 and the regulations to be laid before the Parliament in April 2020. Within the three phases there are five workstreams, covering awareness raising, stakeholder mapping and number scoping, public consultation and policy development, communication strategy and training programme, which require cross-Council and partnership working.
- 5.2** DOLS can run alongside LPS for up to 1 year from October 2020. The consideration of our local position on the 1-year transition period from October 2020 needs to involve early discussion and agreement with our Health partners, in order to ensure a smooth transition for this significant legislative change.

## **6. Consultation**

Consultation will continue under stakeholder mapping and engagement within the work of the project group. Work on awareness raising and consultation will include people with lived experience, families and carer, Camden Carers, Age UK, MIND and other community and third sector groups.

## **7. Resource implications**

**7.1** There will be resource implications relating to upskilling and training staff and providers across all relevant service areas.

**7.2** There will be resource and cost implications for additional advocacy under LPS, which should be addressed in the future procurement of advocacy service provision in Camden. Wider market engagement needs to be developed considering the potential competition amongst local authorities and health partners for the same limited pool of advocacy resources.

## **8. Equalities impact assessment (EIA)**

The Department of Health and Social Care published Impact Assessment on 30/01/2019 (see appendix 2 – Impact Assessment). The main findings being *The LPS will be more streamlined and less intrusive than the existing system, and a more effective and proportionate way of ensuring Article 5 rights for all. We expect that all people who lack capacity and need to be deprived of their liberty for their care or treatment will have the same access to the same protections, regardless of protected characteristic* (page 19).

## **9. Finance Comments of the Executive Director Corporate Services**

The full financial impact of the new responsibilities will not be known until the project group has completed its work and the new legislation is fully implemented.

## **10. Legal Comments of the Borough Solicitor**

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

## **11. Appendices**

Appendix 1 – LPS project brief version 4  
Appendix 2 – Impact Assessment

**REPORT ENDS**

<b>LONDON BOROUGH OF CAMDEN</b>	<b>WARDS:</b> ALL
<b>REPORT TITLE</b>  Commissioners' updates and action tracker	
<b>REPORT OF</b> Strategy and Change	
<b>FOR SUBMISSION TO</b>  Disability Oversight Panel	<b>DATE</b>  6 November 2019
<p><b>SUMMARY OF REPORT</b></p> <p>This report provides:</p> <ol style="list-style-type: none"> <li>1) Updates from Commissioners in relation to: <ul style="list-style-type: none"> <li>• Learning Disabilities</li> <li>• Children and young people</li> <li>• Mental Health</li> <li>• Special Educational and Inclusive Intervention Service</li> <li>• Carers</li> </ul> </li> <li>2) Updates, in the form of an action tracker, from previous Disability Oversight Panel meetings.</li> </ol> <p><b>Local Government Act 1972 – Access to Information</b></p> <p>No documents that require listing have been used in the preparation of this report.</p> <p><b>Contact Officer:</b></p> <p>Alex Evans  Senior Policy and Project Officer  Strategy and Change  5th Floor, 5 Pancras Square  London  N1C 4AG  020 7974 2794  <a href="mailto:alex.evans@camden.gov.uk">alex.evans@camden.gov.uk</a></p>	
<p><b>RECOMMENDATIONS</b></p> <p>That the Disability Oversight Panel note the contents of the updates, and provide feedback on the format.</p>	

## Updates from Commissioners

### Learning Disabilities (LD)

The London Borough of Camden and Camden Clinical Commissioning Group (CCG) strongly believe that all people with a learning disability have the right to the same opportunities as anyone else. Through integrated commissioning activity, the Council and the CCG are seeking to improve local services so that they empower and support more people with a learning disability of all ages to live fuller and more rewarding lives, to be valued for their strengths and contributions as citizens, and to live as independently and healthily as possible in their community.

This will mean that people with a learning disability will have the 'chance to succeed and no-one gets left behind', helping to realise the Our Camden Plan vision of the borough as a place "...where everyone can lead happy, healthy and fulfilling lives."

Commissioned services for people with a learning disability include:

- Camden Learning Disabilities Service (CLDS), providing specialist social work, social care and NHS care including
  - Learning disability nursing
  - physiotherapy
  - psychiatry
  - clinical psychology
  - speech and language therapy
  - occupational therapy
- The Children and Young People with Disabilities Service (CYPDS), a 0-25 Social Worker led service for Children and Young people with disabilities
- The MOSAIC children with disabilities health team (co-located with CYPDS)
- Acute mental health provision via St Pancras Hospital and the Crisis House (NHS Services)
- Residential and nursing care, mostly out of borough
- Supported Living in Camden and in neighbouring boroughs
- Day time opportunities for people with complex needs both at the Greenwood Centre (in house service) and with the Camden Society
- Breakaway short breaks service to provide support to carers and for short term stays to avoid placing people out of borough in an emergency (in house service)
- Floating Support services
- The community inclusion project hosted by Camden Disability Action
- Statutory and non-statutory advocacy
- Self-advocacy and user involvement, such as the Synergy Experts by Experience project hosted by Camden Disability Action
- Employment support, including
  - development work with local employers
  - supported internships with the Council
  - the partnership with the Camden Society to open a training café at the Greenwood Centre
- Spot purchase of a range of interventions, including via Continuing Health Care funding.

### Current key priorities include:

- Remodelling and building new supported living accommodation that will provide homes that are fit for the future, cost effective and promote independence and wellbeing. New services are expected to start to come on stream by 2020
- Recommissioning contracts for up to 10 years for care and support in supported living properties, on a locality model and taking a strengths-based approach, proposed to commence on 4<sup>th</sup> May 2020.
- Mobilising new floating support contracts on a locality model and taking a strengths-based approach, which commenced on 1<sup>st</sup> July 2019
- Piloting new approaches through the Community Inclusion Project, to support people to use mainstream services and be more independent alongside our floating support offer
- Mobilising an in-house shared lives service, with the first placements to be made from April 2020.
- Building on the success of the Alexandra Centre through a collaboration agreement with Westminster Kingsway College that commenced in September 2019.
- Moving the Breakaway short breaks service to a newly adapted specialist site on the Alexandra Centre campus.
- Improving take up of Annual Health Checks with GPs by March 2020. We have increased the numbers of people on the GP registers from 788 to 1016
- Mainstreaming our employment support offer as part of Central London Works

### Key partners in developing effective support for people with LD include:

- Internal Council teams, including SEIIS, CLDS, CYPDS, Adult Social Care, ASC Provider Services, SENDIASS, Community Partnerships, Camden Learning, Economic Development, Procurement, Legal, Finance
- The wider health economy, including Camden CCG, GPs and the local acute and provider Trusts
- Providers, including Creative Support, The Westminster Society, Outward, One Housing Group, The Camden Society, Centre 404, CamdenAbility, Westminster Kingsway College, The National Development Team for Inclusion (NDTi) and POhWER
- Voluntary sector partners, including Camden Disability Action, Camden People First, and People's Centre for Change

### **Children and young people (CYP)**

The London Borough of Camden and the Camden Clinical Commissioning Group (CCG) are committed to delivering the best possible outcomes for CYP with disabilities, using our joint resources to best effect. Our vision is to work together with children, young people and their families to commission high quality services that are co-ordinated, proactive, accessible and safe.

Camden recently received very positive feedback from an Ofsted/CQC inspection of services for children with Special Educational Needs and Disabilities (SEND). We received a subsequent letter from the Parliamentary Under-Secretary of State for Children and Families noting the strengths of our local provision and asking us to share our innovative practice with others. Strengths highlighted included strong local

leadership, effective joint commissioning and a wealth of high quality provision. Areas for improvement included developing our Local Offer to make it easier for parents/carers to use, improving the consistency of input by different agencies across Education, Health and Care plans, reducing permanent exclusions for children and young people with SEND and strengthening the identification and management of needs at secondary level.

Our strategic priorities for commissioning services are:

- early intervention and prevention and promoting resilience
- improving access to support
- care for the most vulnerable

Commissioned services for CYP, including for disabled children and young people, include:

#### Mental Health

- Minding the Gap transitions services for 16 to 25 year olds with mental health needs
- Child and adolescent mental health services
- Parental mental health, creative therapies, equine therapy and psychotherapy
- Camden Kaleidoscope – supported living as step down from Tier 4
- Youth justice, eating disorders and perinatal mental health
- Mental Health in Schools, peer support and education
- Community mental health services and crisis services

Universal and Targeted Health and Wellbeing services for all children and young people, including disabled children

- School nursing and health visiting
- Play services and services for young carers
- Sexual health network and substance misuse services

Camden's Integrated Children's Service (CICS, includes child development services, OT, SLT, physiotherapy, community paediatrics, special school nursing, dietetics, bladder and bowel)

- Children's community audiology (school nurses provide vision and hearing screening and early intervention service at schools).
- A specialist sensory team which includes two Teachers of the Deaf as well as a Visually Impaired specialist is commissioned to provide enhanced support at local specialist schools.
- *"Ready Steady Sign"* (joint provision with Islington) – a home support programme that provides families with specific teaching of sign language, strategies and techniques to support early communication and play with their deaf children.
- Delivery of CCG and council SEND strategy and Autism Plan.
- Transforming Care – support for children and young people with autism, learning disability and/or mental health or challenging behaviour
- Short breaks provision
- Spot purchasing of 'complex needs' placements for children and young people needing a residential placement and/or independent educational provision.



### III Health and Long Term Conditions

- Continuing care palliative and bereavement specialist nursing for those children with the highest level of health needs and community nursing

#### Current key priorities include:

- Refresh of the SEND Strategy
- Maintain the National Institute for Health and Care Excellence (NICE) recommendation of 12 weeks waiting time target for autism assessments.
- Develop a 10 year commissioning strategy for CYP with complex and additional needs. This multi-agency strategy will focus on developing local provision to ensure that children with the most complex needs remain in or close to Camden wherever possible.
- Review existing short breaks provision to inform the next commissioning and procurement strategy for April 2020 onwards.
- Redesign the Local Offer website for children with SEND and their parents to make it easier for families to find information about local services, co-designing with families
- Minding the Gap - Manage continued delivery in response to a reduction in funding. Manage the transition of the Royal Free Hospital School from the hospital to the Hive.
- CAMHS – roll out the Mental Health in Schools and 4 week wait Trailblazer schemes, funded by NHS England. Maintain a strong focus on mental health in schools and community settings, including parental education, training and peer support; increasing/improving the digital offer.
- Keep waiting times for autism assessment to within 12 weeks
- Continue to develop paediatric specialisms in primary care
- Develop places for children with autism in mainstream schools in Camden

#### Key partners in developing effective support for CYP:

- Internal Council teams, including children and young people's disability team, looked after child team, special educational needs team, procurement, legal and finance
- Schools
- The wider health economy and stakeholders including the CCG, GPs, the local acute and community trusts
- Our network of voluntary sector, NHS and other providers

#### **Mental health commissioning update for Disability Oversight Panel**

The London Borough of Camden and the Camden Clinical Commissioning Group (CCG) have an integrated commissioning team for mental health and learning disabilities, working across health and social care to commission joined up support that better enables people to live fulfilling lives and stay well in their local community.

#### Commissioned services for people with mental health needs include:

- Secondary mental health care services from Camden and Islington NHS Foundation Trust (C&I) and the Tavistock and Portman, which includes

community mental health teams, crisis services, acute inpatient services and a range of rehabilitation services

- Primary care mental health services, such as Improving Access to Psychological Therapies (IAPT) and a series of multidisciplinary teams organised on a GP neighbourhood level, co-located in Practices
- A range of social care support services, such as residential care, nursing care and care in someone's home
- Supported Living services
- Floating support for people to maintain their tenancy and connect with their local community
- Reablement and intensive support
- A diverse range of voluntary sector services working in partnership as Camden's Resilience Network, supporting people in their community to achieve the key resilience outcomes. These are to ensure that people are better able to address and manage mental health needs themselves, can access the right support at the right time and take part in community life. The Network offers include:
  - Employment support that follows the evidence based Individual Placement Support (IPS) model
  - Healthy Minds – a collection of services including a community activity programme, social prescribing and a volunteer academy
  - A Cultural Advocacy Project, which works alongside different BAME communities to raise awareness of mental health and wellbeing and to develop peer support groups
  - Peer Mentoring
  - Mental Health training
  - Mental Health website, which has information about local mental health and wellbeing support services in Camden
  - A day opportunities community support programme
  - An Expert by Experience service, which supports people with lived experience to become involved in shaping services and input into decision making

Current key priorities include:

- A review of the Crisis Pathway is underway with an aim to improve services across the borough. This includes:
  - Development of a service development improvement plan to optimise performance in the Crisis Resolution and Home Treat Teams, ensuring that they meet targets, provide quality care to service users in their own homes and support discharge planning on acute wards.
  - The possible recommissioning of Crisis Houses on a single site to deliver efficiencies. The intention is to retain current bed numbers and access arrangements maintaining strong link with clinical services
  - Exploring the development of a "Crisis Café", which would provide an out of hours service for people in mental health crisis who would otherwise require intervention from the Crisis Resolution Teams or attend A & E. The aim is to divert as much activity as possible away

from A & E, London Ambulance Service and inpatient settings by responding to service users' immediate needs and linking them with appropriate support

- A review a recommissioning strategy for services in the mental health supported accommodation pathway, including alternatives to supported accommodation e.g. Housing First and potentially Shared Lives.
- Continued work on the Transforming Care Programme to address the needs of people with a learning disability or autistic spectrum disorder as well as mental health problems. The focus is on keeping them well in a community setting and ensuring that there are appropriate plans in place to mitigate the need for admission to hospital.
- A pilot to develop a Personal Health Budget offer for people with mental illness.

Key partners for mental health commissioners include:

- Wider teams, such as procurement and finance, within the Council and CCG
- Residents of Camden borough, both people who use services or their carers
- Adult Social Care, particularly the social work functions delegated to C&I via a Section 75 agreement
- North Central London Partners, the sustainability and transformation partnership (STP) footprint containing Barnet, Enfield, Haringey, Islington and Camden boroughs
- C&I as the main mental health service provider
- The wider health economy, including GPs, local acute trusts and the Tavistock and Portman
- Voluntary sector partners, such as Mind in Camden, Hillside Clubhouse and VoiceAbility

### **Special Educational and Inclusive Intervention Service (SEIIS)**

This team is responsible for funding and placing children and young people with Special Educational Needs and Disabilities (SEND). It commissions specialist places for children and young people with the most complex needs at:

- Woodlands Autism Base
- Primrose Hill Autism Base
- Kentish Town Autism Base
- Torriano language base
- Regents High and Kentish Town also have bases for children with physical disabilities
- Swiss cottage Special school
- Frank Barnes primary special school for deaf children
- Re integration programs for children at risk of exclusions (Rhyl for primary aged children and Haverstock for KS 3 secondary (KS3) pupils. This is for children at risk of exclusion and is intended to reduce exclusions
- Robson House primary PRU to support children with Social, emotional and mental health (SEMH) difficulties
- Camden Centre for Learning for secondary aged pupils with SEMH

- Acland Burghley Autistic Spectrum Disorder base for secondary aged pupils
- The Alexandra centre for young adults with profound and complex difficulties
- Royal Free Hospital School
- AC Arts Alternative Provision Provider
- 8 London Borough Camden Supported Internship opportunities

The Inclusive Intervention team, offers specialist teaching support to nurseries and nursery aged children.

The Sensory Impairment team offers specialist teaching support for children with physical difficulties and those with visual impairment, hearing impairment or multi-sensory impairment.

Special Education and Inclusive Intervention Services (SEIS) Educational Psychology support includes:

- Bright Minds, bright moods (a Cognitive Behaviour Therapy group based intervention)
- Training to schools for supporting children with emotional and behavioural needs, including those with attachment needs
- Video Interaction Guidance (using video to reflect attuning in a given relationship (e.g. parent /child or teacher/ child).
- Video enhanced reflective practice for practitioners to enable them to
- Allocated support to schools, Virtual school and youth justice as well as critical incident response from the Educational Psychology team (SEIS)
- Parent/Carer counselling service
- TIPS – Trauma Informed Practice in Schools (Pilot project based on recommendations from Youth Safety Task Force) involving multi agency input and common framework of shared language This takes a preventative and public health approach rather than a crime and disorder approach and involves partners working together across education, Child and Adolescent Mental Health Service (CAMHS), police and youth work. Educational psychologists work with CAMHS professionals to deliver training to whole school staff groups (including safer schools police, youth workers, health therapists working in that school) and also to provide regular consultation support to the school over a period of a year to embed the approach at an organisational level.
- Transport for children and young people with SEND
- Independent Travel Training for children and young people with SEND commissioned via HCT Group

### **Camden Carers Service**

For both Camden Council and Camden CCG the vision is for carers to be able to enjoy a good quality of life, reduce health inequalities, remain independent, in control, and enable people to build on their strength and skills. Supporting carers provides a key opportunity for Camden to achieve many of the call to actions set out in Camden 2025.

The government estimates 60 percent of the population are likely to become carers at some stage in our lives. In light of this the Camden Carers Support Service (CCS) is funded equally by Camden Council and Camden CCG as it is understood that supporting carers has enabled carers to improve or maintain their health and wellbeing

to continue in their caring role, reducing demand on more expensive statutory services across health and social care for both the carer and cared for.

Through commissioning activities and robust monitoring the Council and the CCG have ensured that the CCS Service have delivered positive outcomes for Carers with continued outcomes that improve the lives of carers enabling reduced social isolation, improving the disproportionate risk of experiencing health inequalities and improving overall health and wellbeing for carers. This means that carers in Camden are having the 'chance to succeed and no-one gets left behind', helping to realise the Our Camden Plan vision of the borough as a place 'where everyone can lead happy, healthy and fulfilling lives'.

### Commissioned service for carers

The Camden Carers Support Service (CCS) has continued to develop, working to an integrated service model that draws together social, community, primary, and specialist services; delivering services to their communities at a localised neighbourhood level.

This includes:

#### **Identification and recognition of carers as expert partners in care**

- Ensure early identification of carers by developing greater partnership arrangements between all statutory and voluntary organisations, including hospitals, health centres and other primary care services
- Work in partnership with local organisations to identify and improve access to advice, information or support for carers who do not currently receive services
- Involve carers in decision making and planning of services for themselves and the person they care for
- Ensure carers are involved in choosing, designing and evaluating local services

#### **Enabling carers to realise and release potential**

- Enabling those with caring responsibilities to fulfil their educational and employment potential through volunteering, study or skills training
- Promote carer employment rights so that carers can make informed choices about employment opportunities.
- Ensuring access to information on finances

#### **Giving carer's choice and enabling a life outside of caring**

- Ensuring that carers have a single point of access for information and advice in Camden and that carers are able to easily access information in a range of formats regardless of which organisation in Camden they initially approach
- Providing information, advice and support in easily accessible locations and at times that are convenient for carers
- Providing good quality information and signposting to enable carers to make choices that are more informed. This includes carers of those who are self-funding care

- Ensuring that information is available to carers during transition periods in the caring role
- Ensuring access to personalised support for carers and the person, they care for enabling them to have a family life and access activities in their community

### **Supporting carers to remain mentally and physically well including the promotion of breaks from caring**

- Ensuring that carers are best able to provide appropriate care and support for the person they care for and have an opportunity for a life outside caring through access to their own individualised plans for breaks, training and activities
- Encouraging carers to adopt and maintain a healthy lifestyle, and enjoy an improved quality of life and sense of well being
- Promoting greater recognition of the impact of caring on carer physical and mental health
- Working with Primary Care so that carers are recognised, informed and able to look after their own physical and mental health and that of the person they care for
- Ensuring carers have access to health and wellbeing checks
- Working with acute services to ensure that carers are recognised, informed and supported as either carer or patient. This includes ensuring that carers have access to information and support with the discharge of the person they care for.

#### Current key priorities include

- Enabling and supporting CCS to have an appropriate base of operations in Camden
- Through robust contract monitoring ensure that the Camden Carers Support service continues to meet agreed KPIs
- Increased identification of carers through partnership arrangements with statutory service
- Increased identification and support for younger carers (18-25 years), and hard to reach communities
- Ensuring carers continue to have access to Carers' assessments and Carer Reviews
- Support CCS to become more self-sustaining and reduce the risk of future saving programmes impacting on carers services.

#### Key partners in developing effective support for Carers include

- Internal Council teams, including Housing, Adult Social Care, ASC Provider Services, Community Partnerships Team, Camden Learning, Economic Development, Procurement, Legal, Finance
- The wider health economy, including Camden CCG, GPs and the local acute and Hampstead Camden & Wells Trust and Camden & Islington Foundation Trust
- Providers, Westminster Kingsway College, The Camden Society,

Disability Oversight Panel action tracker November 2019

Meeting	Item/Theme	Action	Action By	Status
February 2018	Business meeting <a href="http://democracy.camden.gov.uk/documents/g7574/Printed%20minutes%2001st-Feb-2018%2018.30%20Disability%20Oversight%20Panel.pdf?T=1">http://democracy.camden.gov.uk/documents/g7574/Printed%20minutes%2001st-Feb-2018%2018.30%20Disability%20Oversight%20Panel.pdf?T=1</a>	The June meeting should cover the issue of Communication and Accessibility/Town Hall Refurbishment	S&C	Items included in the June 2018 meeting
	Work Programme	Officers to produce Work Programme	S&C	Work Programme discussed at the June 2018 meeting
	Scrutiny	The Chair and the Vice-Chair to meet with officers to identify issues to be included in the report to the Joint Chairs of Scrutiny Committee	Cllrs and S&C	Paper taken to Scrutiny in March 2018
	Housing Allocations	Officers send round the link to the new BLS video on the housing allocation system, which had been created for Camden's d/Deaf and hard of hearing residents.	Committee Services	Link sent to DOP Champions in February 2018

June 2018	Business meeting <a href="http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&amp;MId=7803">http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&amp;MId=7803</a>	Agreed terms of reference		
	Town Hall refurbishment	DOP to be provided with updates	Corporate Accommodation	Update provided at the July 2019 DOP
	New website	Officers would work with visually impaired service users to find out how they got to know what was available through the Council's website, and how they found their way through to access what they wanted.	Customer Services	We held user trials in conjunction with the Royal National Institute of Blind People (RNIB).
		Officers would also consider how the work of the Champions could be promoted through the website.	Committee Services	DOP is promoted on Cindex <a href="http://cindex.camden.gov.uk/kb5/camden/cd/service.page?id=hsUSmac1qWI">http://cindex.camden.gov.uk/kb5/camden/cd/service.page?id=hsUSmac1qWI</a> <a href="http://cindex.camden.gov.uk/kb5/camden/cd/service.page?id=AYyOrekNWpA">http://cindex.camden.gov.uk/kb5/camden/cd/service.page?id=AYyOrekNWpA</a>
	Accessibility	Hold a public engagement meeting on Accessibility	S&C	Event took place in November 2018  "You said, we did" feedback sent to DOP in September 2019, showing what changed as a result of the feedback from the DOP meeting.  Report on the Accessibility Strategy brought to the November 2019 panel.



November 2018	Business meeting <a href="http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&amp;MId=7804&amp;Ver=4">http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&amp;MId=7804&amp;Ver=4</a>	None		
	Accessibility	Feedback from workshop to be included in the Accessibility Strategy	S&C	Feedback has been included in the draft strategy. This was circulated to the DOP distribution list in August 2019.
February 2019	Business meeting <a href="http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&amp;MId=7805&amp;Ver=4">http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&amp;MId=7805&amp;Ver=4</a>	Take report to Joint Chairs of Scrutiny Committee	Cllrs and S&C	Complete
		Priorities for the year ahead agreed	Cllrs and S&C	Complete
	Healthy and active lives	DOP to have a separate meeting arranged by Sport and Physical activity to shape the procurement of the new leisure contract	Cllrs and Sport and Physical activity	Event took place on 29 May 2019
	Employment	Circulate collated workshop comments to Cllrs and DOP distribution list  Include residents' feedback in development of employment support	S&C  Economic Development	Comments circulated  We have taken the feedback on board, and will be incorporating this into a long-term piece of work that will allow us to develop the four ideas for improving and building on current employment support. This will take place over the next 9-12 months. We will return to the DOP during this piece

				<p>of work to once again test ideas and gather insights with residents as we look to move towards delivery. The four ideas are:</p> <ul style="list-style-type: none"> <li>• Integrating our current employment offer to make sure it is working as effectively as it can together</li> <li>• Taking a neighbourhood approach to delivering employment support</li> <li>• Supporting 3 way conversations between employers, employees and providers</li> <li>• Creating a digital platform to make it easier for residents to identify support</li> </ul> <p>We are also at the early stages of developing some ideas that respond to systemic barriers to unemployment that go beyond the four work streams outlined above.</p>
March 2019	Scrutiny	Chairs, in consultation with officers, should look to devise a key set of questions in relation to disability that should be addressed in scrutiny committee reports.	Cllrs and S&C	Proposed set of questions agreed by DOP Champions in June 2019. The template has now been updated and circulated to scrutiny clerks and policy officers for use in drafting scrutiny reports in future.
May 2019	Healthy and active lives	<p>Circulate collated workshop comments to Cllrs and DOP distribution list</p> <p>Include residents' feedback in the Leisure contract specification</p>	<p>Sport and Physical activity and S&amp;C</p> <p>Sport and Physical activity</p>	<p>Comments circulated</p> <p>The views and ideas from the event have incorporated into the leisure management contract specification, within the following headings:</p> <ul style="list-style-type: none"> <li>• Social value</li> <li>• Marketing including annual marketing plan</li> </ul>

				<ul style="list-style-type: none"> <li>• Camden Physical Activity System, Outreach and Community led offer</li> <li>• Pricing policy, memberships, fees and charges, requirements</li> <li>• Activity programming</li> <li>• Target Equality Groups</li> <li>• Staffing</li> <li>• Equipment</li> <li>• Access</li> <li>• Pool Water Quality (Swimming Pool Installations)</li> </ul>
July 2019	<p>Business Meeting</p> <p><a href="http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&amp;MId=9243&amp;Ver=4">http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&amp;MId=9243&amp;Ver=4</a></p>	<p>It was agreed that the issue of health inequality of disabled black, Asian and minority ethnic (BAME) residents be added to the work programme. In response to the disparity between the health figures of the Bangladeshi population compared with those of other communities Panel Members asked for information on how other authorities were tackling health inequality</p> <p>Commissioners' update on Carers to be provided</p>	<p>S&amp;C</p> <p>S&amp;C</p>	<p>"BAME community work in the community on disability issues" is an agenda item for the DOP Champions' meeting on 29 October.</p> <p>BAME disabled residents, and organisations that work with them, were invited to the November DOP to provide a verbal report of their lived experience. However, no organisations came forward.</p> <p>Complete</p>

	<p>Growing up in Camden as a disabled child</p>	<p>Provide comments from the event to DOP Councillors</p> <p>Provide updates to residents</p> <p>Include residents' feedback in the SEND 2020-2025 Strategy</p>	<p>S&amp;C</p> <p>S&amp;C</p> <p>Early Intervention and Prevention</p>	<p>Comments sent</p> <p>Next steps and Response to Social care and short breaks circulated</p> <p>Update to be provided at the consultation stage of the draft SEND strategy</p>
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**REPORT ENDS**