

DISABILITY OVERSIGHT PANEL

TUESDAY, 18 FEBRUARY 2020 AT 5.00 PM
THE COUNCIL CHAMBER, CROWNDALE CENTRE, 218 EVERS Holt 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 Democrat

Issued on: Monday 10 February 2020

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**DISABILITY OVERSIGHT PANEL
18 FEBRUARY 2020**

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

2. ANNOUNCEMENTS

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

4. MINUTES

To consider the minutes of the meeting held on 6 November 2019.

(Pages
7 - 10)

5. APOLOGIES

To consider any apologies for absence

6. DISABILITY OVERSIGHT PANEL REVIEW OF 2019/20 AND FORWARD PLAN FOR 2020/21

All Wards

Report of Strategy and Change.

(Pages
11 - 22)

This paper aims to review the Disability Oversight Panel's achievements from 2019/20 and support the Disability Oversight Panel in deciding its priorities and focus for 2020/21. Developing a work plan for the year which enables the Disability Oversight Panel to fulfil its purpose requires a two pronged approach which looks to;

- Draw on evidence, including the Panel's engagement work over the past year, to identify big strategic priorities (themes) for disabled people within the borough, which are relevant to all disability groups represented on the panel.

- Ensure that the panel receives insight from residents with a disability to identify emerging trends and issues which the panel may want to champion on residents behalf.

7. DISABILITY OVERSIGHT PANEL REFERRAL TO SCRUTINY

All Wards

Report of Strategy and Change.

(Pages
23 - 28)

This paper aims to support the Disability Oversight Panel in identifying any issues and areas of exploration that it would like to pass to the Joint Chairs of Scrutiny meeting, so that key issues for residents with a disability can be considered for regular inclusion on the agendas of the Council's formal Scrutiny Committees.

The Disability Oversight Panel is asked to:

- Consider key areas of focus to recommend to Scrutiny for further exploration.

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.

9. DATES OF MEETINGS FOR THE 2020/21 MUNICIPAL YEAR

The Panel are asked to note the dates of future meetings:

- Wednesday 3 June 2020
- Tuesday 3 November 2020
- Wednesday 3 February 2021

10. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

AGENDA ENDS

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THE LONDON BOROUGH OF CAMDEN

At a meeting of **DISABILITY OVERSIGHT PANEL** held on **WEDNESDAY, 6TH NOVEMBER, 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 Flick Rea

MEMBERS OF THE PANEL ABSENT

Councillors Nazma Rahman

ALSO PRESENT

Councillor Pat Callaghan

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

No apologies were received.

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

There were no announcements.

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

There was no such business.

5. MINUTES

RESOLVED –

THAT the minutes of the meetings held on 27th February 2019 and 24th July 2019 be approved and signed as a correct record.

6. UPDATE ON CAMDEN'S ACCESSIBILITY STRATEGY

Consideration was given to the report of the Director of Place Management. In her introduction of the report, the Senior Policy and Projects Officer gave the following information:

- After the public engagement workshop led by the Disability Oversight Panel around issues of accessibility in November 2018, officers used the feedback that was provided in their work with services.
- Accessibility of the public realm and buildings was a key focus of the strategy.
- Accessibility was a key theme across the whole Council.
- An easy read action plan had been developed that would be published online and shared with those who attended the workshop in November 2018.
- The report was a live document and the Panel were asked to provide feedback so that it could be continually improved.

The Panel then discussed the report and gave the following comments:

- Would it be possible to have representatives from Transport for London (TfL) attend the Disability Oversight Panel engagement workshop in February? This would allow residents an opportunity to interact with TfL and also allow TfL to outline how they were going to improve accessibility of public transport for people with disabilities.

ACTION BY: Policy Officer

- Could more be done by Camden to improve accessibility of restaurants and cafes within the Borough, in particular for wheelchair users and people with impaired mobility?
- There was a need to support those who had disabilities but were not profoundly disabled. People with this level of disability could also be constrained by accessibility and the Panel suggested:
 - Making all public signage as clear as possible.

Disability Oversight Panel - Wednesday, 6th November, 2019

- Increasing the length of time pedestrians had to cross at road crossings.
- Training council staff to speak more clearly and slowly on the phone.
- Introducing a Camden disability accessibility certificate for businesses that fulfilled the accessibility needs of people with disabilities was suggested.

RESOLVED -

THAT the report be noted.

7. LIBERTY PROTECTION SAFEGUARDS

Consideration was given to the report of the Director of Adult Social Care. The report was introduced by the Operations Manager – Deprivation of Liberty Safeguards (DOLS) and Mental Capacity Act (MCA).

In response to questions from the Panel, the Operations Manager gave the following information:

- The cost for Liberty Protection Safeguards (LPS) assessments would fall on the Council.
- Under LPS care givers and families would have the right to legally challenge the Council's decision. There was a chance that this would happen as the area of the assessments was now being expanded into domestic settings.
- The process of appealing the Council's decision on cases would initially involve the case being investigated and reviewed by the service. If the appellant was unhappy with the decision after this stage, they reserved the right to take legal challenge.
- Under the current system there were around 900 assessments carried out annually. Of these 900, around 500-600 were DOLS cases. With the implementation of the new system there was expected to be an increase in these figures as the new system would flag up previously unidentified cases.
- The organisation that was paying for the care package would be the responsible authority for the person in care.

The Panel asked that the Operations Manager return to a future meeting, after the new system had been implemented, to provide an update.

RESOLVED –

THAT the report be noted.

8. COMMISSIONERS' UPDATES AND ACTION TRACKER

Consideration was given to the report of Strategy and Change. In their discussion, the Panel made the following comments:

- As part of the Action Tracker It would be useful for there to be a column showing the outcomes and achievements of Panel meetings.
- A member of the Panel felt it was important to include all faith groups in discussions on the experience of intersectional minority disabled people.
- The Panel wanted to look at the experience of LGBT+ disabled people in the Borough, with the involvement of Councillor Rishi Madlani.
- They felt that further work with the Leisure team would be beneficial.

A member of the Panel wanted confirmation from the Landlord Review team about whether, as agreed, staff were being given sign language training.

RESOLVED –

THAT the report and feedback from the Disability Oversight Panel be noted.

The meeting ended at 5.50 pm.

CHAIR

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

MINUTES END

LONDON BOROUGH OF CAMDEN	WARDS: ALL
REPORT TITLE: Disability Oversight Panel Review of 2019/20 and Forward Plan for 2020/21	
REPORT OF: Strategy and Change	
FOR SUBMISSION TO: Disability Oversight Panel	DATE: 18 February 2020
<p>SUMMARY OF REPORT</p> <p>This paper aims to review the Disability Oversight Panel’s achievements from 2019/20 and support the Disability Oversight Panel in deciding its priorities and focus for 2020/21. Developing a work plan for the year which enables the Disability Oversight Panel to fulfil its purpose requires a two pronged approach which looks to;</p> <ul style="list-style-type: none"> • Draw on evidence, including the Panel’s engagement work over the past year, to identify big strategic priorities (themes) for disabled people within the borough, which are relevant to all disability groups represented on the panel. • Ensure that the panel receives insight from residents with a disability to identify emerging trends and issues which the panel may want to champion on residents behalf. <p>The Disability Oversight Panel is asked to:</p> <ul style="list-style-type: none"> • Consider recommended key areas of focus/priorities for the Disability Oversight Panel for 2020/21. <p>Local Government Act 1972 – Access to Information</p> <p>No documents that require listing were used in the preparation of this report</p> <p>Contact Officer: Alex Evans Senior Policy and Project Officer Strategy and Change 5th Floor, 5 Pancras Square London N1C 4AG 020 7974 2794 alex.evans@camden.gov.uk</p>	

1. Introduction

- 1.1 The Camden 2025 vision and the Council's Our Camden Plan set an ambitious vision for a borough which works for everyone. To achieve this, Camden 2025 must act as a call to action that inspires a new way of working, where Camden's people, the Council and others come together to work differently to develop new solutions. In fact, the Council has long valued the powerful role residents can play, whether through consultation and engagement in strategic decision-making and service design or through building and utilising community assets to build resilience. However, a recurring message from the Camden 2025 engagement programme was that many people who want to get involved do not know currently know how to. Both residents and businesses have asked for a clearer focus to participation activities and for greater consideration to be given to how their involvement could make the biggest impact. This suggests that there is an untapped desire for citizen participation within the borough, as well as a challenge for the Council in establishing meaningful participation pathways for our different stakeholders.
- 1.2 Additionally, the Council is increasingly bringing citizens closer to the democratic process and ensuring Members can learn from their insights. Camden aims to be honest and open about what actions are taken, by whom and on what grounds. The Council wants to help ensure that citizens, Members, partners and the organisation itself can have conversations where questions can be asked and answered openly and honestly. Being a more open organisation is not only the right thing to do as a publicly funded and democratic body, it also helps build trust and stimulates greater citizen participation. By 'participation, we mean involving citizens in all aspects of the Council's work and enabling them to take action to improve their lives and the lives of others. In doing so, we can collectively work together to make Camden a place where nobody gets left behind and where everybody has a voice.
- 1.3 Building on these ambitions, and the priorities previously identified by Disability Champions, this paper reviews the Disability Oversight Panel's achievements from 2019/20, and proposes key areas of focus for the Disability Oversight Panel's 2020/21 Forward Plan.
- 1.4 Recommendations put forward in this paper aim to support the Disability Oversight Panel in ensuring that their meetings are effectively fulfilling the purpose of the panel as set out in their terms of reference:
- Champion the needs of residents with a disability and ensure their voices are heard in key areas of Council policy.
 - Discuss key issues for different groups of disabled residents that the Equality Champion Leads have identified through their individual roles following engagement and networking across Camden during the preceding year.
 - Hear directly from service users as to their experiences and any recommendations.
 - Hear from appropriate experts.
 - Support Councillor Champions to be effective in their role.

- Identify issues and areas of exploration to pass to the Joint Chairs of Scrutiny meeting so that key issues for those groups can be considered for regular inclusion on the agendas of the Council's formal scrutiny committees and for consideration of such issues forming the basis for relevant panel work by the committees.
- Consider further individual liaison with the Chairs of the relevant Scrutiny Committee to ensure that disabled residents are involved in the scrutiny of relevant issues on the agendas to the Council's scrutiny committees.
- Consider whether other recommendations should be made to other parts of the Council, in particular concerning decision-making which impacts disabled residents.
- Review progress and work undertaken during the year.

2. Achievements from 2019/2020

- 2.1 The Disability Oversight Panel places huge importance on ensuring that the focus of their work is shaped directly by the experiences and insight of residents with a disability and their carers. The active role Councillor Champions play across Camden communities ensures that emerging issues and trends can be identified and voices of residents with a disability are heard across the Council and beyond.
- 2.2 In addition to this role, the Disability Oversight Panel focuses on themed topics. Councillor Champions and Strategy and Change work together to identify council priorities and emerging projects, which would benefit from insight from residents and partners, from a disability perspective.
- 2.3 Public events on these topics are organised by Strategy and Change, in collaboration with the lead departments, who know the subject matter. Typically local residents and partners take part in a workshop style session to share their views with Councillors and officers. The insight is then used by the service areas to shape new strategies and ways of working, which is reported back to both the Councillor Champions and the residents.
- 2.4 The events are well attended, with circa 50 local residents attending the most recent event, in November 2019. The themes of the topics have been as follows:

Employment support (February 2019)

- 2.5 Camden 2025 calls for strong and inclusive growth - everyone should be able to access the work that is right for them. This will involve reducing unemployment in the borough, particularly amongst vulnerable and social groups where long-term barriers to unemployment exist. Camden 2025 says "growth in Camden should be strong and inclusive and everyone should be able to access the work that is right for them". Jobs in Camden should be flexible enough to support people's wider needs and commitments, they should recognise and nurture the talents and skills of each individual and give people a path to development and progression.
- 2.6 The theme of the February 2019 public event was Employment Support. The lead service area was Inclusive Economy.

2.7 Examples of issues raised

- Get out into the community and champion things with people with disabilities and with disability groups.
- Work in partnership with groups like Camden Disability Action Group, not just for Camden Council to do alone.
- If the employer does not understand the disabled person's needs, there is a risk that the employment will be a negative experience for both the employer and the employee. Educate employers about the needs of the staff member they will hire. People conducting interviews need to be aware of disability, be trained well, and have good listening skills.
- Through the online offer and neighbourhood hubs, offer workshops, mentors, bring services together, also advertise employers who met the gold standard for accessible jobs in Camden.

2.8 Outcomes from the event

The Council has taken the feedback on board, and are incorporating this into a long-term piece of work that will allow development of the four ideas for improving and building on current employment support. 'Good Work Camden' is not about helping residents find 'a job,' but creating a system of support that works for people throughout their lives, that enables them to prepare for, enter into, and flourish within good work that enables them and their family to lead secure, sustainable lives. The focus is currently on the following elements of the Good Work Camden offer:

2.9 Taking a neighbourhood approach to delivering employment support

In order to deliver accessible, face-to-face, holistic support within neighbourhoods, the Council has soft launched a neighbourhood 'hub' in Gospel Oak; appointing a Job Hub Lead who is leading on the ongoing development of the service and delivering support to residents, and are working towards the soft launch of another 'hub' in Regents Park.

Plans are being devised to develop a specialist employment support service for residents with disabilities and health conditions; recognising the need for bespoke support for this cohort. We will work with external partners and residents to develop this service.

2.10 Integrating Camden's current employment support offer to make sure it is working as effectively as it can together

Employment support partners have identified three areas where together they will develop and test increased collaboration to create a more coherent experience for residents. These are sharing knowledge and experience, defining and embedding good practice in delivering employment support amongst partners and initial assessments and referrals.

As part of this, the Council's role in supporting increased collaboration is being explored, and a capability building programme for partners is being developed; part of which will focus on providing better support for disabled residents. The Council are talking to a user-led organisation with links with people with lived experience about them providing this.

The Council are also looking at providing training for the Economic Development/Inclusive Economy service, so that their policy development and own direct delivery is better informed about disability.

2.11 Working with and supporting Camden employers to be good, inclusive employers

Over the next three months the Council will be testing at a small scale the creation of an Inclusive Business Network, and the provision of HR consultancy style support to help businesses adapt their recruitment and employment practice to be more inclusive.

2.12 Creating a digital platform to make it easier for residents to identify support

In response to the challenge identified by residents that it is difficult to know what support is available, and then how to access this support, the Council are building a website that will help residents to navigate support, understand what providers offer, and how this may be relevant to them.

2.13 The Council are also continuing to develop ideas that respond to systemic barriers to unemployment and are exploring an alternative approach to delivering welfare.

Healthy and active lives (May 2019)

2.14 Camden 2025 calls for a borough where everyone is able to live a healthy, independent life – where everyone knows how to take charge of their own health and wellbeing and is encouraged and supported to keep active.

2.15 The theme of the May 2019 public event was “Healthy and active lives, with a particular focus on the new Leisure centre contract”. The lead service area was Sport and Physical Activity.

2.16 Examples of issues raised

- Provide different brochures for different disabilities that are easier to understand that enable users to be independent
- Swimming sessions need to have more friendly and well trained staff
- Having staff with disabilities and sharing knowledge with colleagues to broaden the knowledge base which will help them be more confident and understanding when offering support to disabled users
- Provide more specialist equipment for disabled users that functions correctly

2.17 Outcomes from the event

The views and ideas from the event were incorporated into the leisure management contract specification. The contract was awarded to GLL, and the new contract will commence from 1 April 2020. Examples of how GLL will meet the needs of residents with disabilities are as follows:

2.18 Promoting services

1. Produce annual Easy Read timetables, co-designed alongside a range of community stakeholders who represent Camden's disability community, including Camden Disability Action and The Camden Society.
2. Disability Customer Service Video
3. PoolPod video
4. Dementia friendly facilities (aligned to dementia action alliance and Swim England best practice)

2.19 Activity programming

GLL propose to increase the provision of targeted community learn-to-swim lessons. This provision would include a lesson programme catering to under-represented groups including disability-swimming lessons. GLL would ensure that all teachers working on specialised and targeted lessons are provided with appropriate additional training, including the Better Inclusive CPD and sign language training. GLL have already demonstrated the success of this programme at Pancras Square Leisure, where all school swimming teachers have undertaken this training enabling more effective teaching of the pupils who attend school swimming lessons from Frank Barnes' School for Deaf Children.

2.20 Target Equality Groups

GLL will work with the Disability Sports Coach organisation to deliver a new disability sports programme within a Camden Leisure centre and community venues to increase physical activity levels amongst young disabled Camden citizens. In partnership with Para Dance UK, GLL will introduce a new Inclusive Dance Programme for Camden citizens with all disabilities.

2.21 Staffing

A minimum of 25% of apprenticeship places shall be ring-fenced for Camden citizens with physical, sensory and learning disabilities. GLL will continue to work with the Camden SEND (Special Educational Needs and Disabilities) Team to offer four supported internships per year within Camden Leisure Centres. GLL are keen to work alongside SEND to ensure young, Camden Citizens (16-25 year olds) living with a disability are able to gain work experience within a safe, engaging and inspiring leisure environment.

2.22 Equipment

PoolPods will continue to operate at the Swiss Cottage and Kentish Town Leisure Centres. Their installation in the last 12 months has enabled several less-abled citizens to access the pool environment in a safe, dignified and independent manner. GLL have also created a PoolPod training video for staff and customers that will be utilised by PoolPod in all future installations and training programmes

2.23 Access

For disabled or less abled prospects, a Disability Customer Service Video has been created. This video helps identify the most appropriate customer journey for a disabled user and informs them of all services, facilities and equipment available in the leisure centre. The video will also be used to educate customers on how best to use disabled equipment for safe and effective use.

GLL will continue to provide a variety of accessible equipment, such as Hearing Loops, Accessible Chairs, beds and hoists. This will ensure the continuous support and customer service required to help and assist our most vulnerable citizens. The equipment provision will be serviced and reviewed to ensure it is safe and practical for each facility. GLL will continue to be advised on the latest equipment by the Camden Disability oversight panel and the Accessibility audits.

Growing up in Camden as a disabled child (July 2019)

2.24 Camden 2025 calls for a borough that is safe, strong and open, where everyone should be able to contribute to their community. However, successive economic crises have concentrated both advantage and disadvantage. There are people in our communities who feel left out in the discussion of Camden's success. Children should be given the best start in life, with the opportunity to develop all their capabilities.

2.25 The theme of the July 2019 public event was "Growing up in Camden as a disabled child". The lead services were Special Educational and Inclusive Intervention Service, and the Children and Young People with Disabilities Service.

2.26 Examples of issues raised

- Parents need more information on eligibility or how to access short breaks.
- It is important that the Local Offer is signposted via school or other services.
- Could we link more with the voluntary sector?
- We like to be asked how we feel in a way we can understand. If we can't understand, we can't contribute. Qualified interpreters should be booked.

2.27 Outcomes from the event

A social care and short breaks action plan was circulated to residents and the Councillor Champions in September 2019, which responded to insight provided at the event.

- In November, voluntary sector providers – both local and national - were invited to attend the Preparing for Adulthood Event which was organised jointly by Social Care, Education, Health and parents. The event was well received and saw the launch of the revised Preparing for Adulthood Document.

2.28 Services have been preparing to recommission the Short Breaks services and redesigning the Local Offer website.

2.29 Recommissioning of Short Breaks services

- In recent months there has been extensive consultation with parents and young people on what is working well and what changes people would like made to short breaks in Camden. This is being fed into service specifications for the new contracts, due to launch in October 2020. The Council will continue to involve parents and young people in the procurement process as this work progresses.

2.30 Local Offer website

- The Local Offer is being redesigned to ensure that information about activities is easy to access. The Steering Group has ongoing / monthly meetings.
- A mock-up of the front page has been designed. The Insight team are meeting content providers to populate the information required, prior to user testing a mock-up of the site in the summer and making any necessary changes.
- The group are also working through the business requirements (the specifications which will go to the design team once we have populated the site).
- The group are aiming for a December 2020 launch. Any parent of a disabled child in Camden who would like to help us improve the website are encouraged to contact Sandra Soteriou (Sandra.soteriou@camden.gov.uk)

Disabled residents' experience when contacting Camden Council (November 2019)

2.31 Key to delivering Our Camden Plan is designing services focused on residents. To address the inequalities that can hold people back, the Council has been redesigning some of its services to make sure residents are at the heart of everything it does, including involving those who use the services in this approach. The Council are also tapping into the expertise of colleagues who deliver those services – the people who know what works and what gets in the way.

2.32 The theme of the November 2019 public event was “Disabled residents’ experience when contacting Camden Council”. The lead service areas were Contact Camden, Camden Learning Disability Service and Strategic and Joint Commissioning.

2.33 Examples of issues raised

- Letters are helpful, to be able to refer to. However, have Easy Read with symbols, rather than just writing. Easy Read letters are best. E.g. Housing Benefits and Repairs letters are not in Easy Read.
- Staff need training about visible and invisible disabilities. It’s daunting to prove your disabilities, as many people aren’t registered as disabled.
- 5 Pancras Square isn’t disability friendly, it’s busy, noisy, hard to navigate and difficult to wait in the queues as it is unclear which queue to stand in.
- Sign video is good when it works, but delays are stressful. Might be a connectivity issue with the council’s broadband.

Outcomes from the event

2.34 Colleagues from the services areas have met to discuss all of the feedback and suggestions from each of the tables to understand what residents’ views are.

2.35 Much of the feedback relates to things which are within the remit of individual services who attended the event, but there was feedback which also relates to other services, such as Housing Repairs Contact Centre, Facilities Management and IT. Conversations will be taking place to understand what improvements can be made together, so that services are working in a joined up way, but not duplicating efforts or making changes that will benefit and meet the needs of one group, but negatively impact on another’s.

2.36 Contact Camden have started some research to find any good practice that will help to identify anything new they can do to improve. The new Contact Camden Manager joined in January 2020 and the feedback from the DOP event will be shared with her. Once Contact Camden have completed their conversations they will provide residents with more detailed responses to the specific feedback they have provided.

2.37 Camden Learning Disabilities Service (CLDS) is undertaking a collaboration with Central St Martins MA Graphic Communication Design students to design solutions to improving contact experience in three areas – Spaces (arriving and navigating), Dialogue (connecting and communicating) and Documents (reading and understanding). The service is ensuring the collaboration work considers the needs of all users of the building by using Disability Oversight Panel feedback and liaising with property management and Contact Camden managers to ensure general issues affecting access are fed into this work.

2.38 CLDS is holding refresher training sessions for Camden's customer service team around awareness of assisting people with learning disability to improve visitor experience and information sharing.

2.39 A CLDS 'Meet and Greet' service is now available 3 days a week to meet service users on arrival at 5 Pancras Square and escort them to their appointments to improve visitor experience.

2.40 A new language service will go live on 1 April 2020, which includes communication support for d/Deaf and hard of hearing residents. In line with the feedback from the public event, there will be a new video British Sign Language service, which will be delivered in partnership with Deaf Direct, who are a d/Deaf Charity.

2.41 Other achievements and developments over 2019/20 are as follows:

- The Disability Oversight Panel's business meetings now include updates from Commissioners about Learning Disabilities, Children and Young people, Mental Health, Special Educational and Inclusive Intervention Service, and Carers.
- Actions and outcomes from the business and public meetings are now chronicled through an action tracker.
- The Joint Chairs of Scrutiny agreed that the issues identified in the Disability Oversight Panel's report, accessibility and employment support, should be taken away by the chairs of each scrutiny committee to consider in relation to the development of their scrutiny committees work programme. In addition, they agreed that a key set of questions in relation to disability should be devised should be addressed in scrutiny committee reports. The questions agreed by Councillor Champions in June 2019, and the template has now been updated and circulated to scrutiny clerks and policy officers for use in drafting scrutiny reports.
- The Accessibility Strategy will be published on Camden's website in February 2020. This will also include an Easy read version of the action plan.
- Asif Iqbal, Rehabilitation Officer for Deaf and Hard of Hearing People, will deliver deaf awareness training to the leisure centre (GLL) staff in March 2020. The training is to improve communication between deaf people and the staff at Camden.

2.42 Many of the areas the Disability Oversight Panel have explored are ongoing, and will be revisited next year. These areas are set out in section 3.

3. Establishing the Disability Oversight Panel's key priorities for the year

3.1 The Disability Oversight Panel formally meets three times a year. The provisional meeting dates for 2019/20 are as follows:

- Wednesday 3 June 2020
- Tuesday 3 November 2020
- Wednesday 3 February 2021

- 3.2 To maximise the impact and effectiveness of the Disability Oversight Panel, it is recommended that the panel continues with the themed approach. This section of the paper aims to assist panel members in deciding the focus of the Disability Oversight Panel over the next 12 months. It is recommended that the themes identified are cross cutting areas which are of relevance to all the disability groups represented on the panel. There will, of course, be other themes that Champions want to progress within their disability areas over the year, which they may wish to update the panel on at meetings.

Proposed theme: Wellbeing Index

The headline objective for our Camden 2025 strategy is 'to make Camden a better borough', so in order to measure how we are doing against this objective the council is proposing to develop a wellbeing index for the borough. The project will have two distinct strands; one will be to work with a group of Camden citizens to develop a borough-wide set of measures, using existing data sources. The other will be a very local piece of research, undertaken by trained residents and co-ordinated by UCL, which will be much more qualitative in nature and result in a detailed story of life in a neighbourhood (Euston). The wellbeing index needs to produce data that is relevant to all our citizens including those with a disability.

With that in mind, a future Disability Oversight Panel could contribute by reviewing a draft borough-wide set of measures and also comment/advise on the research methodology adopted for the local research. This could include looking at how measures relate to citizens who have a disability and are also from a Black, Asian and Minority Ethnic (BAME) background.

Proposed theme: Employment support

Camden 2025 and Our Camden Plan call for strong and inclusive growth - everyone should be able to access the work that is right for them. Building on our previous Camden Plan ambitions, this will involve reducing unemployment in the borough, particularly amongst vulnerable and social groups where long-term barriers to unemployment exist. In 2025, growth in Camden should be strong and inclusive and everyone should be able to access the work that is right for them. Jobs in Camden should be flexible enough to support people's wider needs and commitments, they should recognise and nurture the talents and skills of each individual and give people a path to development and progression.

A future Disability Oversight Panel could review the progress that has been made since the Employment support public event in February 2019. The Disability Champions have expressed a particular interest in exploring the relationship between mental health and employment.

Recommendation that the Disability Oversight Panel consider whether the Wellbeing Index and Employment Support are themes they would like to focus on in 2020/21.

Keeping the February 2021 theme open, to be able to react to developing priorities during the year

3.3 When they met on 13 January 2020, the Disability Champions identified the following future agenda items:

- Leisure Services accessibility
- Deaf interpreting and Council services
- Blind and partially sighted experiences
- Mental Health

In addition to these items, based on the priorities previously identified by the Disability Champions, the Disability Oversight Panel could consider whether it would like to receive updates on the following:

- Camden Learning Disability Services (CLDS) project
- Special Educational Needs and Disability (SEND) strategy
- Black, Asian and Minority Ethnic (BAME)/Disability intersectionality
- Update on Camden's Accessibility Strategy
- Camden Town Hall refurbishment - Design for Accessibility
- Liberty Protection Safeguards
- Council Tax Reduction Scheme 2020/2021
- Dockless bicycles
- Customer Contact
- Blind and partially sighted experience

Recommendation: that the Disability Oversight Panel consider whether these are priorities which they would like to continue to receive updates on and whether they would like to include any additional priority areas.

In relation to the Leisure Services accessibility, the Disability Oversight Panel must decide if this is a theme they want to look at further themselves, or refer it to Joint Chairs of Scrutiny

REPORT ENDS

LONDON BOROUGH OF CAMDEN	WARDS: ALL
REPORT TITLE: Disability Oversight Panel referral to scrutiny	
REPORT OF: Strategy and Change	
FOR SUBMISSION TO: Disability Oversight Panel	DATE: 18 February 2020
SUMMARY OF REPORT This paper aims to support the Disability Oversight Panel in identifying any issues and areas of exploration that it would like to pass to the Joint Chairs of Scrutiny meeting, so that key issues for residents with a disability can be considered for regular inclusion on the agendas of the Council's formal Scrutiny Committees. The Disability Oversight Panel is asked to: <ul style="list-style-type: none">• Consider key areas of focus to recommend to Scrutiny for further exploration. Local Government Act 1972 – Access to Information No documents that require listing were used in the preparation of this report Contact Officer: Alex Evans Senior Policy and Project Officer Strategy and Change 5th Floor, 5 Pancras Square London N1C 4AG 020 7974 2794 alex.evans@camden.gov.uk	

1. Introduction

1.1 The Disability Oversight panel is a Councillor led panel. Its purpose is to:

- Champion the needs of residents with a disability and ensure their voices are heard in key areas of council policy.
- Discuss key issues for different groups of disabled residents that the Equality Champion Leads have identified through their individual roles following engagement and networking across Camden during the preceding year.
- Hear directly from service users as to their experiences and any recommendations.
- Hear from appropriate experts.
- To support Councillor Champions to be effective in their role.
- Identify issues and areas of exploration to pass to the Joint Chairs of Scrutiny meeting so that key issues for those groups can be considered for regular inclusion on the agendas of the Council's formal scrutiny committees and for consideration of such issues forming the basis for relevant panel work by the committees.
- Consider further individual liaison with the Chairs of the relevant Scrutiny Committee to ensure that disabled residents are involved in the scrutiny of relevant issues on the agendas to the Council's scrutiny committees.
- Consider whether other recommendations should be made to other parts of the Council, in particular concerning decision-making which impacts disabled residents.
- Review progress and work undertaken during the year.

1.2 As part of this work, the Disability Oversight Panel may wish to submit a referral report to Joint Chairs of Scrutiny, which is due to take place on 11 March 2020. The deadline for final reports to be submitted is 28 February 2020.

2. Issues the Disability Oversight Panel may wish to consider for formal Scrutiny consideration

Employment Support

2.1 In February 2019, the Disability Oversight Panel hosted a public engagement event on the theme of Employment Support. Issues raised during this meeting included the importance of getting out into the community, for the Council to work in partnership with organisations, for employers to understand the needs of employees, and for there to be a better online offer.

2.2 The insight gathered from residents was used to develop the four ideas for improving and building on current employment support:

- Taking a neighbourhood approach to delivering employment support
- Integrating our current employment offer to make sure it is working as effectively as it can together
- Working with and supporting Camden employers to be good, inclusive employers
- Creating a digital platform to make it easier for residents to identify support

Recommendation: Employment support is one of the Council's big investment programmes. In light of this, the Disability Oversight Panel may wish to consider whether it wants to make any recommendations for Scrutiny consideration. The Panel may also wish to consider whether it wishes to recommend further exploration of any issues raised by residents through their own engagement.

Healthy and Active Lives

2.3 In May 2019 the Disability Oversight Panel hosted a public engagement event on the theme Healthy and Active lives, with a particular focus on the new Leisure centre contract. Issues raised during this meeting included staff knowledge and awareness of disabilities, including hidden disabilities, accessibility of facilities, and for staff with disabilities to lead sessions.

2.4 The views and ideas from the event were incorporated into the leisure management contract specification. The contract was awarded to GLL, and the new contract will commence from 1 April 2020. Examples of how GLL will meet the needs of residents with disabilities are as follows:

- Produce annual Easy Read timetables, co-designed alongside a range of community stakeholders who represent Camden's disability community, including Camden Disability Action and The Camden Society.
- Increase the provision of targeted community learn-to-swim lessons. This provision would include a lesson programme catering to under-represented groups including disability-swimming lessons. GLL would ensure that all teachers working on specialised and targeted lessons are provided with appropriate additional training, including sign language training.
- A minimum of 25% of apprenticeship places shall be ring-fenced for Camden citizens with physical, sensory and learning disabilities.
- A Disability Customer Service Video has been created. This video helps identify the most appropriate customer journey for a disabled user and informs them of all services, facilities and equipment available in the leisure centre. The video will also be used to educate customers on how best to use disabled equipment for safe and effective use.

Recommendation: the Disability Oversight Panel may wish to consider whether they are satisfied that key areas of resident feedback gathered on the topic have been adequately reflected in the key areas of resident insight. The Panel may also wish to consider whether it wishes to recommend further exploration of any issues raised by residents through their own engagement.

Children should be given the best start in life

2.5 In July 2019 the Disability Oversight Panel hosted a public engagement event on the theme of "Growing up in Camden as a disabled child". Issues raised during this meeting included the provision of information about short breaks, how the Local Offer is publicised, and how the Council works in partnership with the voluntary sector.

- 2.6 The views and ideas from this event will be used to inform how the Short Breaks services are recommissioned how the Local Offer website will be redesigned. Insight from the event will also be used when the next Special Education Needs and Disabilities (SEND) Strategy is developed later this year.

Recommendation: the Disability Oversight Panel may wish to consider whether they are satisfied that key areas of resident feedback gathered on the topic have been adequately reflected in the key areas of resident insight. The Panel may also wish to consider whether it wishes to recommend further exploration of any issues raised by residents through their own engagement.

Redesigning services to make sure residents are at the heart of everything that we do

- 2.7 In September 2019 the Disability Oversight Panel hosted a public event on the theme of “Disabled residents’ experience when contacting Camden Council. Issues raised during this meeting included automated telephone systems, how the council communicates with residents, the reception area at 5 Pancras Square and technological barriers.
- 2.8 Colleagues from the services areas have met to discuss all of the feedback and suggestions from each of the tables to understand what residents’ views are. There was a lot of feedback and suggestions so this has taken some time.
- 2.9 Much of the feedback relates to things which are within the remit of individual services who attended the event, but others relate to other services, such as Housing Repairs Contact Centre, Facilities Management and IT. We have started talking to some of these services to understand what improvements we can make together so that we are working in a joined up way and not duplicating efforts or making changes that will benefit and meet the needs of one group but negatively impact on another’s.
- 2.10 Examples of changes that have already been implemented by Camden Learning Disability Service are the new First Contact model for telephone calls and the “Meet and Greet” service. The former has led to more issues being resolved at point of contact which means longer phone calls and on occasion longer waits to have calls picked up. An options appraisal for call waiting/holding systems has been completed and a decision on preferred option is pending, following feedback from co-production steering group. The ‘Meet and Greet’ service is now available three days a week to meet service users on arrival at 5 Pancras Square and escort them to their appointments to improve visitor experience.
- 2.11 A new language service will go live on 1 April 2020, which includes communication support for d/Deaf and hard of hearing residents. In line with the feedback from the public event, there will be a new video British Sign Language service, which will be delivered in partnership with Deaf Direct, who are a d/Deaf Charity.

Recommendation: the Disability Oversight Panel may wish to consider whether they are satisfied that key areas of resident feedback gathered on the topic have been adequately reflected in the key areas of resident insight. The Panel may also wish to consider whether it wishes to recommend further exploration of any issues raised by residents through their own engagement.

Other themes

2.12 Members of the Disability Oversight Panel have received updates from the Council on a number of areas, and have also raised a number of other issues on behalf of disabled residents during the year:

- Employment support
- Leisure Centre contract
- Special Educational Needs and Disability (SEND) strategy
- Black, Asian and Minority Ethnic (BAME)/Disability intersectionality
- Camden learning Disability Services (CLDS) project
- Update on Camden's Accessibility Strategy
- Camden Town Hall refurbishment - Design for Accessibility
- Liberty Protection Safeguards
- Council Tax Reduction Scheme 2020/2021
- Deaf interpreting project
- Dockless bicycles
- Customer Contact
- Mental Health

Recommendation: that the Disability Oversight Panel consider whether they would like to refer any of the above areas to Scrutiny for further exploration.

REPORT ENDS

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LONDON BOROUGH OF CAMDEN	WARDS: ALL
REPORT TITLE Commissioners' updates and action tracker	
REPORT OF Strategy and Change	
FOR SUBMISSION TO Disability Oversight Panel	DATE 18 February 2020
SUMMARY OF REPORT This report provides: 1) Updates from Commissioners in relation to: <ul style="list-style-type: none"> • 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. Local Government Act 1972 – Access to Information No documents that require listing have been used in the preparation of this report. Contact Officer: Alex Evans Senior Policy and Project Officer Strategy and Change 5th Floor, 5 Pancras Square London N1C 4AG 020 7974 2794 alex.evans@camden.gov.uk	
RECOMMENDATIONS That the Disability Oversight Panel note the contents of the updates, and provide feedback on the format.	

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 deliver the Unity Works 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 from 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 in June 2020.
- Robustly scrutinising and embedding new floating support contracts on a locality model and taking a strengths-based approach, which commenced on 1st 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.
- Establishing the Breakaway short breaks service at its newly adapted specialist site on the Alexandra Centre campus, which opened on 9th December 2019.
- Improving take up of Annual Health Checks with GPs to 75% of those with LD on GP registers by March 2020. We have increased the numbers of people on the GP registers from 788 to 1039 (Q2 19/20), and take up amongst those eligible was 75% in 18/19.
- Working with the Council's Economic Development Team to review specialist employment support for people with LD.

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.

In March 2019, Camden 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 services:

- 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
- Specialist services for children and young people with developmental concerns and/or disability include:

- Camden's Integrated Children's Service (CICS) includes child development services for disabled children, Occupational Therapy (OT) Speech and Language Therapy (SLT), physiotherapy, community paediatrics, community and 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.
- Short breaks provision
- Spot purchasing of ‘complex needs’ placements for children and young people needing a residential placement and/or independent educational provision.

Commissioned services that support children with ill health and long term health conditions include:

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

Current key priorities include:

- Delivery of the CCG and council SEND strategy and Autism Plans. In 2020, we plan to refresh the SEND strategy.
- Continuing to develop for children and young people with autism, learning disability and/or mental health or challenging behaviour.
- Maintaining the National Institute for Health and Care Excellence (NICE) recommendation of 12 weeks waiting time target for autism assessments.
- Developing 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. The strategy is due to be finalised and published in Spring 2020.
- Reviewing existing short breaks provision to inform the next commissioning and procurement strategy for April 2020 onwards.
- Redesigning 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 - Managing continued delivery in response to a reduction in funding. We will also be working with North Central London colleagues to develop our offer of mental health provision to young people aged 18-25, in line with commitments in the NHS’s Long Term Plan.
- CAMHS – continuing to roll out the Mental Health in Schools and 4 week wait Trailblazer schemes, funded by NHS England. We will maintain a strong focus on mental health in schools and community settings, including parental education, training and peer support; increasing/improving the digital offer.
- Continue to develop paediatric specialisms in primary care
- Develop places for children with autism in mainstream schools in Camden
- Exploring the feasibility of introducing a ‘hospital at home’ programme to support earlier discharge home for children with complex health needs through enhanced community nursing support.

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:

- Working with partners across the health and care system to implement the NHS Long Term Plan and develop a new model for community mental health services that improves access to care closer to home, joins up care across a number of services on a local neighbourhood level and focuses on recovery-focused support that takes a holistic view of the person and their wider determinants of health.
- Transformation of the crisis pathway to improve access to services across the borough, including:
 - Enhance Crisis Resolution and Home Treatment services, providing additional capacity to enable the teams to deliver more responsive and effective care for residents in a mental health crisis. This includes a pilot to embed peer coaches into the crisis pathway, allowing residents to be supported by peers with lived experience who are trained in person-centred, strengths based approaches, and can link people to local community assets and services.
 - Scoping the remodelling of Crisis Houses onto 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.
- Following approval of a commissioning strategy for services in the mental health supported accommodation pathway, services are in the process of being re-procured. The change in service structure will reduce the number of moves residents have to make as they prepare for independent living. The model also includes 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.
- Planning the recommissioning of the Resilience Network, a collaborative of voluntary sector services that focus on early intervention, prevention and building community resilience. The new model will seek to retain its focus on resilience and prevention and enhance the role of the voluntary sector in joined up community mental health services as the new model develops.

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 service comprises of the SEN team which oversees the statutory assessment process and monitoring of all CYP with EHC Plans via annual reviews. It also includes the Educational Psychology services, the sensory team which includes the ToD and VI specialists. This team offers specialist teaching support for children with physical difficulties and those with visual impairment, hearing impairment or multi-sensory impairment. The inclusive interventions team offer advice and support for nursery settings where there are children with complex needs they have supported over 150 pre school children over the last year.

The SEIIS are also responsible for funding and placing children and young people with Special Educational Needs and Disabilities (SEND). The HoS works closely with the Head of Education Commissioning and School Organisation who is responsible for ensuring sufficiency of school places as well as the commissioning specialist places for children and young people with the most complex needs within and outside of the borough and including those in residential placements. This service commissions the following specialist placements within the Borough:

- 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
- 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
- Specialist placements outside of the borough within Independent day and residential schools

Over the last year the service has increased the number of specialist places it commissions from Swiss Cottage from 240 – 260. The building works for the Primrose Hill additionally resourced provision have all been completed and the team

are working with Netley School to increase provision for children with complex Autism by 6 places within its Woodlands specialist resource base by 6 places from September 2020.

We are also increasing the pathways to employment for young people with SEND and 9 interns are undertaking supported internships across the Council. The Council has also commissioned follow up specialist employment support from SCOPE to ensure support continues for these young people after they have completed their internships.

Special Education and Inclusive Intervention Services (SEIIS) 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 (SEIIS)
- 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.

SEN Transport

Home school transport is also commissioned and we are also finalising a pilot for Independent Travel Training service for children who are eligible under our home school transport policy.

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. Officers are in the final stages of negotiation for the service to move to the Greenwood Centre and be based on the 1st floor of the building.
- 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. This includes support identifying and submitting bids for additional sources of funding

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.
- Other tenants at the Greenwood Centre

Disability Oversight Panel action tracker February 2020

Meeting	Item/Theme	Action	Action By	Status
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&C</p> <p>Sport and Physical activity</p>	<p>Comments circulated</p> <p>The views and ideas from the event were incorporated into the leisure management contract specification. The contract was awarded to GLL, and the new contract will commence from 1 April 2020. Examples of how GLL will meet the needs of residents with disabilities are as follows:</p> <ul style="list-style-type: none"> • Produce annual Easy Read timetables, co-designed alongside a range of community stakeholders who represent Camden's disability community, including Camden Disability Action and The Camden Society. • Increase the provision of targeted community learn-to-swim lessons. This provision would include a lesson programme catering to under-represented groups including disability-swimming lessons. GLL would ensure that all teachers working on specialised and targeted lessons are provided with appropriate additional training, including sign language training.

				<ul style="list-style-type: none"> • A minimum of 25% of apprenticeship places shall be ring-fenced for Camden citizens with physical, sensory and learning disabilities. • A Disability Customer Service Video has been created. This video helps identify the most appropriate customer journey for a disabled user and informs them of all services, facilities and equipment available in the leisure centre. The video will also be used to educate customers on how best to use disabled equipment for safe and effective use.
July 2019	<p>Business Meeting</p> <p>http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&MId=9243&Ver=4</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&C</p> <p>S&C</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>

	Growing up in Camden as a disabled child	Provide comments from the event to DOP Councillors Provide updates to residents Include residents' feedback in the SEND 2020-2025 Strategy	S&C S&C Early Intervention and Prevention	Comments sent Next steps and Response to Social care and short breaks circulated Update to be provided at the consultation stage of the draft SEND strategy
November 2019	Business meeting http://democracy.camden.gov.uk/documents/g9244/Printed%20minutes%2006th-Nov-2019%2017.00%20Disability%20Oversight%20Panel.pdf?T=1	Invite representatives from Transport for London (TfL) attend the Disability Oversight Panel engagement workshop in February	S&C	TfL are attending the engagement workshop in February.
	Disabled Residents' experience when Contacting Camden Council	Provide comments from the event to DOP Councillors Provide updates to residents Include residents' feedback in service redesigns	S&C S&C Contact Camden, Camden Learning Disability Service (CLDS)	Comments sent Next steps circulated Colleagues from the services areas have met to discuss all of the feedback and suggestions from each of the tables to understand what residents' views are.

			and Strategic and Joint Commissioning	<p>A CLDS 'Meet and Greet' service is now available 3 days a week to meet service users on arrival at 5 Pancras Square and escort them to their appointments to improve visitor experience. CLDS is holding refresher training sessions for Camden's customer service team around awareness of assisting people with learning disability to improve visitor experience and information sharing.</p> <p>A new language service will go live on 1 April 2020, which includes communication support for d/Deaf and hard of hearing residents. In line with the feedback from the public event, there will be a new video British Sign Language service, which will be delivered in partnership with Deaf Direct, who are a d/Deaf Charity.</p>
February 2020	Accessibility	Publish the Accessibility Strategy	S&C	<p>The Accessibility Strategy will be published on Camden's website in February 2020. This will include an Easy read version of the action plan. The residents who have been involved with the DOP will be informed once it has been published.</p> <p>The officer group that reflects some of the areas covered by this strategy held their first meeting in October 2019. They agreed to meet quarterly to report on the measures within the action plan, discuss new issues that had been raised through their services and identify where parts of the action plan needed to be refreshed. The officer group is also be an opportunity to share learning and to encourage further joint working across services.</p>
	Employment	Include residents' feedback in development of employment support	Inclusive Development	<p>We have taken the feedback on board, and are incorporating this into a long-term piece of work that will allow us to develop the four ideas for</p>

				<p>improving and building on current employment support .We are continuing to develop and mobilise ideas for improving and building on the current system of employment support. 'Good Work Camden' is not about helping residents find 'a job,' but creating a system of support that works for people throughout their lives, that enables them to prepare for, enter into, and flourish within good work that enables them and their family to lead secure, sustainable lives. We are currently focused on the following elements of the Good Work Camden offer:</p> <ul style="list-style-type: none"> • Taking a neighbourhood approach to delivering employment support • Integrating our current employment offer to make sure it is working as effectively as it can together • Working with and supporting Camden employers to be good, inclusive employers • Creating a digital platform to make it easier for residents to identify support
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