

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 6 November 2019
<p>SUMMARY OF REPORT</p> <p>This report provides:</p> <ol style="list-style-type: none"> 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. <p>Local Government Act 1972 – Access to Information</p> <p>No documents that require listing have been used in the preparation of this report.</p> <p>Contact Officer:</p> <p>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>	
<p>RECOMMENDATIONS</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 4th May 2020.
- Mobilising 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.
- 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.

Ill 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 (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.
- 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 http://democracy.camden.gov.uk/documents/g7574/Printed%20minutes%2001st-Feb-2018%2018.30%20Disability%20Oversight%20Panel.pdf?T=1	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	Agreed terms of reference		
	http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&MId=7803			
	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 http://cindex.camden.gov.uk/kb5/camden/cd/service.page?id=hsUSmac1qWI http://cindex.camden.gov.uk/kb5/camden/cd/service.page?id=AYyOrekNWpA
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 http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&MId=7804&Ver=4	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 http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&MId=7805&Ver=4	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"> • Integrating our current employment offer to make sure it is working as effectively as it can together • Taking a neighbourhood approach to delivering employment support • Supporting 3 way conversations between employers, employees and providers • Creating a digital platform to make it easier for residents to identify support <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&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"> • Social value • Marketing including annual marketing plan

				<ul style="list-style-type: none"> • Camden Physical Activity System, Outreach and Community led offer • Pricing policy, memberships, fees and charges, requirements • Activity programming • Target Equality Groups • Staffing • Equipment • Access • Pool Water Quality (Swimming Pool Installations)
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 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&C</p> <p>S&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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