

<b>LONDON BOROUGH OF CAMDEN</b>	<b>WARDS:</b> ALL
<b>REPORT TITLE</b>  Commissioners' updates and action tracker	
<b>REPORT OF</b> Strategy and Change	
<b>FOR SUBMISSION TO</b>  Disability Oversight Panel	<b>DATE</b>  18 February 2020
<p><b>SUMMARY OF REPORT</b></p> <p>This report provides:</p> <ol style="list-style-type: none"> <li>1) Updates from Commissioners in relation to: <ul style="list-style-type: none"> <li>• Learning Disabilities</li> <li>• Children and young people</li> <li>• Mental Health</li> <li>• Special Educational and Inclusive Intervention Service</li> <li>• Carers</li> </ul> </li> <li>2) Updates, in the form of an action tracker, from previous Disability Oversight Panel meetings.</li> </ol> <p><b>Local Government Act 1972 – Access to Information</b></p> <p>No documents that require listing have been used in the preparation of this report.</p> <p><b>Contact Officer:</b></p> <p>Alex Evans  Senior Policy and Project Officer  Strategy and Change  5th Floor, 5 Pancras Square  London  N1C 4AG  020 7974 2794  <a href="mailto:alex.evans@camden.gov.uk">alex.evans@camden.gov.uk</a></p>	
<p><b>RECOMMENDATIONS</b></p> <p>That the Disability Oversight Panel note the contents of the updates, and provide feedback on the format.</p>	

## Updates from Commissioners

### Learning Disabilities (LD)

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

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

Commissioned services for people with a learning disability include:

- Camden Learning Disabilities Service (CLDS), providing specialist social work, social care and NHS care including
  - Learning disability nursing
  - physiotherapy
  - psychiatry
  - clinical psychology
  - speech and language therapy
  - occupational therapy
- The Children and Young People with Disabilities Service (CYPDS), a 0-25 Social Worker led service for Children and Young people with disabilities
- The MOSAIC children with disabilities health team (co-located with CYPDS)
- Acute mental health provision via St Pancras Hospital and the Crisis House (NHS Services)
- Residential and nursing care, mostly out of borough
- Supported Living in Camden and in neighbouring boroughs
- Day time opportunities for people with complex needs both at the Greenwood Centre (in house service) and with the Camden Society
- Breakaway short breaks service to provide support to carers and for short term stays to avoid placing people out of borough in an emergency (in house service)
- Floating Support services
- The community inclusion project hosted by Camden Disability Action
- Statutory and non-statutory advocacy
- Self-advocacy and user involvement, such as the Synergy Experts by Experience project hosted by Camden Disability Action
- Employment support, including
  - development work with local employers
  - supported internships with the Council
  - the partnership with the Camden Society to 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 1<sup>st</sup> July 2019
- Piloting new approaches through the Community Inclusion Project, to support people to use mainstream services and be more independent alongside our floating support offer
- Mobilising an in-house shared lives service, with the first placements to be made from April 2020.
- Building on the success of the Alexandra Centre through a collaboration agreement with Westminster Kingsway College that commenced in September 2019.
- Establishing the Breakaway short breaks service at its newly adapted specialist site on the Alexandra Centre campus, which opened on 9<sup>th</sup> 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 1<sup>st</sup> 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&amp;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"> <li>• 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.</li> <li>• 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.</li> </ul>

				<ul style="list-style-type: none"> <li>• A minimum of 25% of apprenticeship places shall be ring-fenced for Camden citizens with physical, sensory and learning disabilities.</li> <li>• 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.</li> </ul>
July 2019	<p>Business Meeting</p> <p><a href="http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&amp;MId=9243&amp;Ver=4">http://democracy.camden.gov.uk/ieListDocuments.aspx?CId=737&amp;MId=9243&amp;Ver=4</a></p>	<p>It was agreed that the issue of health inequality of disabled black, Asian and minority ethnic (BAME) residents be added to the work programme. In response to the disparity between the health figures of the Bangladeshi population compared with those of other communities Panel Members asked for information on how other authorities were tackling health inequality</p> <p>Commissioners' update on Carers to be provided</p>	<p>S&amp;C</p> <p>S&amp;C</p>	<p>BAME 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  <a href="http://democracy.camden.gov.uk/documents/g9244/Printed%20minutes%2006th-Nov-2019%2017.00%20Disability%20Oversight%20Panel.pdf?T=1">http://democracy.camden.gov.uk/documents/g9244/Printed%20minutes%2006th-Nov-2019%2017.00%20Disability%20Oversight%20Panel.pdf?T=1</a>	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"> <li>• Taking a neighbourhood approach to delivering employment support</li> <li>• Integrating our current employment offer to make sure it is working as effectively as it can together</li> <li>• Working with and supporting Camden employers to be good, inclusive employers</li> <li>• Creating a digital platform to make it easier for residents to identify support</li> </ul>
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