

Planning Together

Wednesday 8th February 2023

1. Review and update on actions

Please see presentation on the [Planning Together website](#)

Jason updated about the action regarding repairs. This has been spoken about for a long time. Jason has spoken to several people at the council, Synergy and others. It seems that the system at the council for getting repairs organised is fine, but there appears to be an issue with contractors.

This is about individual contractors, and there are also some great stories where people come and do the work. The problems include people turning up without the right equipment, or not turning up when planned.

They need to arrange to speak to contractors about this part of the system to tailor it for people with a LD, with disabilities in general, and those who are vulnerable.

ACTION: Andrew explained that there are some new Heads of Service for different parts of housing. Andrew will look at how to arrange a meeting with the person who is responsible.

Carers of adults with an LD living in Supported Living have also been worried. Things become confused about who should be the person chasing. It is a lot to ask the provider when they get no reply. One person went one year with no bath.

Sarah explained all homes belong to different landlords and they have responsibility for repairs. The providers have an agreement with the landlords about using properties and repairs. Ian did a lot of work with Supported Living providers and landlords. There were some improvements, but more work is needed.

ACTION: Sarah to feedback to Ian about difficulties with repairs in Supported Living houses.

Sian updated that they are doing work to set up the monthly drop in at Greenwood to get advocacy support. They are training volunteers.

Rethink are offering Level 2 training in advocacy skills. The course starts in April.

ACTION: If anyone is interested in the Level 2 advocacy training please email sian.phillips@rethink.org

2. CLDS Updates

Health Update

Lynette updated the Head of Occupational Therapy Rebecca Mason had a baby and is due back next month. Rebecca is full time but has lots of leave to take so will be back 3 days a week in April. Helen was looking after Rebecca's job. Helen will be returning to her team in Haringey.

Everyone was reminded to get flu jabs if they haven't already.

Speech and Language Therapy lead Emma Winn retired. Rene Relph got Emma's job. It is the same email address. Rene works 4 days a week.

ACTION: Lynette to bring photos of new team members for the next Planning Together.

There is an Annual Health Check working group meeting every 3 months. Annual Health Checks are better than this time last year. They think this is because Courtney Francis, our Health Facilitator, is working hard with GPs to get them done.

They have written to all GPs to tell them they are doing great but they think they can do even more. They told GPs if they want help to get in touch with Courtney and reminded them how much money they will get.

Courtney is part of a group about Annual Health Checks with people all over the UK.

Lynette explained about Oliver McGowan training. Oliver was autistic and died in hospital. They had a review and Oliver's mum named Paula campaigned for hospital staff and anyone who works with people with a LD to have training. Paula writes a lot on Twitter

They are working with people who pay for services to think about how people can do the training.

ACTION: Oliver McGowan training to be discussed as a future agenda item

Mencap are coming to talk to the LD carers group on the 22nd February 2023 about legal rights with GP's and hospitals if anyone wants to attend.

Social Care Update

Catherine updated that Social Workers with Flex 360 are coming to complete reviews for people where they are very overdue.

They are busy organising their new leadership team. Nicky Ward will be starting in 3 weeks after Victoria Grimwood left. Desiree Sinden is a new senior worker after Chris McGuinness left.

3. Camden's Autism Strategy

Please see presentation on the [Planning Together website](#)

Presentation given by Rachael Bond from the Adults Commissioning Team & member of the Autism Partnership Board, Sanjay who is a co-chair of the Autism Partnership Board, and Synergy.

Rachael explained they are updating the Camden Autism Plan and want to start a conversation about how they can include the views of autistic people with a LD.

There is also the Autism Hub doing similar work for people with autism and no LD

The government have put together an autism plan with 6 areas that cover: improving understanding and acceptance of autism, improving schooling, jobs, health and care inequalities, help in communities, and help in justice systems.

Synergy and Sanjay shared messages from Synergy members and others with autism. They included:

- It can be stressful and upsetting when people don't take the time to listen, and I can be very quiet.
- When people do listen it can make me feel good and happy that I was listened to.
- Some autistic people want a quiet place, and a quiet room to get space.
- Both young and older people can have autism.
- It can feel like you are two different people when you have autism and LD. I was told to only speak about the LD and then found out I was autistic as an adult when I looked at my GP notes.
- Routine is important for some people with autism. I have a routine to get a haircut and need to go to a certain hairdressers, if buses are not working I still have to go to that one.
- Autism is not always understood by workers who do not speak with autistic people about autism. It can mean some things are not talked about.
- For people like me there are no rules when we are talking and that is not my problem. There is no difference between being rude and straight talking. I am saying what I think, we don't have rules.
- Some autistic people said they can't get the same support as others as they don't have a LD and they have asked why this is.
- I'm not in another room but feel I am in another room.

Small group discussion

Everyone shared ideas about the following questions:

What works well

- Clubs for people with LD and autism.
- CLDS is a team of lots of different professionals. There are Social Workers, Psychologists, Speech and Language Therapists. They all work together in the same place. It does not take long for an assessment.

- The autism hub operates in Camden and Islington and offer counselling and advocacy. More details can be found [here](#).
- Things happening in Camden are good.

What doesn't work well

- Not everyone knows about the clubs for people with LD and autism. Sometimes information can be confusing, overwhelming or overlapping.
- It is not clear how up to date CINDEK is.
- For people with no LD it can take a long time for help.
- It can be a big challenge to find staff who are trained, experienced and know how to work with people with complex needs.
- Providers are short staffed and this is causing difficulties to achieve change.
- There are difficulties with language and general understanding.
- There is a popular 'idea' of what autism means eg. like rain man. The medical version of autism is very different and they need to separate it from the TV.
- In employment there are often disciplinary issues caused by lack of awareness and understanding. Rules are not understood, or rules are followed by people with autism and not everyone else.
- If you have LD and autism you have a good chance of getting good support from CLDS especially with health. If you don't have a LD and have autism there isn't a service unless you are in crisis. This is really missing in the Local Authority.
- This is also the same with family support. If you have an LD and Autism the family get help as well.

What we need to do better to support autistic people and their families and carers – and how we can achieve this

- They could put all the information for clubs / what is happening for people with LD and autism together eg. go to the autism hub and find out all the courses that exist. Most courses would help with other areas in the autism plan.
- They should be speaking to people in the government that write all the policies. They need to be clear and not lump people together.
- They need more staff, resources and training.
- Autism leads should be made permanent.
- It is important to put the plan into action and work across services.
- There should be an autism service like CLDS to support people with complex needs who don't have an LD.
- They need to stop the thought autistic people are a certain way, and behave in a certain way. There are many layers.
- There is a Disability Oversight Panel chaired by councillors. They have agreed front facing staff eg. at reception, at libraries etc should all have training.
- There are lots of other people that don't get services, not just people with autism eg. older people, people where English is not the first language. Could there be a service for disadvantaged people?

- This group of people are vulnerable, don't get support and are lost. This is not just in Camden.
- Carers groups are starting to recognise those carers not getting support in Camden, they are disadvantaged and have less chances.
- Could the training for council staff be compulsory so they all have to do it?
- Make sure as many people in the community have advocacy training and can advocate for themselves and each other.
- The purpose of the Centre for Independent Living was to bring all charities together for all disabled people so people could learn what information there was. There could be a conversation with CDA.

ACTION: Autism Partnership Board to ask the council if every member of council staff can have compulsory training on autism and LD.

ACTION: Suzanne from Unity Works to share information on the courses they offer.

ACTION: If anyone wants to be part of the Autism Partnership Board let Rachael know. Rachael will meet with Synergy to think of the next steps.

4. Floating and Community Support

Please see presentation from Zubair Matin on the [Planning Together website](#)

Sandy stated that the questionnaire online was very difficult and not in easy read / not easy enough. Synergy had to make it easier.

Zubair worked closely with Richard and also had a lot of discussion with Synergy when making the questionnaire, but you can never get anything perfect and they want to improve.

ACTION: Richard will meet with Synergy to see if they can improve the questionnaire.

Small group discussion

Everyone shared ideas about the following questions:

What is good about floating support now?

- There is lots that is good. It gives Stuart confidence and helps him socially.
- Floating Support is about developing good relationships. You are working with people you trust and do more things in the community that you would not be able to do without.
- Workers check on wellbeing and health and allow people to go to other activities if they have additional needs.

- People are well supported to do activities and travel there and back to go where they want to go.

What could be better about Floating Support now?

- It is hard to find and keep staff and it breaks down when staff are ill, absent, or not available.
- There should be more pay for workers so they can attract people who are interested.
- There is no down time for planning. People get a certain amount of hours to do things but there is no time to plan their lives and what they want to do differently, to sit down and plan goals.
- People receiving support should also have a name and know when they are coming. This sometimes happens and sometimes doesn't.

In what ways should floating support make someone's life better?

- Support staff should be attentive to the goals of the person and use the What Matters plan.
- They should focus on choice and not controlling things. It is important the support worker gives choice and does not say leading things, and respects someone's ideas.
- More hours mean more choices for people, and there should be more flexibility in hours.
- Having the same worker all the time is a big thing to feel comfortable to get the outcomes they want.

Q: Richard asked are people in support organisations fully aware of shared support? Does it mean you might get twice as much?

A: Sarah stated that you might not get twice as much but it will vary depending on individual cases.

5. Recruitment to Synergy

Jason explained they are looking for one new person to join Synergy.

At the moment Synergy are aged between 40-60. They all agreed Synergy need to find younger people and broaden the range of people they speak to. Jason has contacted a few organisations eg. for LGBTQ+. They need to reach out further.

They have no one in the group who is non-verbal. It would be good to have involvement with people who have different needs.

They will advertise to younger groups and a wider range of people. There will be a new job description, the film 'We are Synergy', and an Easy Read document that talks about who Synergy are.

ACTION: Jason to share the advert for the new role in Synergy. Please send feedback if there is anyone you can suggest sharing it with.

6. Subgroups

Please see presentation on the [Planning Together website](#)

Sarah explained that they tried to have subgroups before and sometimes they have worked. They know people have told us they want them and they can be helpful.

We may not get answers today but we can take away ideas to think about. Everyone met in small groups to think about what subgroups could be like:

- There is a lot of talk and different meetings already.
- There were problems with people not turning up because they are busy. It is about how to keep people interested and actions live.
- A majority of people thought sub-groups would be helpful.
- People want to be listened to, heard, and have a voice. With bigger meetings there is not time to properly talk about what they want to see happen.
- Things might get missed in a general meeting like Planning Together.
- It is about respect, and people keeping at it and making actions come to something rather than fizzle out.
- They could be called action groups not subgroups.
- They should have people who experience the issue and Synergy should chair.
- There should also be decision makers present and other people with LD that experience the issue.
- The support needed would be things like having a fixed chair, a jargon buster, proper attendance, a time limit, someone to arrange and take minutes.
- They should choose a result at the end and Synergy should bring it back to Planning Together. There should be a report so Planning Together can make a decision on how to take things forward.
- There should be a set of rules for the groups, this is important.
- The majority of the people in the group should have a LD. There may be problems with recruitment.
- If someone is not in Synergy they would need paying.
- They would need help with communication and travel support.
- Could they be on the same day as Planning Together after lunch and in the same location? This may help with people not turning up.
- Along with other ideas suggested another topic area is dependency and addiction. This seems to be a big issue.
- They would like groups if they achieve actions. They can be for things that come up that need to be focussed on rather than just an email to the council. They have worked in the past eg. to get hot food in the building, to sort out problems with traffic near Greenwood.

ACTION: Commissioning to take everyone's feedback and come up with ideas. It is clear they need rules about what the groups do.

7. Topic for the next meeting

- It would be nice if more councillors would attend. Andrew will re-extend the invite.
- Rubbish collections.
- Broaden out involvement in Planning Together eg. under-represented groups, groups that are excluded from places.
- Hospital passports is a future topic, a video is being made.

ACTION: If people think of ideas please get in touch and let us know.

8. Jargon of the day

There was a lot of jargon. 9 jargon words were spoken. If jargon is used it takes time to explain so the jargon buster saves time.

9. AOB

Voting

In May there is going to be a change that when you go to vote in a Polling Station you will need to have identification. Not many people with LD have identification.

Group members suggested possible alternatives such as doing a postal vote, a photo ID scheme in the council, using a freedom pass, citizen card. These need to be checked / to get more information.

ACTION Richard to make a short video to explain things before the changes.

ACTION: Suzanne to send Louise information on the Citizen Card.

New Co-production Lead

Freyja Banks introduced herself as the new co-production lead for Camden Adult Social Care. Co-production is working together with people who provide and use services to plan the services. Freyja would love to hear good work anyone is doing. Freyja is also creating a plan of good co-production.

Climate survey

Louise reminded everyone that the council would like people to complete the climate survey. There is an easy read version. The links are below and will also be sent after the meeting.

[Ready for Climate Change - Plain English Survey](#)

[Ready for Climate Change - Easy read survey](#)