Floating and Community Support recommissioning

Presented by Zubair Matin and Sarah Lui,
Camden Commissioning Team

8th February 2023

Floating and Community Support Services in Camden

Our providers are:

Centre 404 for Camden North

The Camden Society in Camden South

At the moment the **contracts** run until **30th June 2023.**

Our Floating Support providers help people with LD to:

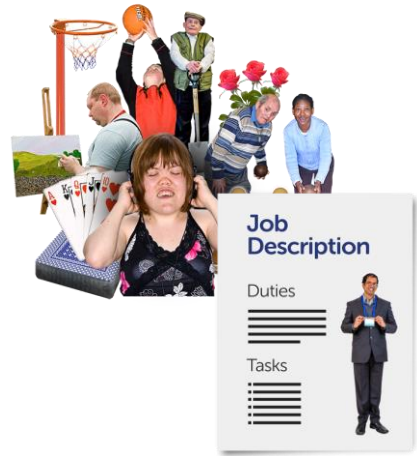Be as independent as possible

Live in their own home for as long as possible
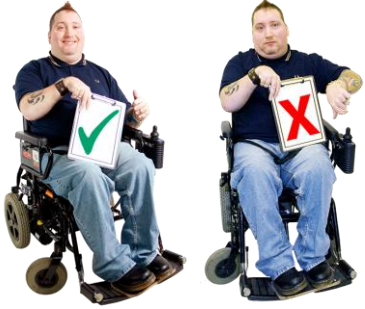
Have a good life and be safe

continued…

Do the activities they want in the community, including finding a job

Have choice and control over their support and their lives

Floating and Community Support Survey

We needed to see how well the services are working

Synergy helped us ask people what they think about their floating support

We asked people easy read questions from 1st December 2022 until early January 2023.

13 people answered our questions – Thank you!

What people told us

Support workers mainly help with:

- Bills and letters

- Travelling

- Community activities

- Social Life

What people told us

75% of people are happy with the help they get

87.5% are involved in decisions about their support

100% decide what activities they do

63.7% are supported by 4 or 5 different support workers

What people told us

- People feel respected by their support worker

- People feel their support worker understands their culture

- People can talk to their support worker about things that are not going well

- People do not like to share their support with others

Next steps

We would like the contracts to run to 30th June 2024, because:

- People told us the providers are doing a good job.
- CLDS are happy with the service.

We are asking senior managers to agree we can do this

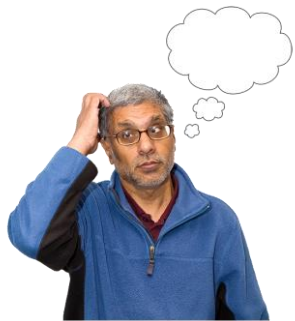We also need a plan for what the new services will look like when the contracts end

We want to plan the new service with you. We want to hear what you think the new service should do

Table discussions:

Tables 1 & 2 support now – what is good about floating and what could be better?

Tables 3 & 4 support make – in what ways should floating someone's life better?