

Planning Together Meeting

Wednesday 20th April 2022

1. Welcome and Introduction

2. CLDS Updates

Social Care Update

Sasha Sinclair from the First Contact Team has left to go to a new role. Sasha did a fantastic job and will be missed. There will be a new starter soon.

CLDS are trying to recruit more Social Workers. We need extra support to address the waiting list and to respond quicker.

Health Update

Healthfest will be on 17 June 2022 at Greenwood. There will be all the fun things from last time and more, please come along and tell others.

Rebecca Mason, Head of OT, had a baby boy called Jack. They are doing well.

Helen will be starting in May to cover Rebecca's job and will come to the next meeting.

Please see presentation from Courtney about Health Checks on the [Planning Together website](#)

If you want to get in touch with Courtney, you can contact him by: courtney.francis@camden.gov.uk or by phone on 020 7974 8162 or 07970908966

Q: Sandie asked: How can we check GP's are doing what they are meant to be doing?

A: Courtney would like to hear about people's experiences. You can fill out a questionnaire and Courtney can look into it. You can also make contact with Courtney by phone.

3. Update and feedback on the draft Safeguarding Strategy

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

Christabel wants to hear what you think the Safeguarding Board should be focussing on, so please let her know.

If you would like to share your thoughts or any comments, you can email: camdensapb@camden.gov.uk

Questions and comments

Q: Stuart asked; Can they come to a Synergy meeting to talk about it more?

A: Yes, we will put Christabel in touch with Synergy

Q: Jackie asked; are young adults aged 18-25 involved? Camden Carers are getting more involved with 18-25 year olds.

A: There is a gap in adult education, they are trying to work more closely with the Children's Partnership Board.

4. Getting online

Synergy video

Please see video from Synergy on the [Planning Together website](#)

Well done to everyone involved in pulling this video together, really good piece of work.

Some of the key challenges about being online are:

- It can be really difficult spending so long in front of a screen
- It is useful having meetings online but you can't replace face to face meetings with real people. People became isolated in lockdown.
- It is hard to fill in forms online, and in person you can have private conversations.

Carers centre

Angela sent her apologies for the meeting. Jackie gave an update. During lockdown there were limited staff. It was a while before Camden Carers came into Greenwood. Carers were isolated and lonely in lockdown. After shielding people were nervous coming back out into the community.

Last week they had their first spring party, held in person. There was good attendance. There was food, carers talking, a storyteller. Hybrid meetings are great, but they are not the same and don't have the personal touch.

Camden Carers still continued all the activities online during lockdown eg. tours of London, Yoga.

5. What is being done to support people with getting online?

LDN presentation

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

Q: Sandie asked; what type of videos do you make and how can people get involved?

A: The news items were important in lockdown, but they want to look at more fun things now like singing, concerts, film and animation. They would like to make more YouTube videos with volunteers, maybe students involved in filmmaking.

Q: Richard asked; it is an ongoing challenge for people to get online. How can you keep supporting that?

A: There will be training sessions. It would be a shame to stop using technology after lockdown.

Q: Brendan asked; there was help to get tablets and equipment, but how can they help with internet connections? This is getting more expensive. There are still forms to complete online.

A: We need to think about how we can support people to access good quality wifi. During lockdown, people were supported to obtain broadband through their support provider or personal budgets.

Camden worked with supported living providers to make sure each service had access to good quality Wi-Fi and provided tablets. The challenge now is for people living on their own and affordability of broadband and mobile.

Small Group Discussion

Group members shared thoughts and ideas about getting online:

- What training is there for young people using the internet?
- What training is there on safety and scams?
- A WhatsApp group to give advice.
- Easy read and accessible guides for young people.
- It can be very difficult filling forms online.
- It can be difficult to trust people to help get online.
- Scams and putting in the wrong information are scary.
- It can be hard remembering passwords and ID's.
- People are more confident making friends online, catching up using WhatsApp.
- Zoom is a challenge for some.
- They need help with shopping, banking, buying tickets, booking entertainment – and don't want to get left behind.
- Could Greenwood offer digital awareness sessions. Maybe drop in.
- An internet hub. There is a digital network created in Camden.
- Who are Camden's digital champions and can they help?
- Could there be a question in carers assessments?
- What happened to drop ins provided in lockdown? These have stopped.

- Can Camden ask Google for help?
- Support to get good internet connections with better prices.
- Support to use apps and programmes.
- Proper accessible training for people with LD.
- Help to understand what the internet is.
- A Camden Wi-Fi network that covers everyone.
- Websites for people with LD and How To videos.
- Camden Adult education offer a lot of things across the whole borough. Can there be a list of where people can go?

ACTION: Poppy and Andrew to think about what actions can be taken away from this feedback.

6. Topics for the next meeting

- **Cost of living and benefits - Agreed for July**
- **Accessing hospital appointments and inequalities - Agreed for July**
- Planning for the Future. This is about planning for the future when carers can no longer look after people's affairs. This can be at the October meeting.
- **Substance Misuse retender - Agreed for July under AOB**
- Wiki's – Andrew Reece and Jennifer Kelly will come to Camden Carers and talk more.
- Repairs in Camden – Someone from Repairs can attend the Synergy group.
Action: Louise to pass contact details to Jason

7. AOB

Action: Louise to build in an action update section as a standing item for all future planning together meetings.

Q: Richard asked if they can move away from hybrid next time and all meet together?

A: It would be great to have as many people as possible attending in person. However, in order to be accessible and inclusive to all, it seems fair to always offer an option to join virtually.

Stop smoking service

Nina works for the Public Health team in Camden and Islington, and is responsible for helping people to stop smoking if they want.

There is a good free service called Breathe for anyone who lives, works or studies in Camden. They are changing the service a bit and someone new might provide it.

They would like to connect with people with any kind of disability to hear about what they want from a stop smoking service and to tell them about how they can get support if they want to stop smoking.

There is great treatment with medicines, things to buy at the chemist, and special advisors. Some people just stop, others need more help.

20% of people smoke in Camden. Some people vape. They know vaping is safer but the technology is new.

Over lockdown the service was talking to people online. The new service will have the option to get support online or in person. We will come back to Planning Together to talk more about the service and what you think.

ACTION: Nina can speak to Richard and ensure any videos or leaflets are easy to use.

ACTION: Nina to attend a Synergy team meeting to talk about this further and how best to engage with people.