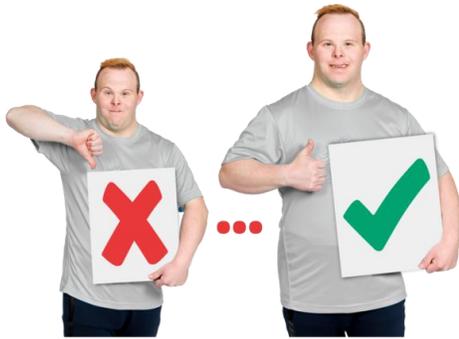




Feedback to the council – update

Councillor Anna Wright & Chris Lehmann

Background

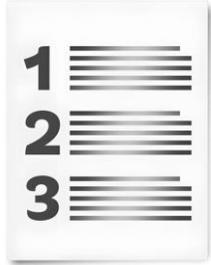


- In July 2024 we asked people with learning disabilities, family carers, and service providers 3 questions
 - What is going well in Camden?
 - What could be improved?
 - If you had a magic wand what one thing would you change?



- Thank you for your feedback – it is really important to us. We want to work with you to keep making services in Camden better for everyone

Feedback themes



- There were 32 pieces of feedback so we looked to see if there were any common ideas about the things people wanted to improve.



- We thought that people wanted to improve the following things:



- **A feeling of belonging** - to be a part of the community just like everyone else e.g. transport, jobs, activities



- **Getting the right support** – improved support for physical, mental, social needs, and knowing where to get it.

Feedback themes continued



- **Children, young people and their carers** - having access to the right support, and that people are aware of different needs



- **Having a voice** – being listened to and getting updates on feedback given



- **Having a home that is right** - high quality housing for all – including easy to access housing services.

What have we done?



- For feedback that was directly about council services - we looked at where we have the power to change things with the money and resources we have



- For feedback about things not directly delivered by the council - we looked at how we can use our power to ask people to change things. For example speaking to TfL to ask them to make changes.

What have we done?



- More detailed information can be found in the updates on your tables



- We have made progress where we can, and have plans in place where actions need more time.



- We have started a conversation with lots of people, to raise awareness of the issues and ask for actions

Keeping the feedback going



- This is important feedback that we need to keep working on together



- There were comments about feedback itself – for example what happens with the feedback given?

Questions



- What best way for us to feedback? A newsletter, updates at Planning Together



- Are the themes the right ones?:
 - A feeling of belonging
 - Getting the right support
 - Children, young people and their carers
 - Having a voice
 - Having a home that is right