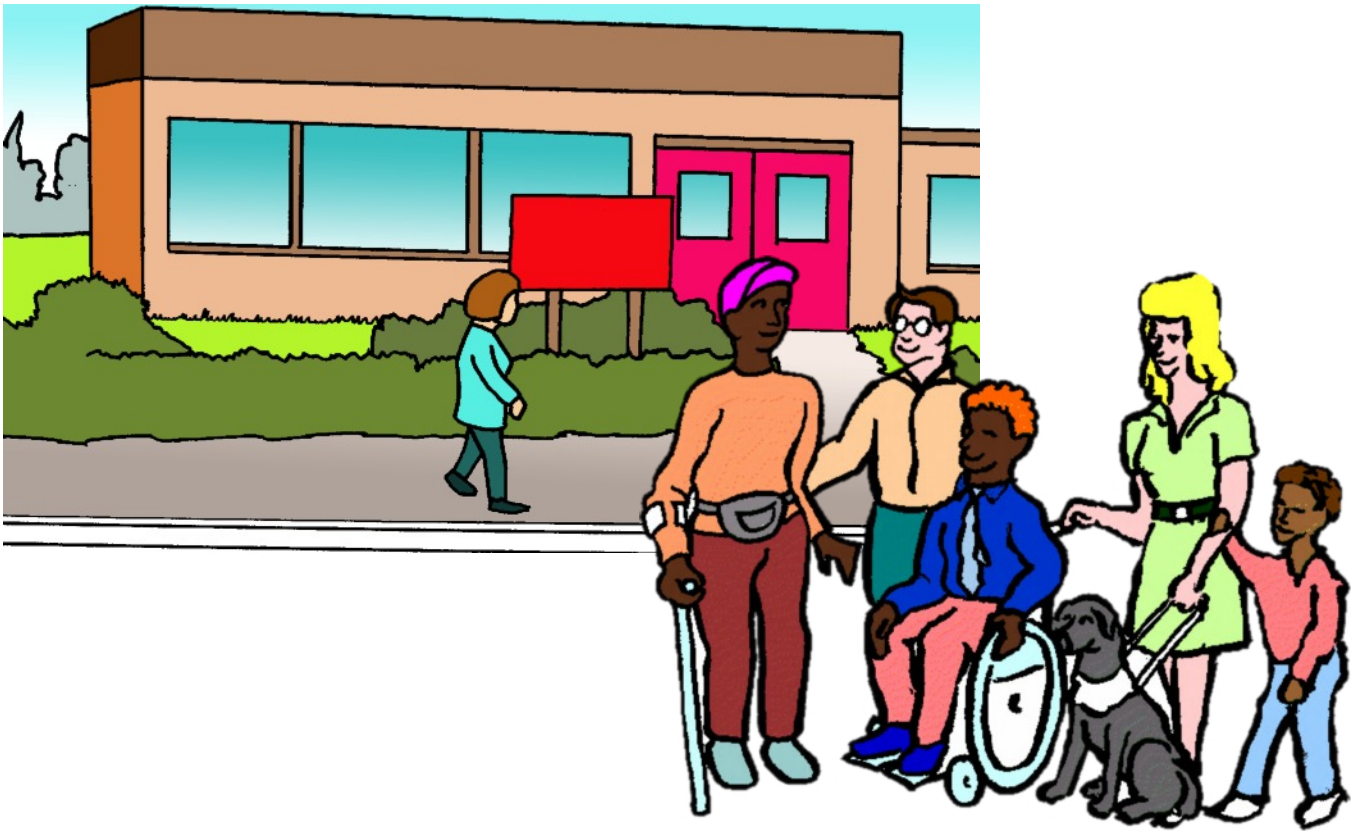
CAMDEN DISABILITY ACTION

healthwatch Camden



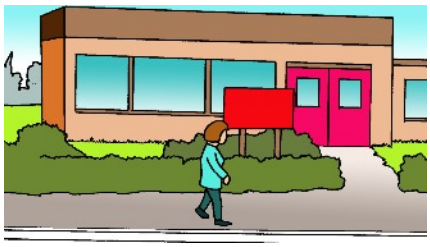
How accessible are Camden's Community Centres?



EasyRead version

Working together

Healthwatch Camden and Camden Disability Action have worked together to look at how accessible Camden's Community Centres are for people with disabilities.

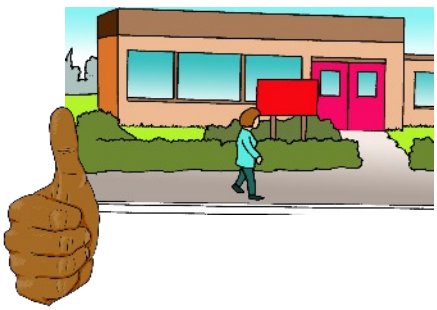


What we did:

- We visited 28 community centres in Camden.

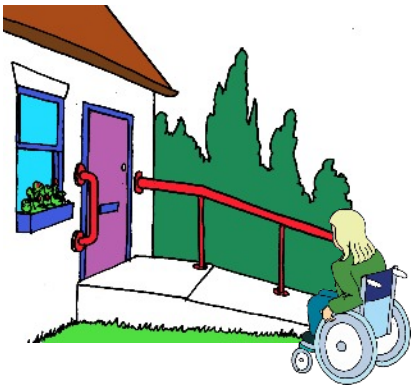


- We wanted to see how easy it was for people with disabilities to use the Community Centres.



What was good:

These are the things we found that were good in most of the Community Centres.



- Easy to get into with a wheelchair.



- The people working in the centres were helpful and welcoming.



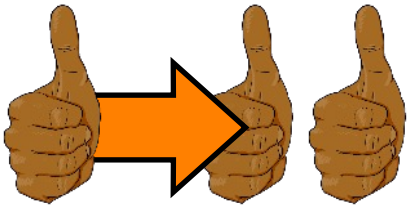
- There were lots of activities and groups for people to join.



- They could tell us where the disabled parking was.

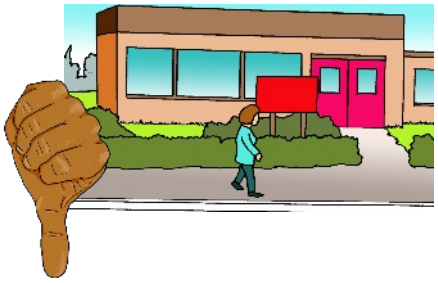


- They helped with assistance dog users.



- Everyone wanted to improve their services for people with disabilities.

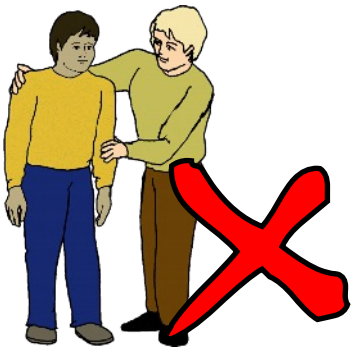
What was bad:



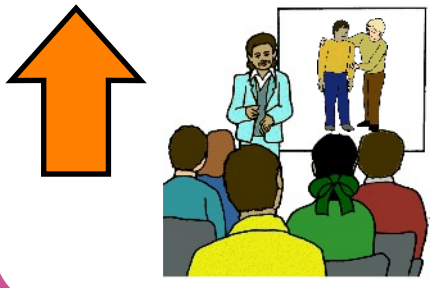
These are the things we found that weren't so good in the Community Centres.



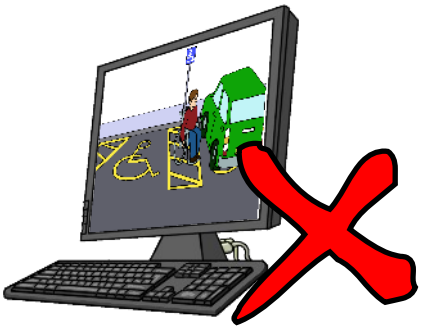
- Few centres have good access for deaf residents.



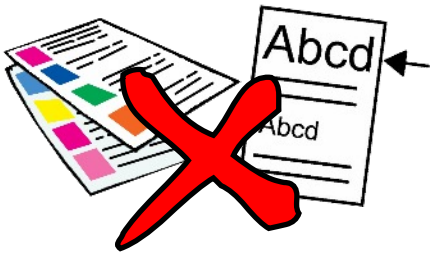
- There wasn't much support for people with learning difficulties.



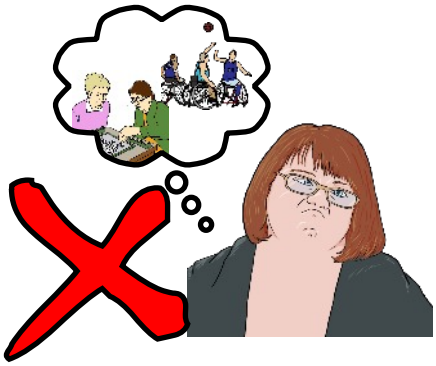
- People working in the centres needed more training on how to support people with disabilities.



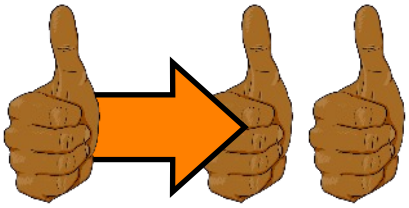
- Information about disabled parking was not on their website.



- They did not have information in Big Print or EasyRead.



- People with disabilities did not know about the activities they could do.



What could be made better:

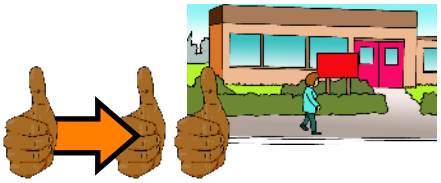
We told the Community Centres what they need to do to make things better.



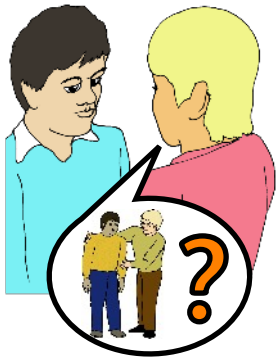
The Community Centres need help from other people to make things better for disabled people.



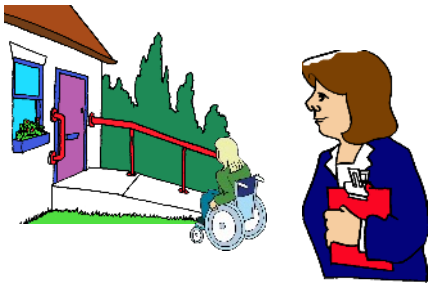
We also wrote to the Council and the Clinical Commissioning Group to ask them to help make things better too.



The things the Community Centres need to make better:



- Ask service users if they need any support when they come to the Centre.



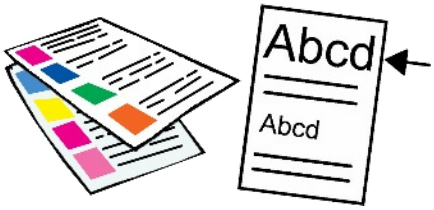
- Look at how easy it is to access the Centre and make a plan to make it better.



- Train the people working in the Centre on how they can help people with disabilities.



- Put information about how to access the Centre on their website.



- Have EasyRead and Big Print information available.



- Have some money to support people who need help to communicate.



- Work with the Council to help make things better for people with disabilities.



The things the Council need to make better:



- Have a policy to say how Community Centres can help people and how important they are.



- Help to support Centres to make their service accessible for everyone.



- Check that the Centres are aware of the **Equality Act** and help support them if they are not.

  The **Equality Act** is a law to make sure all people are given the help they need to access services and jobs.



- Find out what local people with disabilities need to help them and make sure these services are provided.



- Support the people working in Community Centres to go on training about helping people with disabilities.



- Make sure there is disabled parking near Centres.



- Make sure there is a place for assistance dogs to go to the toilet.



- Help Community Centres to have groups and give support for people with disabilities.

NHS
Camden
Clinical Commissioning Group

Things Camden Clinical Commissioning Group could do to help:



- Make sure people who are referred to Community Centres get the help they need to access them.



- Give money to help run activities for people with disabilities.



We would like to say thank you to all the volunteers that helped us find out this information.

Credits

This paper has been designed and produced by the EasyRead service at Inspired Services Publishing Ltd.
Ref ISL146 18. July 2018.

www.inspiredservices.org.uk

It meets the European EasyRead Standard.

The **Your Voice Count**s - making EasyRead information.

Artwork includes material from the Inspired EasyRead Collection and cannot be used anywhere else without written permission from Inspired Services.

www.inspired.pics