



How are we doing?

Your local account of adult social care in Barnet in 2013

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Credits: Thank you to Age UK for the use of their photograph on the front cover and to everyone who kindly permitted us to use their story as part of our Local Account.

Introduction

from Councillor Sachin Rajput, Cabinet Member for Adults

Welcome to Barnet Council's third annual Local Account - our report on your local adult social care services in 2013.



The Local Account provides you with information on:

- our successes and areas we are working on
- how well we have been doing against local and national priorities
- the challenges we face and how we are tackling them
- what some of our service users and carers think about their experiences of adult social care services.

Changes and challenges

This is a very interesting time to be producing our Local Account. We have already seen lots of change in how services are run nationally, and there are more changes to come over the next few years.

The ageing population throughout the UK (in Barnet nearly 20% of residents are aged over 65) and an increase in people living with dementia means that we need to plan carefully the best ways to support our older people with complex conditions. We must address these needs within the context of continuing financial austerity across the whole public sector, as well as changes to the welfare system.

Faced with these changes and challenges, we are committed to providing high quality, modern and flexible services, which meet people's individual needs. We want residents and carers to be at the heart of a joined up health and social care system, designed to deliver the best outcomes for them and provide the best value for public money.

Overall, I am proud of how our social care services have performed over the past year, which is reflected in feedback we have received from people who use our services.

Every year we carry out a survey of social care users on behalf of the Department of Health. In the last survey, conducted in February 2013, 87% of service users who responded indicated that they were satisfied with the support they received, with 64.5% of users saying they were extremely or very satisfied. This is a rise of 10% from the previous year and 6% higher than other local authorities in London.

I think this demonstrates our dedication to ensuring that people receive personalised, high quality support. We are currently awaiting this year's survey results and I look forward to hearing how we have done.

Looking ahead

However, we are not complacent and constantly strive for excellence, working hard to address areas where we know we need to make improvements.

We want to further reduce the number of people in residential care who would rather be at home and increase the take-up of Direct Payments to give more people control of their own support. We also want to join up services to improve the experience of anyone who needs adult social care support and improve support for carers.

You can find some examples of people's first-hand experiences of our services, and some key priorities for 2014/15 and beyond, listed in the 'To do' section at the end of each chapter.

I hope that you find this Local Account useful and informative.

A handwritten signature in black ink that reads "Sachin Rajput". The signature is written in a cursive style with a long horizontal line extending from the end of the name.

Councillor Sachin Rajput
Cabinet Member for Adult Services

1. What we do

The Adults and Communities Delivery Unit (known as Adults and Communities) aims to deliver services to promote people's independence, safety and wellbeing.

By working in a more joined-up way with partners, especially health, we want service users to feel they are dealing with one care organisation.

We support older adults, young people aged 18-24, people with physical or sensory disabilities, people with learning disabilities, people with mental health problems and those who care for family members or friends.

You can find breakdowns of numbers of people who receive services from us and types of service in 'Our headline performance' page 7.

We have a statutory responsibility to:

- provide information and advice to people with social care needs
- assess people's social care needs
- help people plan their support (if they meet nationally-set eligibility criteria)
- support family carers
- keep adults at risk safe from abuse.

How we provide support

We commission a range of service providers from the voluntary and private sector to deliver social care services for residents.

The service could be short-term 'enablement' to help someone to get back on their feet after an accident or illness, or longer-term support for someone to help them remain in their own home.

To be eligible for this more ongoing support we assess if a person has a 'critical' or 'substantial' need for social care support and if they meet nationally-set criteria based on their personal finances.

Our commitments to you

1. Information and advice about staying independent and how to plan for future care and support needs is available for all residents.
2. We will work with you to enable you and your family to maintain your independence.
3. You have the right to control your own care and support. Adult social care will aim to join up services around your eligible needs.
4. Family carers will be recognised as partners in care and be supported to continue in their caring role.
5. To respond quickly to keep vulnerable adults safe from harm when we receive concerns.
6. Your Personal Budget is based on your eligible needs and will only change as your needs change.
7. Financial contributions towards meeting the costs of care will always be based on an individual's ability to pay with a clear breakdown of how your contribution has been calculated.
8. Our staff who work with you will be professional in their approach, appropriately trained and caring.



Putting you at the centre

We believe that people who use social care services have the best understanding of their own needs. We aim for service users to be at the centre of planning their own support.

This means that people who have been assessed as eligible for funded social care support receive a Personal Budget. This tells them how much money is needed to meet their social care needs, and puts them in control of how the money is spent to meet those needs.

People can choose to receive their Personal Budget as a Direct Payment so that they can buy and arrange their own services. We give them information and advice about how to do this.

Other people prefer us to arrange services for them.

The support provided by the council is wide-ranging, and includes:

- practical aids to help you get around inside and outside of your home
- opportunities to meet other local people
- telecare equipment
- short breaks for people who care for a friend or relative
- help in the home with personal care tasks
- home-delivered meals.

The number of hours of support and the type of support given are agreed during an assessment by a social care professional.

You can read about other examples of what is available throughout this Local Account.

For more information, visit
www.barnet.gov.uk/careandhealth

2. Joining up care services

The Care Bill, which is due to become law in 2015, will mean fundamental changes to how we deliver social care services.

It requires all local health and social care services to be integrated by 2018 to provide a seamless high quality care service; described as an 'end to people being passed around the health and social care system'.

It will introduce:

- equal rights for carers
- care accounts to limit the amount people spend on care in their lifetime, and
- a focus on prevention services to support people in their own homes and help them feel connected to their community.

To meet these requirements and benefit Barnet residents we are building stronger links with a wide range of partners across the health, voluntary and private sectors, in order to:

- develop integrated social care services
- share professional expertise
- streamline services
- find cost-effective solutions.

One example of this is the introduction of a social work service seven days a week in the Accident & Emergency Department at Barnet Hospital.

In doing this, we have helped to reduce hospital admissions, which can be disruptive and stressful for people, and enabled people to get support at home arranged more quickly.

A priority over the past year has been work to provide integrated services for the most elderly and frail residents, who have a higher risk of hospital attendance or where their health is deteriorating (see box opposite).

You can see other examples of our partnerships with health and social care organisations throughout this Local Account.

Joined up services in action

Over the last year we have worked with the Barnet Clinical Commissioning Group (BCCG) to develop more coordinated, end-to-end services for the most frail and elderly people with long-term conditions.

We have introduced the following new services.

Nurses, doctors and social care professionals are working together in a Multi-Disciplinary Team, to carry out an assessment of the patient's full health and social care needs and make a plan with them before they leave hospital.

Once the person is home the Care Navigation Service makes sure that the care plan and actions are delivered, working closely with the person and their family. The care navigators currently provide support to 120 people in Barnet with complex health and social care needs.

Residents have told us that they would prefer to be assessed and treated at home if at all possible. The new Rapid Response Team provides exactly this type of home treatment, typically for between one to three days. It can also support transfer home from A&E or urgent care centres for people who do not need a hospital bed.

We are also developing a one-stop shop to manage referrals from health professionals such as GPs to give short-term enablement support to elderly people coming home from hospital.



For more information, visit www.barnet.gov.uk/integration

3. Our headline performance

These performance results are for the financial year 2012/13. Where applicable, we have included the results for 2011/12 for comparison.

Where they are already available, we also provide the most recently collated figures for the first three quarters April – December 2013 (shown as FY 2013/14).

Our performance informs where we need to improve next year and where we can build on our successes. These 'next steps' can be found throughout this Local Account.

Population in Barnet

362,200

Of which:
Aged 18-64
227,400

Of which:
Aged 65+
50,000

Of which: All adults
277,400

Older adults currently make up 18% of the total Barnet population.

By 2018 the number of adults 65+ is projected to be 54,900 (19%).

Adult social care service users

7,539

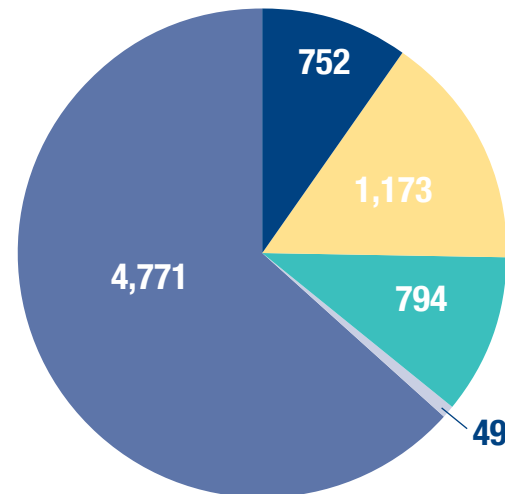
Of which:
Aged 18-64
2,768

Of which:
Aged 65+
4,771

The majority of our service users are people aged over 65. This represents just under 10% of the Barnet population aged over 65.

Types of service user

- People with learning disabilities **752**
- People with mental health problems **1,173**
- People with physical/ sensory impairments **794**
- Other vulnerable people* **49**
- Older adults (65+) **4,771**



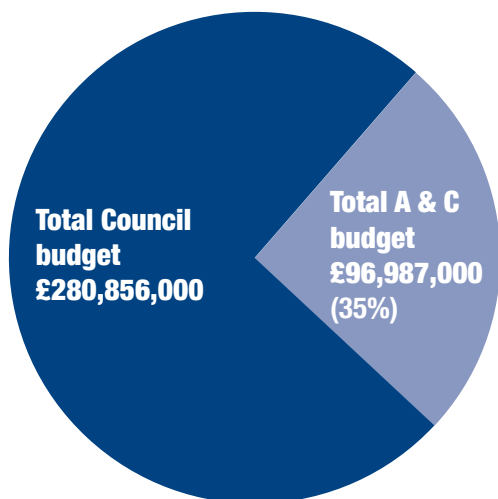
*This includes people with drug and alcohol problems.

Service users receiving different types of services

	2012-13	%	2011-12	%
Home care	2,982	40	3,046	40
Day care	1,064	14	1,055	14
Enablement services*	1,458	19	1,498	20
Residential care	1,076	14	1,078	14
Nursing care	387	5	363	5
Home delivered meals	466	6	513	6
Professional support	1,076	14	1,195	16
Equipment and adaptations, incl telecare	1,449	19	1,511	20

*includes both health and social care referrals.
Note: Numbers may not tally with total number of clients as some service users get more than one service.

How we spent your money



Barnet Council
Actual expenditure **£280,806,000**

Adults and Communities
Actual expenditure **£96,797,000**

The A & C budget 2011/12 was £98,897,275; actual expenditure was £98,896,275.

Assessments



* April - Dec 2013.

Direct Payments



In 2013/14 a 30% target was set for eligible adults to receive a Direct Payment.

The percentage was 31.4% as of December 2013.

The figures in 2013/14 are an increase of 60% in two years.

New contacts to Social Care Direct

SCD is our first point of contact for most adult social care queries.



Of the **8,658** contacts:

5,459 had their enquiry dealt with and did not need a social care service.

581 were signposted to another organisation for advice and support.

3,199 were referred for assessment by a social worker/ occupational therapist.

Enablement



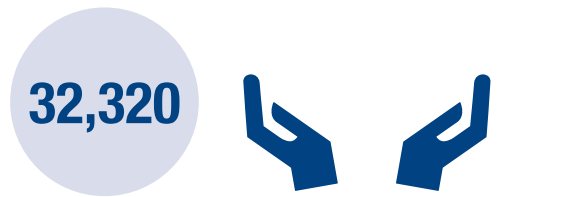
25% of service users who were not in residential or nursing care went through our intensive 6-week enablement programme. 64.1% of those going through enablement in 2013/14 have not needed any ongoing service. Our target was 50%.

Personal Budgets

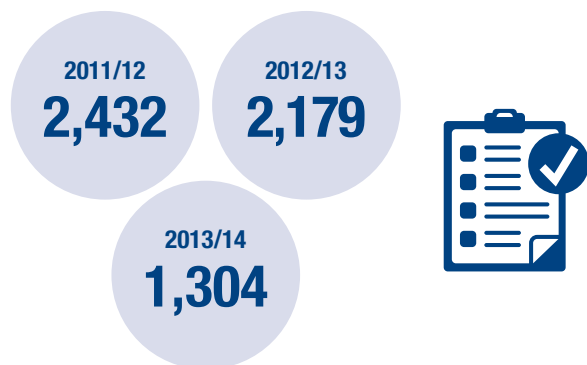


This represents 61% of people who qualify for a Personal Budget (compared to 68% of eligible people in similar local authorities). People receiving enablement, people with drug or alcohol problems or people on subsistence payments who have no recourse to public funds do not qualify for a Personal Budget.

Carers in Barnet



Carer's needs assessments



In 2013 we commissioned the Barnet Carers Centre to start conducting carer's needs assessments. The figure for 2013/14 is therefore only for assessments carried out by Adults & Communities.

Safeguarding

Alerts received



Investigations completed



* Some investigations in 2013/14 are ongoing at time of publication. Not all alerts will turn out to be abusive situations; they could be about a need for services or other help. Therefore, not all alerts lead to investigations.

Formal complaints

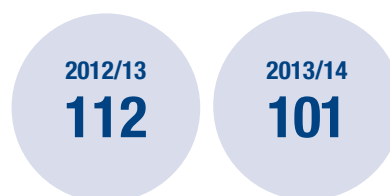
Number of complaints received



Number of these that were upheld



Written compliments



See examples on page 12.

Service users' feedback

I am satisfied with services

87% satisfied



64.5% extremely or very satisfied

(a rise of 10% from the previous year; 6% higher than the average for similar local authorities).

I find it easy to find information on social care provision in Barnet

79% (up 12% since 2011/12 and 5% more than the average for similar local authorities).

I have adequate control over my life

74.5% (6% more than in 2011/12)

These figures come from a representative sample of adult social care service users who responded to the latest published Department of Health Adult Social Care Survey for Barnet, February 2013.

4. Improving quality

Quality means that people are treated well at all times, feel safe and are empowered to feel more independent. We want to improve the satisfaction of residents with our services and with the care they receive.

We cannot do this without listening to what you say and acting on this. In order to find out what you think of your services, we:

- look at feedback from surveys, such as the council's Residents' Perception Survey and the annual Adult Social Care Survey. Whatever you want to say, whether it is a comment, compliment or complaint, matters to us.
- consult with people who use our services through a wide range of Partnership Boards, forums, public meetings and our Engage website. For more information on how we consult with residents, please see 'Listening to you', page 15.

We also collect and analyse a full range of evidence continuously to review the quality of our work to ensure that we make improvements.

Listening to complaints

We take complaints very seriously, both to ensure individual service users receive high quality services and to learn lessons and make improvements more widely where necessary.

Many social care services for adults such as home care, care homes and day centres are now run by specialist providers, commissioned by us. We are responsible for making sure they meet the high standards we have set with them.

We encourage service users to contact their care provider in the first instance if they are unhappy with the service they get. However, if people do not feel comfortable contacting their provider, they can contact our Complaints and Representations Lead at the council.

If a provider is regulated by the Care Quality Commission (CQC) and we find that it does not meet the National Care Standards we will inform the CQC and work with the provider to improve their standards.

What we did in 2013

Making sure services are good quality

In 2013-14 we developed our Quality Assurance Framework. This sets out the standards and behaviours, which we expect from our social care staff and those who deliver services on our behalf. It will help us address any areas of poor quality and learn from them so that they don't happen again.

All of our staff, and those whom we commission to provide services on our behalf, will work to these standards.

This framework will shortly be published on our website.



Auditing case records

Every three months our social care staff and managers audit (quality assure) the case records of 30 service users, including people who are subject to safeguarding investigations. Once a year we commission an independent social care expert to audit 40 cases.

These audits check on the quality of casework and recording, and we use the findings to make improvements.

The external audit for 2013 reported: "Committed, person-centred practice remained a real strength in Barnet; mainstream community care practice had improved further from a previously good base."

Improving quality in care homes

In May 2013 we set up the Integrated Quality in Care Homes (IQICH) Team to improve the quality of care in our residential and nursing homes.

We have 105 care homes in Barnet and each one is linked to an advisor from the team (see box).

Training for quality

Our Learning and Development programme provides professional workshops and training to keep our own social care staff and those who work in commissioned services updated on new legislation, procedures and best practice. Examples in 2013 included training in autism awareness, customer service, carers' needs assessments and welfare reform.

We provide a wide range of free training for care providers, covering topics such as safeguarding, dementia, risk assessment, emergency first aid and supervision.

We also work closely with the professional social care organisation Skills for Care to support the development of the workforce in the independent care sector.

In response to evidence that people were waiting too long to be assessed for small pieces of equipment such as grab rails and toilet frames, we developed a 'trusted assessor' programme.

This develops the skills of social workers and assessment and enablement officers to do these assessments. This has reduced the time it takes for people to get the equipment, helping them to stay as independent as possible.

We are also supporting people who use Direct Payments to pay for personal assistants to access grants to train these assistants.

Celebrating success

Dawn Wakeling, Director of Adults and Communities, presented the first-ever Adults and Communities Staff Awards at a staff conference in January 2014.

The awards recognised excellence in case management, problem solving and customer care and set a very high bar for all our staff to aspire to in improving the quality of services.

Integrated Quality in Care Homes Team in action

Tom Mahoney, an advisor from the team, describes his work:

"I meet up with care home managers to discuss how the council can support them to maintain high quality care for their residents.

I run training sessions for senior care home staff to share best practice about issues such as end of life care, dementia, mental capacity and safeguarding. I also work with individual care homes to help them tackle any challenges they are facing and improve services.

I'm also working with a group of family carers to produce a checklist to help people select the right care home to meet their needs.

It's early days but I think care home managers are now working more closely together and learning from each other. We are creating a growing network of people committed to high quality care in Barnet."



Listening to service users

Healthwatch Barnet was launched in April 2013. It is part of a national network, established through the Health and Social Care Act 2013, to be the voice of patients and carers who use health and social care services.

Its role is to listen to feedback on health and social care services from local people of all ages and communities. It then raises concerns or highlights good practice with senior health and social care leaders and recommends ways that services can be improved.

Healthwatch Barnet also provides an information and advice service to support people in finding and using health and social care services.

In the past year Healthwatch Barnet has met over 800 people to listen to their experiences. It has co-ordinated three focus groups for Adults and Communities to enable local residents to identify improvements and changes to health checks and care for frail elderly people and those with long-term conditions.

Through its 'Enter and View' scheme, it has visited 21 residential care and mental health settings in Barnet to review the quality of care. Many of these homes and wards have made positive changes as a result of the visits.



Learning from getting it right

Compliments (written or verbal) tell us what aspects of our work make a real difference to people, for example:

"I would like to say a big thank you to the therapist who carried out an assessment, and to the contractors who completed the work. It's reduced the risk and means my mother is now able to access the outside world."

"The social worker has been particularly helpful and accommodating. Thanks for your patience, support and alacrity."

"You don't know what a relief it is to be presented with such possibilities when the struggle has been so long. Thank you for your support, vision and encouragement."

"Thank you very much for all your support and kindness. It has made life much easier."

To do

We plan to:

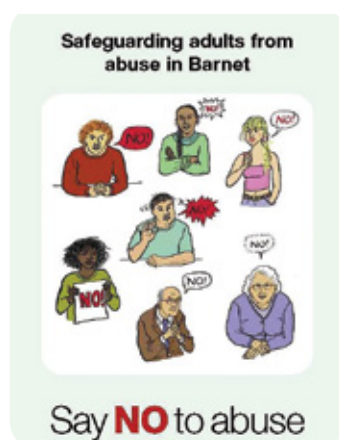
- embed the Quality Assurance Framework through regular meetings of a Quality Group, which will review evidence about the quality of our work and ensure improvements are made as necessary
- ask more residents for their views on what makes good care
- further develop our Leadership Programme, which provides targeted training and development for people identified as future leaders in Adults and Communities
- work with Skills for Care and employers in the independent care sector to develop Apprenticeship and other programmes to ensure that we have sufficient, high quality staff to meet the social care needs of the population.

For more information, visit

www.barnet.gov.uk/complaints-and-compliments

5. Keeping people safe

We are responsible for protecting vulnerable adults who may be at risk from abuse or neglect.



Abuse can take the form of mistreatment or lack of care that leads to injury or harm. It may be the result of deliberate intent, negligence or ignorance, and people are often subject to a combination of physical, psychological, financial abuse and neglect.

It can happen to anyone regardless – or indeed because of - their age, gender, race or ability. Women aged 65+ make up the largest number of people at risk in Barnet.

All our work in safeguarding is driven by a determination to prevent abuse in the community and ensure vulnerable people are safe.

Building on the lessons learnt nationally from the Winterbourne View and Francis Reports, we work with other local, statutory and voluntary sector partners in the Safeguarding Adults Board to improve safeguarding practices in both healthcare and social care in Barnet.

The Board determines policy, shares best practice and training, monitors and reviews progress on safeguarding practices and develops ways of working to improve our ability to support all Barnet residents to live free from abuse.

The Safeguarding Adults Service User Forum ensures that the voice of service users remains central to our safeguarding work.

We also work with the police and other organisations to share information and make sure that risk assessments and actions to protect vulnerable adults are put in place quickly.

What we did in 2013

An alert is a concern that a vulnerable person is or may be at risk of harm. The person may contact us themselves or someone else may tell us about it. We then take action to investigate the issue, as appropriate.

Given the national publicity and debate around safeguarding issues, professionals and the public now understand more about recognising and reporting signs of potential abuse, and we have received a large number of alerts.

We continued work this year within the council and with our partner organisations to ensure the safe, coordinated management of safeguarding concerns.

For example, we:

- worked proactively with care agencies to maintain high quality standards and reduce the potential for safeguarding issues arising. The newly formed Integrated Quality in Care Homes team is spearheading this work with managers and staff in residential homes - see page 11
- developed safeguarding plans for people at risk of abuse or neglect to ensure they have adequate protection
- raised public awareness of abuse and how to report it through better information and advice.

Safeguarding training

It is vital that all staff have the skills and knowledge of legislation to address potential or actual instances of abuse.

We have delivered awareness training to all Barnet Council staff, service provider agencies, probation services, benefits agency and health care professionals to recognise the signs of abuse and action to take. The training covers issues such as safeguarding policy, good practice and problem solving, working with different communities and domestic violence.

We have also worked closely with the Barnet Clinical Commissioning Group (BCCG) to embed adult safeguarding into existing and developing policy and procedures.

Peer audit

As part of our Quality Assurance Framework (see page 10) we have included a peer audit process in our work. Managers and frontline staff regularly assess how safeguarding cases are being handled to share best practice and expertise.

Safeguarding Service User Forum

This Forum has helped produce Adults and Communities factsheets on keeping physically safe and protecting yourself from scams and financial abuse. It also advised staff in local hospitals on making improvements to keep patients safe, for example, by understanding the need to use easy-read information for some people who have learning disabilities.

Safeguarding in action

Mrs A is 79 years old and has early onset dementia. She lives alone in New Barnet and is prone to falls. In the past year her home was burgled and she had money stolen when she let strangers in. She was left confused and frightened.



Her carers alerted the police and also raised a safeguarding alert. We worked with Mrs A, the police, the local Neighbourhood Watch co-ordinator and the carers to identify the risks to Mrs A and how best to manage these risks and reduce the harmful impact on her.

Her social worker helped Mrs A to understand the risks in allowing strangers into her home. She arranged for a key pad to be fitted outside the front door so that trusted carers could come in without Mrs A needing to stand up and open it herself, reducing the risk of falls and unwanted meetings with strangers at the door.

The Neighbourhood Watch team arranged for two dummy burglar alarm boxes to be fitted. A local community group keeps her front garden tidy so that the house doesn't look like it belongs to a vulnerable adult.

A review three months after the burglary noted that there had been no further causes for concern and Mrs A is happy with the outcome of the safeguarding intervention.

For more information, visit
www.barnet.gov.uk/safeguarding-adults

Safe Places

Actress Pam St Clement came to Barnet on 25 April to help launch the new Safe Places scheme.

The project supports people with learning disabilities as they go out and about in the community. The individual keeps a registered card with contact details for a friend or carer. If they get lost, feel worried or threatened, they can pop into any shop or business displaying the Safe Places logo on their window. The staff there will provide reassurance and contact the named person.

We have funded the project through the Supporting Independence Fund, which supports disabled and older Barnet residents to live more independent and fulfilling lives. It is organised by Your Choice Barnet and Barnet Mencap working with the council, Barnet police and local businesses.



To do

We plan to:

- continue to build partnerships with colleagues and organisations working with children and victims of domestic violence to share information and best practice
- provide better information to Barnet residents and communities so that they can protect themselves from harm and report when they are worried
- improve ways in which we respond when people raise concerns, by reviewing and monitoring that all our service provider organisations have a safeguarding adults policy and procedures.

6. Listening to you

We believe that engaging and consulting people is vital to ensuring that we deliver better services, spend money wisely and are fully accountable to the public.

To make sure that people can get the type of services that they want, we are working hard to involve service users, carers and local provider organisations in decisions about changes to services and developing new services.

How you can get involved

We invite people to:

- respond to consultations and surveys
- join Partnership Boards
- take part in workshops, planning meetings and focus groups
- sit on interview panels for staff.



People Bank

You can join our People Bank database to express your interest in getting involved. You can be involved as much or as little as you like. You can choose your areas of interest and the types of activities you would like to get involved in.

As a member we may ask you for feedback to help us shape future services. There is an online form you can complete to become a member of the People Bank at www.barnet.gov.uk/people-bank

We also support or facilitate lots of different special interest groups, which have their say on local services. Here are some examples:

Barnet Learning Disability Parliament

The Learning Disability Parliament is made up of eight MPs with learning disabilities, chosen by other people with learning disabilities.

It aims to ensure that people with a learning disability can have a say about the services they use in Barnet and in the decisions that affect their lives. People can meet their MP one to one, and the Parliament meets once a month.

Barnet Seniors' Assembly

This new assembly takes forward the work of the Barnet Older People's Assembly (BOPA) and 55+ Forum. It is an independent body, which provides a representative and campaigning voice in all matters that affect older people in the borough.

Previously, BOPA campaigned on issues such as bus passes, health and safety in care homes, elder abuse and the move to health and social care services working more closely together.

Carers Forum

Run by family carers for family carers, the Carers Forum is the voice of carers in Barnet. It works with health and social care services to improve support services for adults and children who look after relatives or friends.

Experts by Experience Group

This group brings together the views and ideas of people who have direct experience of adult social services as service users or family carers. They act as an invaluable 'sounding board' for new ideas in local social care and health services.

Partnership Boards

Barnet's six Partnership Boards are made up of service users, carers, voluntary organisations and professionals who represent the needs and interests of carers, adults with mental health problems, older adults, adults with physical and sensory impairment and adults with learning disabilities.

The Boards have contributed their experience and expertise to a wide range of improvements in the past year, for example, by helping to:

- update the strategy to support carers
- develop new systems to support stroke patients and frail elderly people
- create guidance on access to doctors' surgeries for people with physical or sensory impairments.

Being on the Board

Phillip Rackham has been a member of the Learning Disability Partnership Board for several years.



"I'm proud to be part of the board.

We've had lots of achievements, like the Big Health Check to help make sure people with learning disabilities have better access to health and social care services in Barnet.

I joined the Partnership Board because I needed something to do and somewhere to go.

I don't feel so isolated any more. It's good to know I'm not the only person with a learning disability. I enjoy the company and feeling part of the community."

Tender/recruitment panels

We aim to involve people as soon as possible when we have decided to commission a new service.

Examples in 2013 include people being involved in developing a new support service for people with learning disabilities, the Later Life Planners service and the new Floating Support service (for people who need help to maintain a tenancy).

Service users and carers also take part in interviews to recruit senior leadership staff within Adults and Communities at the council.

Consultations

We try to ensure that all our consultations are inclusive so that everyone can participate and have their say. For example, we hold meetings at easily accessible locations and provide information in Easy Read format for people with learning disabilities.

During 2013 we held public consultations on Barnet's draft equalities policy, NHS health checks, Floating Support, the Local Account for 2012 and the Community Offer.

We invited responses to online questionnaires on the Barnet Online Engage website <http://engage.barnet.gov.uk/> and ran public meetings and focus groups.

We also ran the Department of Health's annual carers and service users surveys and the Barnet Enfield and Haringey Mental Health Trust Carers Experience Survey to capture feedback about people's experiences of social care and satisfaction levels.

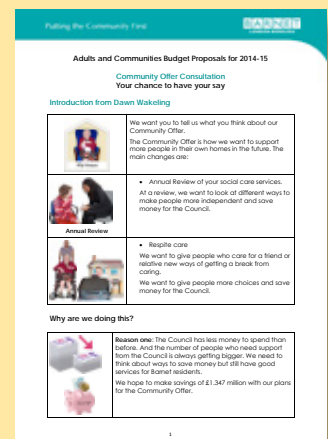
We have analysed the findings from these consultations to inform future service development, for example, to increase the number of carer's assessments that take place and create some new services such as the dementia cafés.

Consulting on the Community Offer

At the end of 2013 we ran a consultation on Barnet's Community Offer, which set out proposals on ways to support people in their own homes by more use of technology and equipment, short-term enablement support and support for family carers.

We created an online and Easy Read questionnaire (see image), contacted key organisations involved in adult social care, ran adverts in local newspapers and distributed posters in local libraries to invite people to consultation meetings.

Feedback from the exercise highlighted concerns about possible social isolation and confusion about the direct payments system, which we are now addressing.



To do

- Using the responses to the Community Offer, we will be working on ways to help people have easier access to community activities to help reduce social isolation
- We are also planning to re-launch the Direct Payments Users' Forum as a platform for people who use Direct Payments to share experiences, ask questions and help shape the future of this important element of adult social care provision
- We want to encourage more people from all backgrounds and those who might not have got involved before to participate in consultation and engagement opportunities.



For more information, visit www.barnet.gov.uk/get-involved

7. Keeping you informed

To support our service users to live how they want and make best use of the services available in the borough we need to provide clear and accessible information and advice.

The Care Bill, due to come into force in 2015, includes a formal duty to provide information and advice so that people are better informed about what support is available and ways to help them.

We provide information in a number of ways, including the face to face contact service users have with their social workers and other care professionals, by telephone, on the website and through publications.

Social Care Direct

Social Care Direct is the council's contact point for any enquiries about adult social care services. People can contact the service on 020 8359 5000 or by email socialcaredirect@barnet.gov.uk.

The service is open 9am - 5.15pm Monday to Thursday and 9am - 5pm on Fridays. There is also an out of hours emergency service available.

During 2012/13 Social Care Direct received over 8,500 enquiries and was able to deal there and then with over 5,000 of these calls, helping people to resolve their concerns quickly or directing them to relevant places for more guidance.

Online

We explain all our adult social care services, and share news on new projects on the Adult Social Care pages on the council's website, at www.barnet.gov.uk/careandhealth



The Social Care Connect directory on the website provides details of our lead service providers such as Age UK Barnet, Barnet Centre for Independent Living, the Barnet Carers Centre and a wide range of other local organisations offering advice and support in the community.

You can see the directory at www.barnet.gov.uk/socialcareconnect

In print

We know that many service users and carers may not have or wish to use digital communications so we ensure information is also available in print, including Easy Read publications for people with learning difficulties.

We produce the annual Barnet Care and Support Directory, which is available in public libraries, community centres, GPs' surgeries and from social workers. It gives a comprehensive overview of the services we provide.



Working with the Barnet Centre for Independent Living, we also produce a series of short factsheets and leaflets on topics such as: Support at Home, Getting Out and About, Keeping Safe at Home, Telecare, Money Matters, Supported Housing Choices, Direct Payments, Visual Impairment and Hearing Impairment.

You can find the full list and downloadable pdfs on the Adult Social Care pages of Barnet Online www.barnet.gov.uk/useful-factsheets

Through our partners

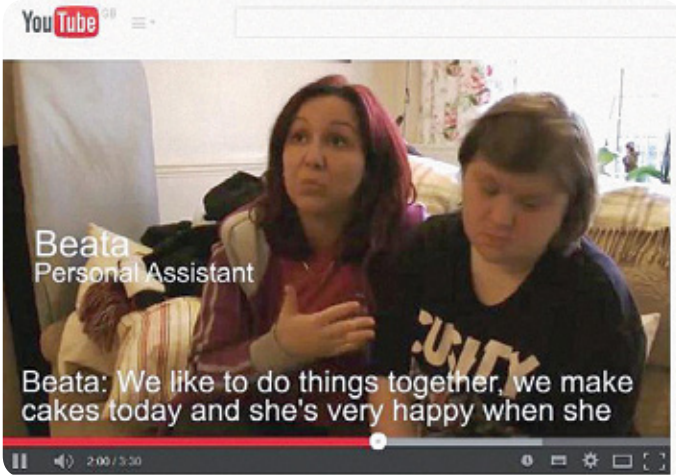
We want residents to have quick and easy access to expert advice, information and support to meet their particular needs. We have therefore commissioned several local organisations to provide specialist information, advice and advocacy services to Barnet residents.

You can see contact details of these organisations on page 33.

What we did in 2013

As part of the drive towards providing more joined up services, we set up a network with communication colleagues in the lead service provider organisations and with the Barnet Clinical Commissioning Group. The aim is to share best practice, co-produce information materials and make better use of free or low-cost communication channels.

We also filmed some short interviews with service users to ask about their experience of using Direct Payments to pay for different types of support (see video still). You can see these on our website.



We plan to:

- improve the Barnet Online website, including the information about adult social care, to make it easier to find the information you need
- work with mental health organisations across the borough to review what information is currently available to residents about mental health problems and where to go for support. We will then look to see how we can improve this.

Who do I contact?

With our partner agencies, we have produced this poster and flyer to signpost people to our lead service providers in the community.

For example, Eclipse offers specialised advice and support for people with mental health problems and the Barnet Centre for Independent Living provides information, advice and support for people with a range of disabilities.

The poster and flyer are available in all public libraries and GPs' surgeries and as an advert on TV screens at Barnet Hospital.

Information and advice in Barnet

For disabled people
Tel: 020 8359 2444
www.barnetCIL.org.uk



Planning and improving later life
for over 55s

Tel: 020 8203 5040
www.ageuk.org.uk/barnet



About looking after someone

Tel: 020 8343 9698
www.barnetcareers.org



About mental health and wellbeing

Tel: 020 8359 4999
www.eclipsebarnet.org.uk



About autism and learning disabilities

Working for you service
Tel: 020 8349 3842 or 020 8343 8897
www.barnetmenacap.org.uk
www.dimensions-uk.org



On health and social care services

Tel: 0844 826 9336
www.healthwatchbarnet.co.uk



On your rights - and for welfare
benefits and debt advice
Tel: 0844 826 9336
www.barnetcab.org.uk



On care options and paying for care

Tel: 0800 731 8470
www.mycaremyhome.co.uk



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LONDON BOROUGH

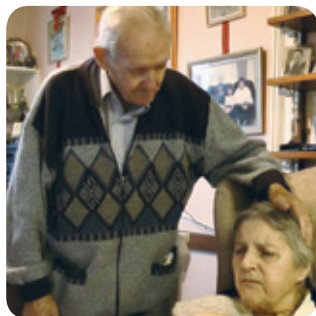
Barnet Clinical Commissioning Group
NHS

For more information, please contact
The Communications Team
Adults and Communities
Tel 020 8359 7150
Email: adultsocialcare@barnet.gov.uk

8. Supporting carers

In Barnet we value carers and recognise the vital role they play in supporting vulnerable people. Supporting carers is a primary aim of our Health and Wellbeing Strategy.

Working with our healthcare colleagues, we are developing support to help carers not only in their caring responsibilities but also to maintain their own health and wellbeing.



A carer can be any age. If you provide regular unpaid support to a partner, relative or friend who cannot live independently without your help, then you are a carer. The person you care for may need your help due to frailty, disability or serious health condition, mental ill health or substance misuse.

Our Carers Strategy takes account of the changing needs of carers and those they look after. It recognises that people are now living longer, that the number of people living with a disability who need care is increasing, and that we need to find ways to support people to stay in their own homes instead of moving in to care homes. All of this will have an impact on carers.

The Care Bill sets out a new legal entitlement for carers to have their own needs assessed and reviewed. We have been working this year to prepare for these changes and ensure we have high quality support for carers in Barnet. This is reflected in our updated Carers Strategy 2014-15.

The carers hub

We work in partnership with the Barnet Clinical Commissioning Group, our Carers Strategy Partnership Board and the Carers Forum to develop services. We have commissioned Barnet Carers Centre to be the lead provider of support for carers in the community.

The Centre is part of a 'carers hub', which includes:

- Age UK Barnet
- Alzheimer's Society
- Barnet Mencap
- Jewish Care
- Caring4Carers
- Friend in Need.

Carers can access information, advice, training and, importantly, social events through any of these organisations and at different locations around the borough.

In the past year Barnet Carers Centre has helped over 7,500 people, the majority of whom asked for support with the emotional challenges of being a full-time carer.

What we did in 2013

Carers Emergency Planning Service

In October 2013 we launched a free Barnet Carers Emergency Support Service (see below).

The carer is supported to write a plan, setting out what they would like to see happen in an emergency situation if they are unable to provide care as usual. They receive an ID card to carry with them. If an emergency arises, they can ring the 24/7 Assist call centre, which will then put the plan into action and contact the person who has agreed to take the carer's place.

Over 100 carers have joined the scheme so far.

Emergency care plans

Mary is in her late 60s and lives in Edgware. She has been looking after her husband Dennis (not their real names), who has had mental health problems for over twenty years. She uses Direct Payments to employ care assistants for the times when she needs to go out, but she was initially doubtful about having an emergency care plan. "We don't have any relatives living nearby, so I didn't know how it could work."

Luckily, a friend has agreed to be the named contact in the plan to look after Dennis if Mary cannot be at home, for instance if she had to go into hospital herself. The Assist monitoring service can also send in a professional carer for a short time if the friend is not immediately available. Mary says, "The plan gives me peace of mind, and one less thing to worry about."



Carers Forum

The Carers Forum meets four times a year as a place for family carers to discuss local and national developments and share their experiences.

It plays an important role contributing to the development of local services and plans, such as the carers' emergency plan scheme, hospital discharge support and raising awareness of the impact of welfare reforms on carers.

It also held training sessions on handling challenging behaviour and an informative event on how carers can safeguard adults from abuse. It provided us with valuable feedback on their expectations of a quality service.

Young carers

Alongside the Care Bill, the Children and Families Act will come into effect in 2015. It requires local authorities to ensure processes are in place to support children and young people who look after their parents. We are already using new joint protocols with colleagues in Children's Services to ensure a consistent approach to supporting young carers.

Carers looking after people with dementia

The dementia cafés set up this year in Barnet offer people with dementia and their carers a welcome place to meet others in a similar situation (see page 24). The Alzheimer's Society also runs workshops for people caring for people with newly diagnosed dementia.

Health Checks for carers

It is sometimes all too easy for people who are busy caring for a relative or friend to neglect their own health and wellbeing.

They may be smoking, not eating healthily or not taking enough exercise and rest, putting them at risk of developing common health problems such as heart disease, diabetes, kidney disease or stroke.



Carers have therefore been identified as a priority group for free NHS health checks. This support went live in Barnet in November 2013 for carers aged 40-74.



We plan to:

- improve the information on the council's and the Carers Centre website and make sure that social work staff know about all services available to carers
- provide training to health professionals such as pharmacists, district nurses and health visitors to ensure they are aware of carers' needs and the local support available
- contribute to the Government's consultation on the Care Bill regulations and guidelines about carers.

For more information, visit
www.barnet.gov.uk/carers

9. Supporting older adults

The number of older people in Barnet is rising. In particular, the number of people affected by dementia is projected to increase by 24% in the next decade. In addition, the loss of independence many older people experience is linked with increasing levels of social isolation and loneliness.

Our key challenge is to meet the rising demand for support in a period of reduced funding and resources.

We are working with older people, the NHS and a range of voluntary sector organisations, including our lead service provider Age UK Barnet, to explore new ways to support older adults in new more integrated ways to maintain their independence, health and wellbeing - in other words to 'age well'.

Part of this work has been to focus more on supporting people in their own homes or closer to home, instead of resources being concentrated on support in hospitals or residential care.

We want to focus on prevention and support people to become experts in their own wellbeing and care.

What we did in 2013

Neighbourhood services

In April 2013 we started rolling out Neighbourhood Services to provide activities and social opportunities for older people across the borough.

A wide range of activities is now running at 40 locations across the borough, delivered by 17 voluntary organisations supported by Age UK Barnet. Activities include social get-togethers, tai chi, cooking classes, reading groups, gardening clubs, falls prevention, befriending, dance and computer tuition.

Neighbourhood services are providing support to an extra 1,000 people and therefore reaching more people closer to home and offering more choice.

Another community-based service is the Casserole Club in Barnet, through which people can share extra portions of home-cooked food with neighbours who may not be able to cook for themselves. You can sign up at www.casseroleclub.com

Dementia support

We worked this year with the Alzheimer's Society to set up dementia cafés (see page 24).

In line with the National Dementia Strategy, the Barnet Clinical Commissioning Group has commissioned a new Memory Assessment Service to make sure that people get the right diagnosis and advice, treatment and help as early as possible.

To support this, we have commissioned a Dementia Advisor service from Barnet Alzheimer's Society. The advisors can signpost people with dementia and their carers to suitable local support services and help them to make informed decisions.

Later Life Planning

We have been developing a new service to be provided by Age UK Barnet. This will offer targeted information and advice for all older people to help them to plan for their future, think about next steps after retirement and to keep them well and active.

Advisors will be able to give one-to-one advice, and will also be experienced in accessing local services, such as where to find a lunch club, where to access exercise, find peer support or access an established support network.

Altogether Better

As part of the Ageing Well programme to improve services for older people, we have set up a number of projects to encourage health and wellbeing among older residents and reduce social isolation.

One such project is Altogether Better, which brings individuals, local businesses and community and faith groups together to plan, run and take part in projects to make their local area a great place to live and work.



So far, four Altogether Better schemes have been launched - in East Finchley, Burnt Oak, Edgware/Stonegrove and High Barnet/Underhill.

In these areas local people have volunteered to share ideas and develop new initiatives, such as:

- IT skills training for older people
- a network of befriending schemes
- games and interest groups
- cooking skills sessions for those not confident in the kitchen
- activities and excursions for residents of local care and retirement homes
- back to work confidence workshops.

You can find out more by visiting www.barnet.gov.uk/ageing-well

Timebanking

Linked to Altogether Better's aims, we are launching the first timebanking network in Barnet in summer 2014.

There are already around 300 time banks across the UK. Participants 'deposit' the time they can give to offer practical help to others and can 'withdraw' from the time and skills offered by other people.

They may help a neighbour with shopping, walk a dog, show someone how to bake a cake, visit someone who lives alone or share a skill like painting or playing an instrument. People can join up at www.barnet.timebanking.org

Support for the most frail and elderly

Over the last year we have worked with the Barnet Clinical Commissioning Group to develop more coordinated, effective services for the most frail and elderly and people with long-term conditions. You can find details about this work on page 6.

Dementia cafés

“The café has a really nice and relaxed atmosphere. We came along to meet other people and to spend a couple of hours in a friendly, understanding environment - the café definitely offered us that today!”



We have commissioned the Alzheimer’s Society to run regular dementia cafés across the borough. So far, three cafés have opened - in New Barnet, Mill Hill and Golders Green - with another one at Finchley Memorial Hospital, which is funded separately.

They are safe, relaxed places in the community where people with dementia, their family members and carers can meet up for a chat, get information about services and enjoy some activities.

As research shows that taking part in creative activities can be of real benefit to people with dementia, the cafés offer activities such as pottery, dance, photography, film making and music. Carers can also take part in workshops to help them understand dementia and build coping skills.

The cafés are an important part of Barnet’s dementia care pathway, linking residents and carers to specialist and advice and treatment so that people with dementia are supported to live longer and better lives, with earlier diagnosis, treatment and support.

Neighbourhood services

Older men have been putting on their chefs’ hats to get creative in the kitchen.

Over a five-week course they can learn how to make a range of tasty nutritious dishes they can then make easily at home.

The men-only cooking classes are just one of wide range of daytime activities for older adults organised by Neighbourhood Services, a new partnership of Age UK Barnet and other local voluntary organisations, which work with older people.

The choice is huge - from lunch clubs and exercise classes to digital inclusion sessions, from befriending to craft classes and art appreciation groups.

As Helen Newman, Age UK Barnet’s Neighbourhood Services Manager, explains,

“We’ve asked older people what activities they would like in their local neighbourhood. The aim is to make it easy for people to keep in touch with others and boost their health and wellbeing.”



We will:

- explore setting up a Barnet Dementia Action Alliance with private, public and voluntary sector organisations to commit to making Barnet a dementia-friendly borough
- provide training for frontline social care staff on ways to help older people avoid falls
- launch Later Life Planning in 2014
- promote more Altogether Better projects.

For more information, visit
www.barnet.gov.uk/careandhealth

10. Supporting people with learning disabilities and autism

We aim to help people with learning disabilities and autism to stay healthy, live as independently as possible and keep safe in the community.



People with learning disabilities are one of the most vulnerable groups in the community.

They are much more likely to be socially excluded and to have significant health risks and major health problems including obesity, diabetes, heart and respiratory diseases.

Autism is often associated with a range of poor social outcomes including low educational attainment, long-term unemployment and reliance on social housing.

Our key priorities over the last year were to:

- build on progress made to provide more integrated health and social care support for people with learning disabilities
- implement the Winterbourne View Concordat to help anyone with a learning disability who is inappropriately placed in hospital to move to community-based support.

We work in partnership with the Barnet Clinical Commissioning Group (BCCG), the NHS, local private and voluntary sector service providers and organisations representing the views of service users with learning disabilities and their carers to develop our services.

What we did in 2013

As part of the drive towards better integration, we continued developing the Barnet Learning Disabilities Service, bringing together social workers, community nurses, speech and language therapists, psychologists and other professionals.

The team shares expertise to help people with learning disabilities access the right local services to meet their needs.

This might be arranging for a person to move to more suitable housing, sort out benefits or provide them with opportunities to meet other people, learn new skills or take part in community activities.

We undertook a review of Sarnes Court, our 18-bed supported living scheme for people with learning disabilities, which opened in July 2012.

We checked with the tenants if this type of housing helps them develop independence and choice. Using their feedback, we will help set up a steering group for the Court, to include tenants, carers and support providers.

We also opened Speedwell Court for people with high functioning autism.

Speedwell Court

Speedwell Court is the first supported housing scheme in Barnet specially designed for adults who have high functioning autism-Asperger syndrome.

It was opened by the Mayor, Councillor Melvin Cohen, on 3 December 2013 and meets a need for this type of support in the borough.

It enables people aged 18+ who previously lived at home or in residential care homes to gain the skills to live independently. We expect that they will be able to move into their own flats after around a year.

Situated in North Finchley, it provides a safe, supportive setting with ten studio apartments and a communal lounge and laundry.

Careful attention was paid to ensure the lighting, colour schemes and design suit people who have autism-Asperger syndrome, and specialist onsite support is available 24/7.

Feedback is positive. As one resident said: "I like it - the support is good. It's more independent and I don't disturb my mum anymore."



Working for You

Working for You (WfY) supports people with learning disabilities or autism.



We commissioned Barnet Mencap and Dimensions to run this service, which provides individual help with solving everyday problems, finding training or employment and opportunities to join in social activities to make new friends.

Joe (not his real name) is 46 years old, and has a learning disability and mental health issues. He was struggling with a housing issue and feared losing his home. WfY helped him sort out this problem so he could stay in his home. It also helped him develop his independent living skills and is currently helping him to get back to work and develop his social links.

Joe says he is much happier. Although he no longer needs one-to-one support he knows he can go back to WfY at any time if he needs help and reassurance.

Nearly 300 people are using Working for You services such as the drop-in services and clubs. During 2013/14 twenty clients secured paid work, six of whom have been in these jobs for over six months.



In the coming year, we plan to:

- conduct a review of the integrated Learning Disabilities Service to make sure the service is working in the best way possible
- develop a new care pathway for people with autism, to provide quicker access to diagnosis and support.

For more information, visit www.barnet.gov.uk/learning-disabilities

11. Supporting people with physical disabilities

We want to ensure that people with physical or sensory disabilities have control of their own care and support, can make informed decisions about the options available to them and can live as independently as possible in the community.



Barnet Centre for Independent Living

Barnet Centre for Independent Living (BCIL) is our lead service provider. It aims to provide a peer-led, multi-service one-stop shop for people with any form of disability living or working in Barnet.

It brings together service users and carers and community organisations to offer services that promote independence, social inclusion and equality for disabled people.

During 2013 BCIL's support planning service helped 165 service users to plan the support they needed to live more independently and reach their goals.

We also worked with BCIL on the design of a new Centre for Independent Living (see opposite).

What we did in 2013

Accessible housing

A key priority has been to support people currently in residential care or receiving a high level of social care support, who wish to live independently.

We have worked with the council's Housing Service and Barnet Homes on a new rented housing programme. The new building will include 25 fully accessible properties suitable for people who use wheelchairs.

The homes will incorporate adaptations such as lower kitchen work surfaces, accessible bathrooms and wider doorways.

Prospective tenants will be able to input into the design details of their homes to meet their specific needs.

The first seven properties should be ready to move into in 2015.

Stroke services

Following a wide consultation exercise in 2012, we have improved our stroke services, working with the Stroke Association. Starting from October 2013 patients leaving hospital now receive short-term continued care at home to help them in their recovery.

They receive a progress review six months after their discharge from hospital to ensure they feel supported and have access to further specialist review, advice, information, support and rehabilitation, where appropriate.

The Communication Support service for people with aphasia and the Stroke Support Service, both provided by the Stroke Association, continue to be well used. 187 people have used these services in Barnet in the past year.

BCIL's new centre

A new purpose-built Centre for Independent Living will open in 2016. It will be co-located with Grahame Park Library and Barnet and Southgate College in Colindale. Social care users were involved in its designing this new building.

This will greatly improve the services BCIL can offer and enable service users to enjoy the full range of accessible facilities and services including a library, coffee bar and meeting rooms.

We also set up an accessibility group to input into the major Brent Cross Regeneration programme. The group is ensuring that transport, housing and neighbourhood design take account of the needs of people with disabilities.

BSL Tuesdays

During 2013 we reviewed the BSL Tuesdays pilot scheme, which we set up with the Jewish Deaf Association (JDA) in 2012 to support deaf and deafblind people to be as independent as possible.

BSL Tuesdays offers an informal weekly drop-in session for anyone in Barnet who uses British Sign Language (BSL) as a first language. It is the first service of this type for deaf people in Barnet.

Around 60 people a week have benefitted from the service, which offers practical help, such as translating letters and emails and advice on welfare benefits and advocacy. It also enables clients to test out equipment such as telecare.

The review showed that the scheme provided good value for money and demonstrated that there is a continuing need for this type of service in the community.



Telecare

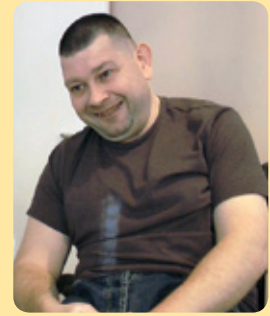
We have recently introduced a number of dedicated telecare advisors to work alongside social workers and occupational therapists in our multidisciplinary care teams. They support people through the use of telecare devices such as personal alarms and movement sensors.

Over 700 service users in Barnet now use a range of telecare devices all remotely monitored 24 hours a day by Barnet Homes, which provides a local rapid response service should an alarm be raised.

This technology allows residents to remain at home and live independently, with the reassurance that they can get help quickly if there is a problem.

Carl and Emily

"I'm 38. I've had cerebral palsy since birth. I live on my own and independently because I have the support package I need.



My life was basically torn apart and it's no exaggeration to say Direct Payments saved my life. If I fell out of my wheelchair ten years ago I could have got myself back in it. Now that's a total impossibility so I need the personal assistant I employ with my Direct Payment to help me at home and to take me out and about.

Your personal assistant gets to know you and your everyday needs and you need to be at the forefront of how you integrate that into your life, how you train them, how you help them to help you.

My assistant Emily's hours are fluid, depending on what I'm doing. She's very good at knowing my needs.

And it's not just me. Having the money to pay for Emily enables my children to have 100% dad all of the time - just doing what every dad does I can do with my kids - going to the park, going to the seaside.

What Direct Payments provides isn't a service - it's a golden opportunity."



We plan to:

- increase our offer of telecare equipment and Direct Payments to support people's ability to live independently in their own homes
- do more work to promote the Stroke Service, and consult on setting up an aphasia café for people with communication problems following a stroke
- develop an integrated care pathway for people with visual impairment.

For more information, visit
www.barnet.gov.uk/careandhealth

12. Supporting people with their mental health

One in four people will be affected by mental health problems at some point in their life. For some people this can lead to social exclusion and isolation.

In Barnet an estimated 40,000 people experience depression and anxiety at any one time and are mainly supported in the community by their GP.

Around 4,000 people with long-term mental health conditions such as severe depression, bipolar disorder, psychosis and schizophrenia are supported by secondary mental health services delivered by the Barnet, Enfield and Haringey Mental Health Trust (BEH MHT).

We work closely with the Trust, the Barnet Clinical Commissioning Group and the voluntary sector to ensure services for people with mental health problems are joined up, good quality and accessible. We also work with the Mental Health Partnership Board, which includes individuals and carers with direct experience of using the mental health services.

We know that there is stigma when it comes to mental health and that's why we are committed to raising awareness of mental health in Barnet, and ensuring people with mental health problems know where to find support.

We commission a range of voluntary sector organisations, such as Eclipse, Barnet Refugee Services, Barnet Depression Alliance, Barnet Bereavement Service, Barnet Asian Women's Association and the Chinese Mental Health Association, to provide:

- informal support in the community to help people cope with mental ill-health and build their mental wellbeing
- information, advice and advocacy services
- support for carers of people with mental health conditions.



What we did in 2013

The Network

The Network provides short-term enablement support to people who have received long-term mental health services in the past.

Those supported by The Network are helped to gain or regain skills and confidence to be active members in their communities and manage their own wellbeing in the future.

In 2013 The Network supported 311 people into volunteering, paid employment, leisure activities, work placements with community organisations, and further education.

Of these, 70 people started courses at the Birkbeck College, the Open University, City Lit and other colleges. The courses included website design, IT, creative writing, fashion, English as a Second Language and philosophy.

An independent evaluation of The Network, conducted by Middlesex University in 2013, commended its achievements to date: "The staff team are enthusiastic and motivated and provide a consistent approach to the enablement model which seems to strengthen its effectiveness."

Eclipse

We launched Eclipse in April 2013 to offer an innovative approach to inspire and help people find better mental health and wellbeing.

As our lead service provider for mental wellbeing support in the community, it brings together the expertise of the Richmond Fellowship, Mind in Barnet and the Barnet Centre for Independent Living.

Eclipse offers free one-to-one mentoring and group recovery support. People are also encouraged to share their experiences and coping strategies to support each other and Eclipse run special interest activities, training and help to find work as well as general advice on wellbeing.

It has also held a series of very successful Mental Health First Aid training days for local employers and colleges and similar events for the general public in local libraries.

Crisis support

Following feedback from Barnet residents and GPs, the Mental Health Trust have set up a simpler referral system.

People who need urgent mental health treatment can now refer themselves to the new Crisis Resolution and Home Treatment team. This service is available 24/7 to assess people wherever they may be, for example, a GP's surgery, Accident & Emergency or their own home.

Experience of Eclipse

Grace (not her real name) is in her 30s and married. She was referred to Eclipse by her GP. She had suffered from depression and health problems for several years and felt she couldn't face 'the outside world'.

At Eclipse she was offered free one-to-one support from a professional mental health advisor. Over several months of weekly meetings she got gentle mentoring support to gradually work out an action plan of small steps to build up her confidence.

She started volunteering with an animal charity, made new friends through Eclipse's social clubs and, in September 2013, started a course at a local college.

Grace says: "Without Eclipse I wouldn't be leaving the house at all, wouldn't be volunteering after six years of not working, wouldn't have been encouraged to go to college. And I would not have the confidence to feel I'm good enough to get out there and try things."



Barnet marks World Mental Health Day



The Greek Cypriot Centre in North Finchley was buzzing on 10 October when nearly 200 adults and young people joined in a range of activities to mark World Mental Health Day.

Under the theme ‘No health without mental health’, it was designed to raise awareness of mental health and help break down barriers of discrimination.

As well as information stalls about local mental health organisations and services, the event included art sessions, drama performances, live music, Zumba and workshops on stress relief and debt management.

The day was a combined effort by the Mental Health Partnership Board, Eclipse, Multilingual Wellbeing Services, Depression Alliance and Barnet Asian Women’s Association and others.

Photo: Councillor Lisa Rutter, Allan Johnson-Mwangi of Multilingual Wellbeing Services and Jonathan Ashby, founder of the mental health social enterprise Forward, check out the art activity.



We plan to:

- commission a new mental health and wellbeing service for people from black, minority ethnic and refugee (BMER) groups. These people are often marginalised and only come into contact with mental health services at points of crisis
- work with Public Health to develop support for people with mental health conditions, who may also use drugs and/or alcohol
- organise events to mark World Mental Health Day 2014
- conduct the first-year review of the Eclipse service.

For more information, visit

www.barnet.gov.uk/mental-health

13. Supporting young adults

Moving into adulthood can be a challenging time for most young people, and especially for young people with significant learning or physical/ sensory disabilities.

We need to make sure that these young people and their families can get the right information and support at the right time to enable them to make the best decisions for their future and prepare for adulthood. Our overall aim is to support them to lead as fulfilling and independent a life in their local community as possible.

The Transition Team in Adults and Communities supports young people aged 16 - 25 who have complex learning, physical or sensory needs who will require ongoing social care support as an adult.

Working with the young people and their carers, the team:

- provides support through the move from children's to adult social care services
- assesses their needs and helps identify goals for their future
- introduces them to using a Personal Budget to arrange their social care support.

This year we worked with family carers and the council's Children's Service to simplify and improve the customer journey for young people moving from children's into adult services and for those other young people with 'low to moderate needs', who may need more general services. This has resulted in better information and guidance available on the council's website.

0-25 Local Offer

In line with the statutory requirement of the Children and Families Bill, we are working with the Children's Service to bring together information for a 0-25 Local Offer.

This Local Offer will be published online to set out in one place all the services in education, health and social care that are available in Barnet for children and young people with a statement of Special Educational Need (SEN). It will clearly explain how people can access them.

Transition Pathway

Between the ages of 14 - 25 young people with special needs and their parents/ carers need to make important choices about their future such as what they want to do when they leave school and where they want to live.



To help them make informed choices, we consulted with health, education and social care professionals and carers to develop a new year-by-year Transition Pathway for all young people with an SEN statement aged 14 - 18 years.

This information will help young people and their parents/carers to better understand how they will be supported each year, the role of different professionals and when key decisions should be made. This will enable them to be in control of the process and to better plan for the future.



We plan to publish:

- the 14 - 25 SEN Transition Pathway in April 2014
- the 0-25 Local Offer in September 2014.

For more information, visit

www.barnet.gov.uk/supporting-young-adults

14. Useful contacts

Information and advice in Barnet

For disabled people

Tel: 020 8359 2444
www.barnetcil.org.uk



Planning and improving later life
for over 55s

Tel: 020 8203 5040
www.ageuk.org.uk/barnet



About looking after someone

Tel: 020 8343 9698
www.barnetcarers.org



About mental health and wellbeing

Tel: 020 8359 4999
www.eclipsebarnet.org.uk



About autism and learning disabilities

Working for you service

Tel: 020 8349 3842 or 020 8343 8897
www.barnetmencap.org.uk
www.dimensions-uk.org



On health and social care services

Tel: 0844 826 9336
www.healthwatchbarnet.co.uk



On your rights - and for welfare
benefits and debt advice

Tel: 0844 826 9336
www.barnetcab.org.uk



On care options and paying for care

Tel: 0800 731 8470
www.mycaremyhome.co.uk



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15. Useful information

If you are interested in finding out more about the work of Adults and Communities, please visit **www.barnet.gov.uk/careandhealth**

You can also find more detail on issues covered in this Local Account by reading the following reports on the council website **www.barnet.gov.uk**

- Joint Strategic Needs Assessment
- Barnet Health and Wellbeing Strategy
- Barnet Council Corporate Plan and Performance
- Annual Adult Social Care Complaints Report 2012-13
- Carers Strategy Refresh 2014-15
- Annual Social Care User Survey Report 2013
- Safeguarding Adults Board Annual Report 2012-13

Social Care Direct

Social Care Direct is the council's contact point for any enquiries about adult social care services. The service is open 9am - 5.15pm Monday to Thursday and 9am - 5pm on Fridays. There is also an out of hours emergency service available.

You should contact Social Care Direct if you want to raise a safeguarding alert. In an emergency always ring 999.

Tel: 020 8359 5000

Email: socialcaredirect@barnet.gov.uk

Your feedback

We welcome your feedback on this Local Account. Please tell us what you liked or disliked and what you'd like to see in next year's Local Account.

To give your feedback, you can:

- Fill in our online reader survey at <https://www.surveymonkey.com/s/Barnet-Local-Account-2013>
- Email us at engage.adults@barnet.gov.uk
- Call us on 020 8359 7150

Alternative formats

If you need this information in another format such as Easy Read, audio CD or large print, please contact the Adults and Communities Communications Team.

Tel: **020 8359 7150**

Email: **adultsocialcare@barnet.gov.uk**

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