

# Your Local Account of Adult Social Care Services

February 2012



# Introduction from Councillor Sachin Rajput, Cabinet Member for Adults



Dear Resident,

I am pleased to present this first edition Newsletter of *your Local Account*. This first Local Account provides information on Adult Social Care in Barnet and is a key way through which residents can hold the council to account on how well we are supporting people with social care needs. I would particularly like to thank residents who responded to an earlier consultation on the type of information you would like to see in this publication.

Like all of local government, Barnet's Adult Social Care Services face a challenging few years. Changing demographics means there is a growing demand for our services at a time when public spending is being reduced. The council is expected to have a 26% reduction overall in its funding over four years. As Adult Social Care Services make up over a third of the council's core budget it is inevitable that savings have had to be found despite the council providing additional protection to the budgets for children's services and adult social care. The savings for adult social care amount to £8.66m in the current year; £4.86m in 2012/13; £3.94m in 2013/14; and £5.70m in 2014/15 – a total of £23.16m.

I have set out my two tests for adult social care services. Firstly, are our resources delivered fairly? Secondly, are they delivered to those most in need? Despite the financial challenges we have no plans now or in the future to tighten our eligibility criteria for access to services. This decision meant that we needed to implement a new charging policy to bring us in line with other local authorities and I know that this has meant contributing more for some people. The additional income that this policy has generated amounts to the equivalent of 57,000 hours of support in the home a year

which is key to keeping our eligibility criteria unchanged at a time of less government funding for local government but increasing needs.

Nationally the Government is considering a radical overhaul of the funding for adult social care as there are concerns about how much people need to contribute to their care costs and I very much hope that we will see clear plans being published in the Spring of this year. Our local priorities for the future include greater integration with the health service, reducing duplication and unnecessary bureaucracy to provide a joined up service for our residents.

As an Authority, we are very keen to give residents maximum choice and control over how their social care is provided and so this Newsletter is divided into six themes. They show how we are personalising adult social care, followed by key performance measures, then topics raised by residents in the consultation not dealt with elsewhere.

The six themes chosen reflect the 'Making it Real' framework from the 'Think Local Act Personal' partnership that includes service users, carers, providers and local government. They make sense to me in being the key components of a modern social care system and I hope they do for you too.

Yours faithfully,

A handwritten signature in blue ink that reads "Sachin Rajput". The signature is written in a cursive style and is followed by a horizontal line.

Cabinet Member, Adult Services

## **Adult Social Care in Barnet – Our Commitments to You**

- Information and advice about staying independent and how to plan for future care and support needs is available for all residents.
- Your Personal Budget is based on your eligible needs and will only change as your needs change.
- We will work with you to enable you and your family to maintain your independence.
- You have the ‘Right to Control’ your own care and support. Adult Social Care will aim to join up services, whoever provides them, around your eligible needs.
- Family carers will be recognised as partners in care and be supported to continue in their caring role.
- 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.
- To respond quickly to keep Vulnerable Adults safe from harm when we receive concerns.
- Adult Social Care staff who work with you will be professional in their approach, appropriately trained and caring.

# Information and Advice: having the information I need, when I need it

## What have we done to improve information and advice for people who use social care services?



*70% of Barnet responders to a national survey on adult social care in 2011 said that they found it very or fairly easy to access information about social care and support (the London average was 72%). A national First Contact survey (2011) also found our customer interface needed improving.*

Feedback from residents is that they want a skilled and personalised advisory service to help people needing social care support to think through their options and access support in their community. From early 2012, Barnet Centre for Independent Living (BCIL) has been commissioned to provide social care related information, advice and advocacy

support across the borough. BCIL is a user-led organisation, so people who use social care services can themselves help design, deliver and evaluate the new information service. BCIL also encourages local voluntary organisations to work together to provide a joined up service and deliver value for money.

### In focus – Website accessibility

During summer 2011, we carried out workshops with volunteers who had experience of social care services, to look at what they would like to use the internet for and what would make information on the web easier for them to use.

The resulting report was presented to the team who are looking at the design and structure of the council's new website. This new website will go live in April 2012. It will allow residents to carry out more transactions online and access the information that they need more quickly. For Adult Social Care and Health, we will have clearer information pages linked to related directory entries, giving details of useful local and national organisations. Our home page will also be simpler and grouped around key themes, such as 'support at home', to make it easier to find the information wanted.



## Looking forward

- Acknowledging that we can do better, we will be joining up some adult social services into the council's new customer services organisation in 2012. This will channel all service enquires promptly to the appropriate council teams and provide a wider range of information and advice so that residents can better help themselves.
- Ageing Well Project – Barnet is taking part in the government's 'Ageing Well Programme', one of the key aims of which is to "join up" all council services in providing effective care and support to older people.
- Transitions Planning – We are collaborating with partners to provide timely planning and information for school leavers with complex disabilities, to help with the transition to adulthood.

# Active and supportive communities: keeping friends, family and place



## What have we done to encourage active and supportive communities in Barnet?

*77% of Barnet responders to the recent national survey said that they had as much social contact with people as they would like (74% was the London average).*

Adult Social Care and Health has set up **Partnership Boards** for our main client groups, an **Older Peoples Assembly** and a **Learning Disability Parliament** to provide a forum for user involvement in shaping services. Other examples of helping to develop supportive communities include:

- **Work with Carers:** Carers told us that they had enough encouragement and support in their care-giving role. To help improve on this, a Carers Forum was established in Autumn 2010 to be the voice of carers in Barnet. They have had a say in budget

consultations, the re-tendering of homecare services, and have helped to define the specification for a new carers support service to be in place later in 2012.

- **Retired and Senior Volunteer Programme:** With some one-off funding from Adult Social Care and Health, this project has increased the level of volunteering and community participation amongst older adults, offering their time to provide befriending and other support to older people at risk of social isolation.

## In focus – Innovation Fund Project

In 2010, the Chinese Mental Health Association received funding from the council's 'Innovation Fund' to run a nine-month project targeted at the Chinese community.

It provided information, advice and support for adult social care tailored around the cultural and communication needs of the Chinese community. This included dedicated language support and a Chinese service guide to personalisation, as well as training on Direct Payments to improve people's ability to manage their own support and stay independent. The project also involved trialling a more culturally appropriate home care service.



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## Looking forward

- **Community Coaches:** Coaches are local volunteers who provide support to individuals and families who need help planning for the future. From January 2012, the Coaches will receive referrals from Adult Social Care and Health to work with individuals needing support to gain confidence and reconnect with the community.
- **Barnet PledgeBank** is a website that is used to "gather people together to get projects done". Pledge-makers suggest a task and ask for volunteer participation. Adult Social Care and Health will be supporting residents, staff and partner organisations to make pledges that enable vulnerable people to be better engaged, included and supported in their local community.

# Flexible integrated care and support: my support, my own way



## What have we done to put people in control of their own support?

*71.5% of Barnet responders to the recent national survey said that they had adequate control of their own care and support (71.1% London was the average).*

We are working hard to make sure that adult social care services are tailored to individuals' needs and put people back in control of their own support. There are a wide range of programmes and changes which we have put in place in the past year to turn our goal into a reality.

- Barnet is one of 7 national “trail blazer” Authorities who have introduced the **Right to Control**, a new legal right for disabled people. We have created a team from across different services, to help disabled people combine the

support they receive from various agencies (Housing, Social Care and JobCentre Plus) into one to help meet their needs better.

- Barnet has been working with health partners to promote Telecare – a range of technology such as smoke detectors and bed-exit sensors, available for the home so that people can continue to live independently, with the reassurance that help is available should something go wrong. From April 2010 to November 2011, Telecare equipment has been provided to 532 new clients.

## In focus – Right to Control

Adam Adu\* has a learning disability, and has been experiencing mental health difficulties all his life, resulting in poor performance at school, poor relationships, social exclusion and very negative experiences of the working world. Because of this, Adam became totally dependent on his family for his everyday needs. He was referred to the **Right to Control** project and worked closely with practitioners from different services to assess his needs. The team helped him to develop a very creative support plan to achieve his goals such as a better social life and increased self-esteem. Adam was given a weekly Personal Budget which has helped him to achieve his desired outcomes, by allowing him to take part in new activities that he enjoys. Because of these small changes, he now feels more able to think about working, and is being helped by the team to maximise his opportunities for employment.

*\* Note – names and certain details have been changed to protect the privacy of clients.*



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## Looking forward

- We are reshaping our services to enable clients to take control of the care and support that they receive, and have greater choice. For example, we have started a new prescription-based service for **simple aids and equipment**, which means that people who need equipment can choose where to

get it from, and can “top up” their prescription to get the piece of equipment they prefer.

- We will be looking to increase the number of people who take their Personal Budget as a **Direct Payment** by increasing the levels of information and support available and implementing pre-paid cards to make it easier to manage.

# Workforce: my support staff

## What have we done to make sure that those working in social care have the right skills to support people?

*88% of Barnet responders to the recent national survey said that they were to some extent satisfied with the service they received (86% was the London average).*

It is important that receiving support is a positive and safe experience and we are taking measures to ensure that this is the case for anyone needing social care support:

- We have provided **core training** to council staff as well as staff in partner organisations to ensure they have the knowledge and skills to meet the diverse needs of Barnet residents. This training includes: autism awareness, drug use and administration, managing health & safety, manual handling, infection control, lone working, passenger safety, food hygiene and first aid. We have also provided support for staff completing the Learning Disability Induction which equips them to progress onto a National Vocation Qualification (NVQ) in Care.
- Barnet is participating in a Department of Health initiative called **My Home Life**, to improve dignity and quality of life for people living in care homes. Six homes are now working with the programme.



### In focus – Enablement Homecare: minimizing the need for support

Annie has been diagnosed with Lupus, Renal Failure, an overactive thyroid and bone disease. During a stay in hospital for dialysis, she fell and fractured both her legs. Due to her bone condition, her legs did not heal well and she was moved to Hammersmith hospital for rehabilitation which lasted several months.

Annie was then placed in a nursing home near to the hospital. But a review of Annie's case indicated that she could now manage to live independently.

Annie now has her own place back in Barnet, and has received a short-term enablement home care package provided by specialist staff, trained to support her to live independently in the community. This support lasted six weeks and helped her to re-gain her confidence and independence. The use of Telecare equipment in Annie's flat means that she will not require any further support. Annie has a Lifeline Pendant Alarm, a door sensor, smoke alarm and bathroom pull-cord.



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### Looking forward

- In 2012 we will be developing an **Integrated Workforce Strategy**, which acknowledges the contribution that can be made by the wider Barnet community to the adult social care agenda. This will include making greater use of **Personal Assistants** to help service users self-direct the care and support that they need. We will continue to focus on **core safeguarding training** amongst our staff as well as our partners who deliver care.

# Risk enablement: feeling in control and safe

## What have we done to make sure people feel safe and can plan to control risks?

*92% of Barnet responders to the recent national survey said that they always or mostly felt safe (90% was the London average). However, a remaining 8% did not feel adequately safe or safe at all.*

There are many reasons why people may feel unsafe. Whatever the reason, the council has an important role to play in supporting people to manage any risks to their safety. We also take very seriously our responsibility to protect adults who may be at risk of abuse, in any form. Some of the actions we have taken include:

- Updated our **internal policies**, guidance and information, to ensure that risk is assessed and that people are helped with positive risk taking in relation to personalised support planning.
- Provided **specialised training** for staff to ensure that they have the right skills to understand risk and help people in positive risk taking.
- For a small group of people we have to take decisions in areas such as compulsory detention in psychiatric hospital, or authorising deprivation of liberty in a care home. We set high standards for staff making these kinds of decisions – they have regular specialist training and their work is subject to scrutiny.
- Where Barnet residents are receiving care services funded by the council, there is at least an annual review of the care they receive. All care providers who have a contract with us are required to comply with **safeguarding and dignity standards**.
- 180 staff from health and social care attended a **Disability Hate Crime Conference** in March 2011. The aim was to raise awareness and address how to tackle the issue.



### In focus – Proactive Social Work

A carer under stress expressed concern about her lack of patience with her husband who suffers from dementia. In order to prevent this situation escalating into a safeguarding situation, the social worker worked closely with the couple to reduce the stress and provide respite for the wife. The plan included providing a cash based **Personal Budget** to enable the husband to continue to pursue hobbies within the home and give the wife space to enjoy activities herself. They are now both reporting an improved relationship and increased mental alertness on the part of the husband.



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### Looking forward

- The Barnet Multi-Agency Safeguarding Adults Board (SAB) oversees safeguarding. At the time of publishing this Local Account, the SAB work plan for 2012/13 is being developed. One of the key actions is **learning from past experience**. This includes implementing recommendations from a serious case review jointly commissioned by Barnet and Enfield SABs following the death of a young man with learning disabilities and complex health needs. For example, recommendations for changes in the way agencies commission services and monitor compliance with standards. We will also be providing **safer recruitment guidance** to people directly employing staff via a Direct Payment in 2012.



# Personal Budgets and self-funding: my money

**What have we done to make sure people can access the money for their support quickly and get skilled advice to plan care suitable for their needs?**



*Barnet is amongst the top-performing London boroughs for rolling out Personal Budgets – 44% of eligible clients have one and we are confident of achieving the government's 100% target by 2013.*

A Personal Budget is the amount of funding allocated to someone for community-based social care services. This amount is decided following a process of Self Directed Support, where the client identifies their own needs and makes choices about how and when they are supported to live their lives. A Personal Budget can be received as a Direct (cash) Payment, or it can be held by the council on behalf of the client to pay for their care. Or where appropriate, it could be a combination of these two options.

In 2011, with support from the council, Barnet Centre for Independent Living launched their Peer Support Planning and Brokerage service. This service was to support disabled people who were taking up their Right to Control. Because the peer support broker is someone who has personal experience of overcoming disability, they are better placed to help clients make an informed choice about the available options for care and support.



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## In focus – Direct Payments

Ms C was referred to the Direct Payments Team with a rare condition called Aponia, (severe loss of voice) which was further complicated by breathing problems, panic attacks and light headedness which together posed a risk of collapse. Ms C communicates face to face by a combination of sign language and mouthing the words or by typing her replies.

Ms C's condition means that she cannot do certain household tasks like cleaning, as dust particles can severely aggravate her condition.

Ms C used her Direct Payment to employ a personal assistant to help achieve her desired outcomes. This includes support with domestic cleaning to alleviate Ms C's medical symptoms and accompanying her outside of home to help her to regain self-confidence. The Direct Payments Team assisted Ms C to draw up a contract of employment and processed the Criminal Record Bureau check for the personal assistant.

## Looking forward

We recognise the need to develop further options for people to take greater control over their care and support. Examples include:

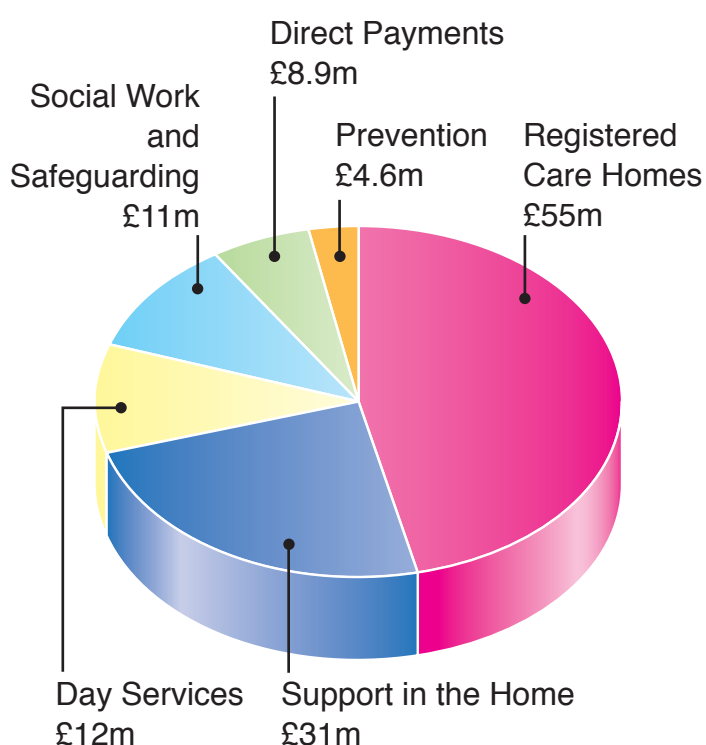
- **Pre-paid card** (summer 2012) – people who receive a Personal Budget will have an option of a card to pay for their support and to help with their budgeting.
- Enhancements to the **council website** in the future will mean people will be able to find and purchase appropriate care online, have private (“chat-line”) discussions with other users and care providers to make sure they are making informed choices; and have access to information to help plan the funding of their future care.

# Your Adult Social Care and Health: At a glance

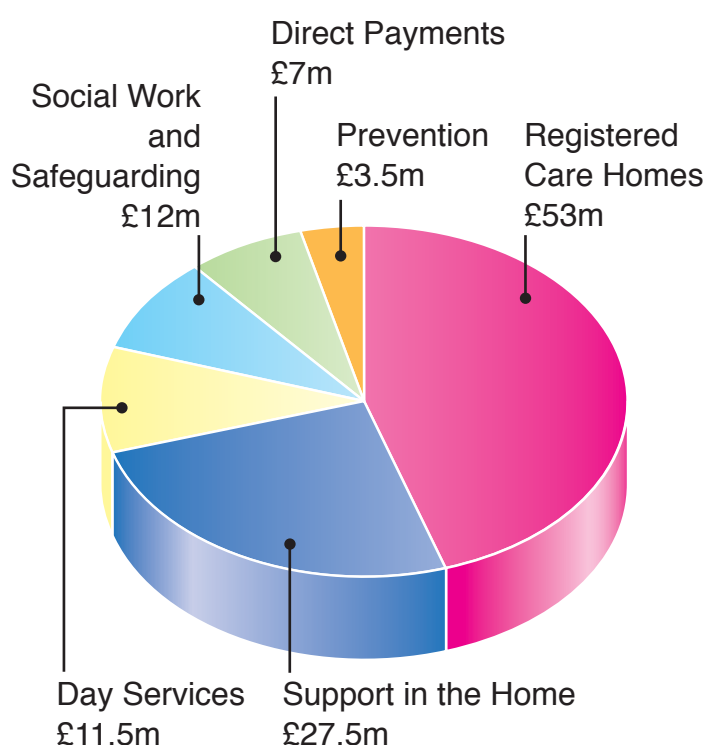
The pie charts below provide information on how Barnet Council's Adult Social Care and Health budget breaks down for last year and for this financial year. The following tables provide information on the types of people that use our services and what services they use.

## How the money is spent

**2010/11 – Adult Social Care Net Budget  
£123m**



**2011/12 – Adult Social Care Net Budget  
£114m**



## People receiving services during 2010-11, by client group, age and gender

Description	18 - 64		65 or over		Totals	%
	Female	Male	Female	Male		
People with physical disabilities	503	394	2633	1119	4649	63%
People with learning disabilities	333	425	34	22	814	11%
People with mental health needs	415	475	554	231	1675	23%
Other vulnerable people	11	26	148	71	256	3%
<b>Total people</b>	<b>1262</b>	<b>1320</b>	<b>3369</b>	<b>1443</b>	<b>7394</b>	<b>100%</b>

Source: RAP, Table P1, 2010-11

Notes:

- 1) In 2010/11 the total number of contacts for new clients to the Department was 9644
- 2) The total number of people helped to live at home by schemes run by Voluntary Organisations grant funded by Adult Social Care & Health was 1498 in 2010/11 (source: Grant Funded Survey 1)

## People who received community based services, or were in residential or nursing care at some point during 2010-11, by age and gender

Description	18 - 64		65 or over		Totals	%
	Female	Male	Female	Male		
Community-based services	1112	1140	2750	1222	6224	82%
These are services provided to support people live in the community for example meals, day care, home care, transport.						
Residential care	144	181	523	182	1030	13%
Nursing care	16	16	221	103	356	5%
<b>Total people</b>	<b>1272*</b>	<b>1337*</b>	<b>3494*</b>	<b>1507*</b>	<b>7610*</b> 7394 clients	<b>100%</b>

Source: RAP, Table P7, 2010-11  
 \* NB: the total people figures include some double-counting of clients as some clients move between different services in the same year (e.g. move from community-based to residential care)

## Carers receiving support, advice and information during 2010-11

Description	18 - 64	65 and over	Total	%
Carers receiving advice and information	846	534	1380	74%
Carers receiving support services	293	186	479	26%
<b>Total</b>	<b>1139</b>	<b>720</b>	<b>1859</b>	<b>100%</b>

Source: RAP, Table C2, 2010-11 (age of carer)

## Service users receiving direct payments/managed budgets to purchase community based services during 2010-11

Description	18 - 64	65 and over	Total	%
People with physical disabilities	411	1103	1514	71%
People with learning disabilities	243	8	251	12%
People with mental health needs	154	140	294	14%
Other vulnerable people	5	67	72	3%
<b>Total</b>	<b>813</b>	<b>1318</b>	<b>2131</b>	<b>100%</b>

Source: RAP, Table SD1, 2010-11  
 2131 equals 34% of clients receiving community-based services; the other 66% of clients receiving community based services would have done so through services managed by the council.

# Your Adult Social Care and Health:

## Key Performance Indicators

The tables below provide information about how Barnet Council's Adult Social Care and Health performed during the last financial year (2010/11) and during the first six months of the financial year 2011-2012 (beginning in April 2011). We have also provided benchmarking data against the average for London where available. The information displayed is a mixture of local 'performance indicators' and indicators from the government's Outcomes Framework for adult social care.

Description	2010-2011 Performance	April 2011 – Sept 2011 Performance	2011-2012 Target
<b>Enhancing quality of life for people with care and support needs</b>			
a) Number (and percentage) of eligible people receiving self directed support	2131 (31.8%) <small>London avg: 25.8%</small>	2441 (44%)	4250 (70.1%)
b) Number of eligible people receiving Direct Payments	922 <small>London avg: 696</small>	876	No target set
c) Number of carers receiving a service following assessment – as a percentage of all people receiving a service	1868 (30%) <small>London avg: 13.5%</small>	1524 (24.3%)	2400 (38.7%)
d) Number of people with learning disabilities in paid employment – as a percentage of all known people with a learning disability	116 (15%) <small>London avg: 8.6%</small>	72 (9.69%)	No target set
e) Promptness of assessments (average days from contact to end of assessment) – <i>measured in 2011-2012</i>	Not available	11.25	No target set
<b>Delaying and reducing the need for care and support</b>			
a) Permanent admissions to residential and nursing care homes per 100,000 population over 18 years of age (lower admission = better performance)	110.66	106.36	No target set
b) Percentage of older people (65 and over) who were still at home 91 days after discharge from hospital into re-enablement / rehabilitation services	84.31% <small>London avg: 85.32%</small>	89.21% (April-July 2011)	87%

Description	2010-2011 Performance	April 2011 – Sept 2011 Performance	2011-2012 Target
<b>Ensuring that people have a positive experience of care and support</b>			
a) Overall satisfaction of people who use services with their care and support. <i>(Source: Adult Social Care User Survey 2010-2011)</i>	87.8% London avg: 85.9%	Not yet available	No target set
b) The percentage of people who use services who find it very or fairly easy to find information about care and support. <i>(Source: Adult Social Care User Survey 2010-2011)</i>	46.6% London avg: 55.4%	Not yet available	No target set
c) Percentage of service users who are happy with the way their care workers treat them. <i>(Source: Adult Social Care User Survey 2010-2011)</i>	91.1% (30%) London avg: 87.8%	Not yet available	No target set
<b>Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm</b>			
a) Percentage of Safeguarding Plans developed for those who need them – with people identified responsible for delivery	85.1%	100%	100%
b) Percentage of Safeguarding Plans reviewed by team manager within the timescales set at the case conference	58.5%	100%	100%
c) Percentage of service users who said they feel safe <i>(Source: Adult Social Care User Survey 2010-2011)</i>	58.1% London avg: 57.1%	Not yet available	No target set
d) Percentage of service users who say their services have made them feel safe and secure <i>(Source: Adult Social Care User Survey 2010-2011)</i>	66.3% Local indicator no benchmark data available	Not yet available	No target set

# What you wanted to know



***This section give answers to questions that residents asked us during our Local Account consultation in November 2011, which are not already included in the previous sections.***

## ***What services are provided for people with autism?***

Barnet uses a number of out of borough placements to meet the needs of people with autism. The intention is to develop more local services. In borough provision includes the NAS-accredited day service (Flower Lane) and Warren Shawe supported living service.

Barnet has developed an Autism Action Plan following the national strategy 'Rewarding and Fulfilling Lives'. The Action Plan aims to ensure improved support is available locally by better using the resources available and focusing on making sure those who need it get the right support at the right time. The first year priority is better training for social care and health staff working with people with autism to gain a better understanding and awareness of the condition.

## ***What is being done to help people with dementia?***

The Barnet Dementia Strategy Statement and Action Plan was launched in July 2010 with a well attended conference and a very successful week of events facilitated by the Alzheimer's Society to raise awareness of dementia. To support the launch, training was provided to front-line workers in Social Care and Health on understanding and knowledge of dementia.

The Barnet Dementia Steering Group is monitoring and reviewing the Action Plan. The group is made up of clinicians, front-line social work staff, Health and Social Care Commissioning and the voluntary sector.

Future work streams include:

- Pathway review, to focus on where improvements can be made in the care system to support the person with dementia to live longer at home and receive the right level of support
- Business case to support the work of the memory clinic
- Telehealth care strategy in progress – will be a focus on assisting people with dementia to remain in their own homes, supported by technology.

## ***How many carers do Barnet support and what is their involvement in needs assessment?***

Carers make an enormous contribution to the support and care of people with health and social care needs. In 2010/11 1,868 carer assessments were carried out, of which 480 carers received services and 1,388 had information and advice only. There has been a greater emphasis on providing advice and information, and signposting to other organisations. A primary concern of carers is support for the person they care for. They are usually an expert on the needs of the person they care for and therefore have an important role as expert care partners in the support planning of the cared for person.

## ***Services for deaf people (British Sign Language users) – what does Barnet intend to do to improve services?***

We are working closely with representatives of the deaf community to refine and develop the current service and are planning a pilot drop-in surgery for those with sensory impairment in 2012.

***What is Barnet doing to help raise awareness of mental health issues and what level of social work exists to support people with mental health problems?***

The Multilingual Wellbeing Service which brings together a number of community groups is playing an important role in promoting health and wellbeing and raising mental health awareness amongst BME (Black and Minority Ethnic) communities. A series of events were held in the month of October to mark World Mental Health Day in the borough. Supported by the Mental Health Partnership Board, the events were organised by voluntary and statutory providers including Richmond Fellowship, Barnet, Enfield and Haringey Mental Health Trust, Barnet Voice for Mental Health, Barnet Carers Centre, Barnet Asian Women Association, Mind in Barnet and Jewish Care.

The council is also recommissioning its mental health day opportunities service. The service will be required to work with other partners in providing information and delivering training to improve awareness of mental health and how to stay well.

During 2010/11 we undertook an exercise to make sure that our social work resources were located in the right services within the mental health structure. The aim was to make sure that people who had social care needs could be rapidly assessed and appropriate support provided. This information was used to inform where budget reductions could be targeted so as to minimise the impact on service delivery.

We found that the social workers in the Crisis and Emergency services were carrying out many of the tasks traditionally associated with in-patient psychiatric care. As a result of these findings, we reduced the overall number of social work posts within Mental Health by 5.5 full time equivalent posts. However, the Local Authority still funds a total of 54 social care posts in Mental Health of which 39 are qualified social workers.

We will continue to review the location of social work posts within Mental Health to ensure that they are correctly positioned and monitor activity to ensure that they are appropriately deployed. We have just signed a new Section 75 agreement with the Mental Health Trust, with robust performance measures related to social care activity and outcomes.

***Fairer Contributions – a number of residents have expressed concern about the cost, equity of the charges and implications for Personal Budgets***

Before the introduction of the Fairer Contributions Policy not everyone was assessed for a contribution towards the costs of their care services. It was unfair that whilst some people receiving care were financially assessed, there were other people in similar financial circumstances receiving care, who were not assessed. Under the new policy, contributions are assessed for all services received or arranged through a Personal Budget.

Contributions towards care are assessed on the person's ability to pay. We ensure that a client receives a guaranteed minimum income level before any contribution becomes payable. The ability to pay a contribution takes into account income, savings as well as outgoings. Where someone disagrees with the assessed contribution they can also request a review of the assessment. The effects of the new policy are carefully monitored and there are safeguarding procedures in place. This ensures that the care needs of vulnerable adults are always met, with a "waiver clause" applied to charges in some circumstances.

If you would be interested in joining our panel of social care users and family carers, to provide us with feedback on planned developments, please contact us.

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

Tel: **020 8359 4366**

Please also let us know if you have any ideas for what we should include in our Local Account for 2012 – 2013.

**This booklet is available on request on audio tape, CD, large print, Braille or alternative language.**

To request your preferred format, please contact the  
**Communications Officer for  
Adult Social Care and Health**  
on **020 8359 7150**  
or email **adultsocialservices@barnet.gov.uk**

Information about social care support in Barnet can also be found at **www.barnet.gov.uk**