

Adults and Safeguarding Committee Commissioning Plan - Annual Performance Report 2016/17

The tables below provide an update on the Adults and Safeguarding Committee Commissioning Plan for 2016/17 against each of the Commissioning Priorities:

- **Planning for Life** - working age adults and older people live a healthy, full and active life, in homes that meet their needs, and their contribution to society is valued and respected.
- **Prevention and Early Intervention** - working age adults and older people are provided with the tools to manage their own health and wellbeing and maintain independence.
- **Person-centred Integrated Support** - working age adults and older people have timely access to health and social care support that maintains independence and avoids hospital admission or admission to residential care.
- **Safeguarding** - working age adults and older people are supported to live safely through strategies which maximise independence and minimise risk from abuse and neglect
- **Carers** - carers are valued as expert partners in supporting working age adults and older people to live independent lives.
- **Sport and Physical Activity** - health and wellbeing outcomes are achieved in a manner that is sustainable.

PLANNING FOR LIFE			
Commissioning Intention	RAG	Commentary	Service

Commissioning Intention	RAG	Commentary	Service
<p>Social Workers will work with older and working age adults to support them to remain independent, focusing on what they can do and how they can increase their resilience</p>	<p>Green</p>	<p>The council implemented strengths-based social care, a delivery approach which encompasses: social work and occupational staff working in a strengths-based way with service users and carers; Adults and Communities (A&C) Staff working in the community, in specially developed Care Spaces (Assessment Hubs) or co-located with the voluntary and community sector; and increased signposting, prevention and early intervention. Strengths-based social care aims to promote resilience for service users and carers, improve quality of practice, and reduce the reliance on funded packages of care. A strengths-based practice training programme was co-developed through a successful pilot in Quarter 1 and rolled out across the A&C operational teams in Quarters 2 and 3; the programme was shortlisted for the Creative and Innovative Social Work Practice award at the Social Worker of the Year awards. CareSpaces were rolled out across the borough, enabling operational teams to make stronger links with local communities and service users to have better access to community resources, with two hubs (the Independent Living Centre and Anne Owens) co-located with local voluntary and community sector (VCS) organisations. Social work teams were also encouraged to work more flexibly within the community through the introduction of mobile working technology across the Delivery Unit. Prevention, early intervention and signposting were provided by Social Care Direct and VCS services. Further work will take place during 2017/18 to embed and enhance the strengths-based model.</p>	<p>Adults and Communities/ Commissioning Group</p>
<p>Work with Barnet Homes, developers and private landlords to ensure that accommodation supports people to live independently, through increased numbers of home adaptations, building more accessible and extra care housing; and use of assistive technology</p>	<p>Green</p>	<p>The Accommodation and Support tender process has closed with contracts awarded to 39 providers over eight lots. The new services offer a greater choice to service users and practitioners and are able to offer more flexible responses to different levels of need. A new housing pathway was implemented between the council and Barnet homes to speed up access to mainstream housing for adult social care service users. Moreton Close (53 units) , the first of three new extra care schemes being funded by the Council, went into its construction phase and plans to develop two further schemes progressed through the council's development pipeline. Wheelchair accessible housing was built in response to the council's commissioning plans. Increased numbers of DFGs were provided, with 232 completed this year.</p> <p>The council has continued to support the West London Alliance and North Central</p>	<p>Commissioning Group</p>

Commissioning Intention	RAG	Commentary	Service
		<p>London accommodation collaboratives with advice on market conditions, quality issues and market engagement.</p> <p>Your Choice Barnet increased the focus on promoting greater independence as part of its supported living service, through implementation of the new contract. The Council mobilised a new telecare service in the last quarter of 16/17 and it is anticipated that more assistive technology will be used in accommodation services going forward as a result.</p>	
Implement a Shared Lives scheme, supporting disabled people to live in family homes, develop their independence and prevent the need for long-term residential care	Green Amber	The Shared Lives scheme was implemented in 2016/17. The scheme continues to be delivered with work ongoing to improve referrals. Green amber rating relates to continued need to increase referrals into the scheme and take up among service users.	Adults and Communities
Roll out and promote Home Share schemes, to enable people to stay in their own homes with support	Green	The council has worked in partnership with Novus (a national leader in the home care market) and Age UK to promote Homeshare options. The service went live in 2016/17 and promotional activities took place. A rapid evaluation (as part of the National Lottery funded National Homeshare evaluation) has been undertaken to assess the potential for expansion of the scheme in Barnet. The results of the evaluation will be used to further develop Barnet's approach.	Commissioning Group
Work with dementia community services to develop a dementia network in 2016/17 supporting our commitment to become a dementia friendly community	Green	A programme of work has been launched to make Barnet a dementia friendly borough. A Barnet Dementia Action Alliance has been formed and was launched during Dementia Awareness Week in May 2017. Service users and carers have been invited to participate in an Engagement Working Group. Two meetings have taken place and a draft action plan has been developed. The council worked with the Alzheimer's Society and the Salvation Army to develop a Barnet Dementia Hub, opened in May 2017.	Commissioning Group
Later life planners, dementia advisors, dementia cafes and memory assessment service will support older people, those with dementia and their carers to stay active and involved in their community	Green	The Barnet community dementia service is commissioned jointly by the council and Barnet CCG, and comprises early intervention, advice, support and diagnosis and treatment. The London Borough of Barnet have commissioned the Alzheimer's Society to deliver a support programme which includes the development of a dementia hub, provision of three dementia advisors, and 4	Commissioning Group

Commissioning Intention	RAG	Commentary	Service
		<p>dementia cafes across the borough. These services are fully integrated with the Barnet Memory Assessment Clinic, commissioned by the CCG. Barnet has a dementia diagnosis rate of 75.1% as at 31 March 2017, which is in excess of Barnet's local target of 75% and the national rate of 67.6%.</p> <p>The MAS has a referral to assessment time of six weeks (meeting the Barnet HWBB target) with a low non-attendance rate of 2-5%. The MAS has also recently gained Memory Services National Accreditation Programme (MSNAP) accreditation October 2016.</p> <p>As part of the community service, the Barnet Dementia Hub in Hendon was launched in May 2017. This provides 'Day Experience' - a range of activities; cognitive, physical and social for people with dementia in a safe and welcoming environment with trained staff and volunteers. Individuals are encouraged and supported to maintain their skills and remain a part of their communities. The Day Experience offer is also being run in half day slots at different venues across the borough. The Hub will include a resource element and individuals can access support and the resource either by telephone or visiting the Hub where there will be a Dementia Advisor present during opening hours.</p> <p>Later Life Planners saw 750 new clients this year, 1144 individuals. They saw 1509 people during the year as some people used the service more than once.</p>	
<p>Implement neighbourhood model of community support for Adult Social Care Clients focusing on wellbeing and inclusion (e.g. activities such as gardening and lunch clubs, information and advice, digital inclusion, befriending, strength and balance (falls prevention) classes, yoga, walks, music groups and sing-alongs, and handyperson service</p>	<p>Green</p>	<p>The council continued to commission a wide range of community and neighbourhood services for older people. The Barnet Provider Group supported over 7,000 people through the neighbourhood model of day services for older people, providing a wide range of activities. Ageing Well provided a number of small group activities for older people. The Handyperson service continued to operate and supported 696 clients. The home from hospital service supported people with lower needs upon their discharge from hospitals.</p>	<p>Commissioning Group Adults and Communities</p>

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From 2015/16)	Benchmarking
CPI	AC/S10 (ASCOF 1B)	Percentage of people who feel in control of their own lives	Bigger is Better	Apr 2016 - Mar 2017	69% (within confidence interval) ¹	69% (G)	68%	Improving	CIPFA comparator group average 71.7% (2015/16, ASCOF)
SPI	AC/S2 (ASCOF 3D)	Service users who find it easy to get information	Bigger is Better	Apr 2016 - Mar 2017	71.3% (within confidence interval)	69.4% (G)	71.3%	Worsening	Comparator group average 72.9% (2015/16, ASCOF)
SPI	AC/S27	Percentage of customer contacts into Social Care Direct resolved at first point of contact	Bigger is Better	Apr 2016 - Mar 2017	Monitor	54%	55%	N/A	No benchmark available

PREVENTION AND EARLY INTERVENTION			
Commissioning Intention	RAG	Commentary	Service
Make more information and guidance available at the first point of contact through the 'social care direct' service	Green	Social Care Direct provided information, advice and signposting to 60,000 callers. The adult social care webpages on the council website have been further developed with new carers' pages now available. The long-term digital strategy for adult social care is under development. CAB and Healthwatch were commissioned to provide information and advice on health and care	Adults and Communities
Enhanced Social Care Direct team is working faster and intervening earlier with people who have social care needs, reducing the need for safeguarding investigations and preventing crises	Green Amber	Social Care Direct dealt with 46,391 calls in 2016/17. Of these, 44,059 were given advice, information and signposting. Calls referred onto adults and communities totalled 2,332, a decrease of 809 from the previous year.	Adults and Communities

¹ All indicators based on the Adult Social Care user survey are set using a 'confidence interval' which takes account of the margin of error which may result from surveying a small sample of the population.

Commissioning Intention	RAG	Commentary	Service
<p>Intervening earlier, to help residents get back on their feet sooner and prevent crises through the roll out of the integrated health and care team for older people (BILT) to cover the whole of Barnet.</p>	<p>Green</p>	<p>The Barnet Integrated Locality Team (BILT), a key scheme within the Better Care Fund, has been well established across the borough, working with patients across Barnet and linked to every GP practice. The team provides community based support to service users and patients who are at risk of an unplanned accident and emergency attendance or unplanned admission into an acute setting within the next 12 months. Along with the Rapid Response service, use of risk stratification and prevention services, patients and service users are able to access preventative and support services within a community setting.</p>	<p>Commissioning Group</p>
<p>New programme of support for carers of people with dementia will support carers to continue to care for their loved one and maintain their family together.</p>	<p>Green</p>	<p>Since the A&C Specialist Dementia Carers Service was established in June 2016 the service has supported 52 adults. 77% of the carers attending the training/ peer support aspect of the programme strongly agreed and 23% agreed that “the support/ information and guidance that they had received through the programme would enable them to better focus on their own health and wellbeing”. 66% of carers attending strongly agreed and 33% agreed that “the support/ information and guidance that they had received through the programme would support them to be sustained in their caring role”.</p> <p>Since the service’s establishment no adults with dementia who have been supported through the service have entered into residential care and during 2017/18 the service will be carrying out further engagement and working to ensure that the programme of support offered can benefit as many adults as possible with the aim of being able to increase the number of adults able to participate in the full programme of support offered.</p>	<p>Adults and Communities</p>

Commissioning Intention	RAG	Commentary	Service
<p>Commissioned prevention and services will focus on increasing wellbeing, reducing isolation and increasing ability to manage daily living and participate in the community through community development projects, the use of innovative technologies (such as VisBuzz which makes video calling simple) and supporting Public Health initiatives such as Community Centred Practice; using health volunteers to encourage resilience and self-management</p>	<p>Green</p>	<p>Prevention services for all client groups increased their reach in 2016/17 – for example, the Neighbourhood model increased the numbers of people it supported and the mental health Network expanded its service. VisBuzz was piloted and options for increased technology use will be taken forward with Argenti, the new telecare provider. Working in partnership with the CCG and public health a full review of early intervention activity has been completed. Work with the provider market has been completed in partnership with CommUNITY Barnet. The Wellbeing Hub continues to grow and provide a single gateway for mental health earlier intervention services.</p>	<p>Commissioning Group</p>
<p>Develop increased numbers of personal assistants, so that people with care and support needs can be more in control of their own support.</p>	<p>Green Amber</p>	<p>The Personal Assistants service was implemented in early 20-16/17 and has continued to be delivered with work ongoing to improve referrals.</p>	<p>Adults and Communities</p>

Commissioning Intention	RAG	Commentary	Service
Help people with learning difficulties and mental health issues play an active part in their communities, we're putting them in contact with support networks, and working with day services and employers to ensure access to employment, volunteering and training.	Green	<p>Employment support has been available to mental health service users through the Network and through a specialist employment service commissioned by Barnet Public Health, Twining enterprise, co-located with the Network and the mental health trust, which supported 45 people into employment in 2016/17. The council has also commissioned Mencap to provide employment support (the Working for You service). The council provided a number of local VCS and other providers with specialist training on best practice in employment support through the British Association for Supported Employment (BASE). The Council commissioned and worked with Your Choice Barnet to develop an employment pathway for YCB service users, which is now implemented. Advice and signposting has also been provided in relation to employment and access to employment has been promoted through review and support planning, as part of the strengths-based working approach.</p> <p>Employment support and workplace retention services, which will provide a pathway to support people with mental health problems and learning disabilities back into work, have been included in the new Day Opportunities tender to bring more providers into the local market from autumn 2017.</p>	Commissioning Group Adults and Communities

Ref	Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From 2015/16)	Benchmarking
CPI AC/S3 (ASCOF 1G)	Percentage of adults with learning disabilities who live-in their own home or with their family	Bigger is Better	As at 31 March 2017	63.00%	71.6% (G)	63.60%	Improving	CIPFA 68.8% London 70.1% (2015/16, ASCOF)
Performance has improved in Q4 for the overall learning disabilities cohort and the rate of new admissions to residential care for working age adults has also remained low at 8.5 per 100,000 population for the year, an improvement on 2015/16's rate of 10.63 per 100,000. The council's new accommodation and support offer is now live and includes a range of innovative new accommodation services such as Crash Pad and neighbourhood networks as well as more conventional support to live at home. The council is working with Barnet Homes to ensure regular referrals are made into mainstream housing. Referrals are monitored by a joint Housing Oversight Panel.								
CPI AC/S4 (ASCOF 1E)	Percentage of adults with learning disabilities in paid employment	Bigger is Better	As at 31 March 2017	10.8%	10.9% (G)	9.2%	Improving	CIPFA 9.9% London 7.5% (2015/16, ASCOF)

Ref	Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From 2015/16)	Benchmarking	
Performance has improved in Q4, and achieved the annual target. Performance continues to be better than the London average and slightly worse than national. New employment services are expected to improve this position further in the future.									
CPI	AC/S5 (ASCOF 1F)	Percentage of adults with mental health needs in paid employment	Bigger is Better	As at 31 March 2017	7.2%	7.6% (G)	4.8%	Improving	CIPFA 6.5% London 5.0% (2015/16, ASCOF)
CPI	AC/S6 (ASCOF 1H)	Percentage of adults with mental health needs who live independently, with or without support	Bigger is Better	As at 31 March 2017	83%	84.2% (G)	81.0%	Improving	CIPFA 74.4% London 73.5% (2015/16, ASCOF)
SPI	AC/S17	Number of new telecare packages installed	Bigger is Better	Apr 2016 - Mar 2017	800	1013 (G)	889	Improving	No benchmark available
SPI	AC/S18	Percentage of service users receiving ongoing services with telecare*	Bigger is Better	Apr 2016 - Mar 2017	17%	16.2% (GA)	12.7%	Improving	No benchmark available
2016/7 saw improved performance against two key indicators – employment and independent living for people with mental health needed. Telecare performance also improved. The new telecare contract is now live. The service is being promoted to social workers, AEOs and SCD to ensure referrals are made and the referrals process itself has been streamlined through the introduction of the new Mosaic case management system									

PERSON-CENTRED INTEGRATED SUPPORT

Commissioning Intention	RAG	Commentary	Service
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Commissioning Intention	RAG	Commentary	Service
<p>Social care commissioning will be integrated with primary and secondary health services to deliver better outcomes for residents</p>	<p>Green</p>	<p>Final proposals for the Barnet Mental Health enablement pathway were approved by the General Functions Committee. More people with mental health issues will receive support focused on helping with their whole life, for example, getting a job and a home of their own. The new model maintains partnership working with health whilst increasing focus on holistic support and access to the community.</p> <p>Close partnership working and commissioning with primary and secondary care health services was carried out through commissioning plans for dementia, the Better Care Fund, urgent care, Transforming Care and learning disabilities team, voluntary sector commissioning and a refresh of S75 agreements. For example, the Barnet Integrated Locality Team (BILT) started working across the borough, focusing on helping 1,900 patients who had the most frequent GP visits and highest incidence of long-term health conditions to get back on their feet sooner.</p> <p>In line with the NHS Five Year Forward View, every health and care system has been working to produce a Sustainability and Transformation Plan (STP) to show how local services will become sustainable over the next five years. Barnet has worked to develop the North Central STP with local authority and health partners and has led on the development of devolution proposals for the STP.</p>	<p>Commissioning Group</p>
<p>The Better Care Fund plan will focus on the comprehensive roll out of our integrated care model, helping people get back on their feet through integrated teams, Rapid Response Care, Home From Hospital and Enablement services</p>	<p>Green</p>	<p>The Barnet Integrated Locality Team (BILT), a key scheme within the Better Care Fund, has been well established across the borough, working with patients across Barnet and linked to every GP practice. The team provides community based support to service users and patients who are at risk of an unplanned accident and emergency attendance or unplanned admission into an acute setting within the next 12 months. Along with the Rapid Response service, use of risk stratification and prevention services and other key services, including the ageing well programme and the Dementia Hubs, patients and service users are able to access preventative and support services within a community setting. The Home From Hospital service and the enablement service supported people being discharged from hospital. Problems with a commissioned enablement provider were effectively dealt with by the A&C Delivery Unit. .</p>	<p>Commissioning Group</p>

Commissioning Intention	RAG	Commentary	Service
Improved telecare provision, driven by advances in technology, will help people to care for themselves in their own homes	Green	The new telecare contract has been mobilised with referrals to the new provider taking place from April 2017.	Adults and Communities
Develop a model of mental health social care focused on recovery and maximising inclusion	Green	The new Mental Health structure became operational in April 2017. The model has a greater focus on enablement and preventative services with a holistic, person-centred approach to meeting people's needs.	Adults and Communities
The integrated learning disability team will work across social care, community health and mental health to support people with complex needs remain safe, well and as independent as possible	Green Amber	The Barnet Integrated Learning Disability Team provided care and support for 783 people and their carers in 2016/17. . Following the Winterbourne view enquiry, the national Transforming Care Programme (TCP) was established to accelerate hospital discharges and augment community services to avoid hospital admission of those people with learning disabilities and complex behaviour,. Barnet is part of the NCL TCP and the Barnet team has moved 2 long stay NHS patients back to Barnet and active discharge plans (accommodation and support providers identified and agreed) are in place for the 2 remaining long stay NHS patients. The CCG/ILDS approach to admissions avoidance which includes children's services (transitions) is achieving good results with a significant reduction in admissions to hospital with only 1 person admitted from residential care to rehabilitation, rather than hospital.	Commissioning Group

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From 2015/16)	Benchmarking
CPI	AC/S8	Percentage of new clients, older people accessing enablement	Bigger is Better	Apr 2016 - Mar 2017	63.0%	70.3% (G)	61.5%	Improving	No benchmark available
CPI	AC/S9 ASCOF2A (2)	Permanent admissions to residential and nursing care homes, per 100,000 population age 65+	Smaller is Better	Apr 2016 - Mar 2017	530	381.9 (G)	New method 2016/17	New method 2016/17	CIPFA 445.2 London 516.5 (2015/16, ASCOF)
CPI	AC/C14	Permanent admissions to residential and nursing care homes, per 100,000 population age 18-64*	Smaller is Better	Apr 2016 - Mar 2017	16.60	8.50 (G)	10.63	New method 2016/17	Group average 6.9 (Q3 2016/17, LAPS)
SPI	AC/S16 (ASCOF 1C/2A)	Proportion of service users with a direct payment	Bigger is Better	Apr 2016 - Mar 2017	42%	37.53% (RA)	40.10%	Worsening	CIPFA 29.5% London 27.6% (2015/16, ASCOF)

Ref	Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From 2015/16)	Benchmarking	
A key achievement in 2016/17 was that admissions to residential and nursing homes for older and working age people decreased, which shows the progress of strength based working and the council's ability to support more people in their own home, through the implementation of an enhanced range of commissioned services. Direct Payments continue to be promoted through the support planning process and through challenge at the Panel approval stage. Barnet remains a high performer nationally against this indicator with benchmarking data for 2015/16 showing a comparator group average of 29.5% and a London average of 27.6%									
SPI	AC/S25	Percentage of Social Care Direct customers who are satisfied or very satisfied with the service they have received post resolution	Bigger is Better	Apr 2016 - Mar 2017	85%	80% (GA)	100.0%	Worsening	No benchmark available
Performance dropped in Quarter 4 to 80% against the 85% target, from 100% at the end of Quarter 3. The indicator is rated Green Amber. Satisfaction ratings are being considered as part of the overall review of the Adult Social Care Front Door structure which is being implemented in 2017/18.									

SAFEGUARDING			
Commissioning Intention	RAG	Commentary	Service
Safeguarding concerns will be responded to quickly through our enhanced Social Care Direct Service, resolving the issues as quickly as possible	Green	Safeguarding concerns are always dealt with as a priority. The council follows the agreed London-wide multi-agency safeguarding adults procedures. Response quality and timeliness is reviewed by the Barnet safeguarding adults board. We are investigating the implementation of an Adult Multi Agency Safeguarding Hub.	Commissioning Group
With the Police, NHS and voluntary sector partners, continue to embed and champion the principles of Making Safeguarding Personal	Green	Personalisation is one of the five key priorities set out in the Barnet Safeguarding Adults Board (BSAB) Business Plan 2016-18. One of the objectives is to ensure all partners have the adult at risk and the outcome they seek as the primary driver to the approach to safeguarding. This is being delivered through the implementation of the revised Pan-London Safeguarding procedures.	Commissioning Group

Commissioning Intention	RAG	Commentary	Service
Implement the new Pan-London Safeguarding procedures, ensuring a consistent approach to safeguarding across London	Green	<p>The Council and partner agencies have implemented the revised London multi-agency procedures. This process was overseen by the BSAB. The Local Authority training programme and templates were updated in line with the Care Act and with the revised London Multi-Agency Safeguarding Policy and Procedures. Staff have been provided with training on the revised procedures.</p> <p>Briefing sessions on the new London Safeguarding procedures have been run for local NHS colleagues including, mental health & GPs and the Police. Hard copies of the policy and procedures have been provided to key teams across the Safeguarding Adults Board partnership as well as being included on agencies safeguarding intranet sites.</p>	Commissioning Group
Work with partners to improve multi-agency responses to local needs, particularly in the areas of pressure ulcers, and self-neglect	Green	<p>One of the five priorities for the BSAB is pressure ulcer management. , A decision guide, the <i>Safeguarding Adults and Pressure Ulcer Protocol tool (PUP)</i>, was developed and implement to support appropriate responses to pressure ulcer care and whether concerns need to be referred into the local authority as a safeguarding alert.</p> <p>This tool has significantly decreased the amount of inappropriate referrals to Barnet social services in relation to multiple grade 2, grade 3 and 4 pressure ulcers.</p> <p>As part of the work of the BSAB Personalisation sub-group, a multi-agency Risk Panel has been established to undertake reviews of cases of hoarding and self-neglect and develop detailed responses to address needs. It is a multi-agency panel with health, social care, fire service, community safety, Barnet Homes and environmental health contributing.</p>	Commissioning Group

Commissioning Intention	RAG	Commentary	Service
Work with the police and other partners to improve Access to Justice for vulnerable adults	Green Amber	<p>One of the five priorities for the BSAB is to improve the access to justice for adults at risk, especially with regards to Disability Hate crime; and to ensure that adults at risk know how they can report a crime with confidence that the process will aim to gain the best outcome for the victim. The BSAB has been leading work to ensure that the procedures are followed to ensure that when a crime is reported the chance of a conviction is maximised, by delivering training to key roles and by working more closely with the Crown Prosecution Service (CPS).</p> <p>During 2015 the Barnet Safeguarding Adults Board (SAB) and Safer Communities Partnership Board reviewed the operation of Third Party reporting sites for reporting hate crime in Barnet. Two of the reports main findings were that:</p> <ul style="list-style-type: none"> • “[As is the case nationally, in Barnet] there is widespread under-reporting. The engagement activities revealed that disabled people experience crime and significant levels of Hate Crime incidents that need to be recorded.” • There were several shortcomings in the local Hate Crime reporting system. <p>On the 10th October a multi-agency Hate Crime Reporting event was held where the renewed process for reporting hate crime were launched. There are now 19 hate crime reporting sites. A programme of training was provided to front-line officers and investigators in the Community Safety Unit on correctly recording disability hate crime under a new investigative tool called ‘Disability Hate Crime MATTERS’</p>	Commissioning Group

Ref	Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From 2015/16)	Benchmarking
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Ref	Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From 2015/16)	Benchmarking	
Barnet asks service users whether they feel that its services make them feel more safe and secure through an annual survey which is benchmarked against other local authorities. Barnet services have performed strongly, exceeding the averages for London and for its comparator group by more than 10%.									
CPI	AC/S15 (ASCOF 4A)	Percentage of people who use services who say those services make them feel safe and secure	Bigger is Better	Apr 2016 - Mar 2017	80.1% (within confidence interval)	79.6% (G)	67.5%	Improving	CIPFA 67.8% London 65.9% (2015/16, ASCOF)

CARERS			
Commissioning Intention	RAG	Commentary	Service
Prioritise meeting the needs of carers, including young carers, through the support planning process, supporting carer's own physical and mental health needs to ensure carers feel able to continue to support an individual for as long as they can	Green	A new integrated Barnet Carers and Young Carers' Strategy was developed and launched. This includes a new carers' support offer, with a new integrated service contract for carers and young carers support services mobilised in 2016/17 and the development of a new team that supports carers of people with dementia. The council also became part of the national Employers for Carers scheme.	Adults and Communities
Strengthen the current carers' support offer through the use of assistive technology and intensive support for carers of people with dementia; a new specialist dementia support team will be operational for 2016/17	Green	A new provider has been commissioned to provide telecare services and there is now an expanded telecare offer in place for carers. A new service within Adults and Communities has also been developed working with adults with dementia and their carers to help improve their health and wellbeing, maximize their independence and help sustain carers in their caring role	Adults and Communities

Commissioning Intention	RAG	Commentary	Service
Work to ensure that early identification of carers occurs and support provided is targeted and tailored to meet individual's needs through better support planning and applying a whole family approach aiming to reduce the number of carer breakdowns	Green	Adults and Communities have delivered monthly training sessions to staff regarding identification of carers, carers' assessments, eligibility, support planning and support available for carers in the borough. The carers and young carers strategy and its associated action plan also continues to be delivered and the new carers' support offer has been launched, with a new integrated contract for carers and young carers support services mobilized. Adults and Communities have also developed and implemented a new service working with adults with dementia and their carers to help improve their health and wellbeing, maximize their independence and help sustain carers in their caring role.	Adults and Communities
Better support carers to balance work and caring commitments, working with employers to ensure they are aware of carers' employment rights and know how to support carers in their workforce to remain in employment	Green	<p>Under the new contract for integrated support for carers and young carers there is additional employment support for carers. The Provider is also undertaking engagement with local businesses to improve awareness of carers' employment rights.</p> <p>The council have also taken up an umbrella membership with the Employers for Carers Scheme-this means that all LBB employees and all SMEs within Barnet (organisations with under 250 staff working for them) can join the scheme. Benefits of the scheme include:</p> <ul style="list-style-type: none"> accessing member resources on the Employers for Carers website, including relevant legal information, practical case studies and template leaflets/workplace surveys invitations to Employers for Carers member events; connecting with other employers and benefitting from peer support 	Adults and Communities

Ref	Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From 2015/16)	Benchmarking
CPI AC/S29	Number of instances of information, advice and guidance provided to carers	Bigger is Better	Apr 2016 - Mar 2017	3000	3226 (G)	New for 2016/17	New for 2016/17	No benchmark available

SPORT AND PHYSICAL ACTIVITY

Commissioning Intention	RAG	Commentary	Service
<p>Empower communities to support a sustainable sport and physical activity pathway which encompasses a multi-agency approach facilitated through the 'Fit & Active Barnet' Partnership Board</p>	<p align="center">Green</p>	<p>The Council developed a Fit and Active Barnet strategy, which was approved by the Adults and Safeguarding Committee following consultation. The strategy was developed in partnership with local sports organisations. As well as focusing on sport, the strategy covers physical activity, including accessibility for all, with an aim to increase participation and promote wellbeing. A Fit and Active Partnership group has been established to deliver the strategy.</p> <p>In 2016/17 the council supported the establishment of a Barnet Disability Sports Network. This network raises awareness (maximising signposting and referrals), in addition to ensuring that sport and physical activity in Barnet is correct and inclusive.</p> <p>Barnet have recently featured in a pan London publication from promoting disabled sport and physical activity as a result of positive relationship building (please see below)</p> <p>https://www.inclusionlondon.org.uk/wp-content/uploads/2017/05/Into-Sport-Yes-We-Can_Resource.pdf</p>	<p align="center">Commissioning Group</p>
<p>Improve and enhance Barnet leisure facilities; developing schemes at Barnet Copthall Leisure Centre and in Victoria Recreation Ground</p>	<p align="center">Green Amber</p>	<p>Detailed design, public engagement and progress through the RIBA construction stages took place throughout 2016/7. Planning applications for leisure centres at Barnet Copthall and New Barnet were approved in early 2017. Construction is scheduled to begin later in 2017.</p>	<p align="center">Commissioning Group</p>

Commissioning Intention	RAG	Commentary	Service
<p>Promote a range of high quality, affordable and inclusive opportunities that raise awareness, highlighting the benefits of leading an active lifestyle; focusing on groups we know to be under-represented</p>	<p>Green</p>	<p>Leisure services Annual leisure centre attendances/ usage increased in 2016/17, at 1,164,316 (+1.68%) against the baseline of 1 million. This includes: ;</p> <ul style="list-style-type: none"> - 8.7% increase in older adults (45+) attendance - 11.3% increase in BME attendance - 5.9% increase in women and girls' attendance - 9.9% increase in disabled participation. <p>In terms of children and young people, junior sports courses achieved significant growth predominately in swimming and gymnastics resulting in a 16% increase in sports course members.</p> <p>We widened our leisure offer with the following:</p> <ul style="list-style-type: none"> - Addition of women's only swimming lessons to programme - Addition of men only swimming lessons to programme - Addition of family sessions at weekend to programme - Introduction of Dementia Swimming at Barnet Cophthall. <p>GLL obtained the Inclusive Fitness Initiative (IFI) accreditation at Burnt Oak Leisure Centre and Finchley Lido in 2016/17 following a successful audit. The accreditation at Burnt Oak Leisure centre increased the achievement level from provisional to registered status;</p> <p>Other opportunities:</p> <p>Sportivate is a £56 million Lottery funded London 2012 Legacy project that gives more young people the chance to discover a sport that they love. The programme gives 14-25 year-olds access to six-to-eight weeks of free or subsidised coaching in a range of sports. In 2016/17 there were approximately 10 Barnet projects that were delivered in order to attract and engage with young people.</p> <p>Our Parks were commissioned by the council in 2016/17 to deliver activities in specific park locations in Barnet (Oak Hill, Friary Park, and Barnet Playing Fields) for 16 weeks. The project delivered a throughput of 335 participants and has been sustained via additional external funding throughout 2017.</p>	<p>Commissioning Group</p>

Commissioning Intention	RAG	Commentary	Service
<p>Work in collaboration to achieve prevention and early intervention prohibiting the onset of/alleviate the onset of long term health conditions via our commissioned activity and integration of public health outcomes within a new leisure contract</p>	<p>Green</p>	<p>During 2016/17 Barnet leisure centres introduced 'Healthwise' which provides a GP referral pathway to 3 schemes including NHS Health Checks, Diabetes Care Group and GLL's own Physical Activity Referral Scheme. Referrals received into Healthwise increased to 334 Following successful completion of the Healthwise programme, users are offered a subsidised membership and continued support from the Healthwise team In 2016 the membership base grew from 23 to 97.</p> <p>The council's sports and physical activity team and Barnet Public Health Team worked with the Tottenham Hotspur Foundation to implement a Cancer exercise referral programme (ACE).</p> <p>The procurement of a new contract for leisure management was initiated in 2016/17. The delivery of public health outcomes is a key requirement of the new contract specification. The leisure management procurement has now completed the Outline Solution Stage (ISOS) inclusive of evaluations and moderation. The invitation to submit detailed solutions (ISDS) is currently in progress. Preferred bidder and contract award is anticipated by September 2017.</p>	<p>Commissioning Group</p>

Commissioning Intention	RAG	Commentary	Service
<p>Improve strategic alignment to ensure opportunities are concentrated in a range of settings to sustain future activity; via the workplace, community, leisure, education, travel and open environment</p>	<p>Green</p>	<p>The SHAPE programme is delivered by the London Borough of Barnet (LBB) and is a three year project (2014 – 2017) funded by Sport England and the council. Working to engage young people aged 14 – 19 years, the project aims to increase participation in sport and physical activity, inspiring young people to create an ‘active habit for life’ in the specific ward locations of Burnt Oak and Colindale. To date the project has currently engaged with over 9000 participants.</p> <p>In 2016/17, analysis and feedback from partners there was a demonstrated need for the delivery of the SHAPE programme in Dollis Valley, Stonegrove and Strawberry Vale to enhance physical activity levels and address wider issues such as crime and anti-social behaviour etc. Following confirmation from Sport England, the project has expanded to these additional areas, and the council is working with the Young Barnet Foundation on this. The programme is inclusive, with 55% engagement from BME communities and increasing female participation.</p> <p>Established as a pilot project in 2016, the aim of the Mayor’s Golden Kilometre (MGKM) is to assist young people to increase their physical activity levels and recognise how easy and fun being active can be. This is achieved by working with primary schools to encourage their pupils to walk, skip, jog or run a 1KM route around their school or a local open space on a daily basis. The project is coordinated via a multi-agency steering group including the council, Saracens Sport Foundation, Middlesex University and the Barnet Partnership for School Sport.</p> <p>Health assessments as part of the MGKM, undertaken by Middlesex University (two selected primary schools over a 6 week basis) demonstrated;</p> <ul style="list-style-type: none"> - 12 schools engaged to date with over 7000 participants (approx.) - A decrease in waist circumference by 1.1cm - Improved physical activity levels with the MGKM being completed 2.5 minutes quicker between the start and end of analysis - Three children went from being obese to overweight and one overweight child went from overweight to normal weight <p>There have also been reported improvements in concentration and behaviour among pupils, noted by head teachers.</p>	<p>Commissioning Group</p>

Commissioning Intention	RAG	Commentary	Service
Facilitate local, regional and national partnerships that advocate strategic investment in Barnet, that encourage people to lead a more active and healthy lifestyle	Green	<p>The council has been working closely with Sport England (SE) on the redevelopment of the two leisure centres and in 2016/7, received confirmation that £2M of SE capital investment had been earmarked by SE for these schemes, subject to submission of a final application in summer 2017.</p> <p>The council has also secured funding from Sport England for the SHAPE programme (above). The total value of this investment in 2016/17 was £101,000 – part of a three-year total investment of £303,000.</p> <p>In addition, the following additional funding was secured.</p> <ul style="list-style-type: none"> • Sportivate investment in Barnet - 10 programmes co-ordinated in 2016/17 with a value of over £15k • Chipping Barnet Area Committee grants- £19,980 for two separate projects; Our Parks and Better You. • Sponsorship investment into London Youth Games Inclusion Barnet were supported by the Council to apply for further funding from Sport England and received funding for continued delivery of the Include U project. • Similarly, the Council has supported London Sport to secure funding for Seated Netball funding in care homes. 	Commissioning Group

Ref	Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From 2015/16)	Benchmarking
SPI CG/S17	Percentage of people who take up leisure services – participation of over 45s	Bigger is Better	Apr 2016 - Mar 2017	20.4%	22.0% (G)	19.0%	Improving	No benchmark available
SPI CG/S28	Increasing participation in sport and physical activity	Bigger is Better	Apr 2016 - Mar 2017	37.9%	40.2% (G)	New for 2016/17	New for 2016/17	No benchmark available

Key:

Activities

RAG Rating	Description
Green	Action on track or met

Green Amber	Action delayed, Low Impact
Red Amber	Action delayed, Medium Impact
Red	Risk of Not Delivering Or High Impact

Indicators

Ref	RAG Rating	Percentage of Targeted Improvement Achieved	
CPI = Corporate Plan Indicator for 2016/17	Green	100% or more	Target is met or exceeded
SPI = Commissioning Plan Indicator for 2016/17	Green Amber	>80% <100%	Target not met, but 80% or more of targeted improvement achieved
	Red Amber	>65% <80%	Target not met, but 65-80% of targeted improvement achieved
	Red	<65%	Target not met, and less than 65% of targeted improvement achieved