



Information and advice: Adult Social Care web pages

1. What was the aim of the group?

The aim of the group was for residents to improve and change the Barnet website. To start this work we focused on web pages specifically for Carers.

- Barnet Council asked Orange Bus (an external company) to lead User Experience (UX) workshops. These workshops were to gather feedback from people who use social care services on their thoughts about the current website and what they would like to change.
- The project worked in a flexible way. We were able to gain feedback on what people wanted, build it and then test it in a very short amount of time. This method of working allows for quick changes and adaptations to easily reach the desired result of a website that works for users.

2. How many times did the group meet and how many members?

The group met 3 times:

- Thursday 17 November – Barnet Independent Living Centre session 1
- Thursday 1 December – Barnet Independent Living Centre session 2
- Thursday 23 February – Barnet Independent Living Centre session 3

Testing was also done in the wider community:

- Monday 21 November – Age UK coffee morning
- Thursday 24 November – Carers Centre coffee morning
- Tuesday 6 December – Mencap coffee morning

The first group had 5 attendees. Orange Bus asked residents what they expect from a website, what they want from a website and what a website should do.

The second group had 6 attendees. Orange Bus showed residents a prototype of the carers' pages, which had been created based on the comments from the previous workshop. The attendees were individually asked to complete two tasks. One of the tasks was *'Imagine you're a carer and you need a break. Where, on the website, would you go to look?'*

The third group had 6 attendees. Orange Bus showed residents the live carers' page. The attendees were given print outs of the pages to look at in closer detail. Although this was the final workshop, Orange Bus continued to ask the residents what they thought, what we could improve or what they thought has been missed.

3. What were the overall outcomes of the group and how will they feed into the service? What plans are there for sustainability?

New pages for carers have been co-produced with residents and council officers. The overall outcome showed an excellent example of co-produced work which has been appreciated by the people who took part in the workshops, Orange Bus and by the Council. Some of the feedback was:

'Today I feel that I have made an impact, I found the day really rewarding, it's great to see that you are interested in improving the service for the people that use it.'



'I can see alterations have been made as a result of us sharing our own past experiences and learned knowledge'

The long term plan is for the rest of the adult social care pages to follow the same format as the carers pages. We will continue to do user testing in this way to make sure we reach the best result.

The website will be a fantastic example of co-produced work and we would like to thank everyone who has contributed so far, together we are on the road to something great.



