



Your local account of Barnet adult social care services

2016/17

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Introduction from Cllr Sachin Rajput

The Barnet Local Account of adult social care services gives an update on the progress we have made against what we said we would do in 2016/17, and what we plan to do in 2017-2018 and beyond.

The Local Account provides you with information on:

- the adult social care services we offer
- statistical information on how these services have supported Barnet residents
- what our customers and carers think about their experiences of adult social care services
- our plans for 2017/18.

Adult social care services play an important role in improving the lives of Barnet's most vulnerable residents. We work with housing, education, health services and the voluntary sector to enable people to stay independent and live for longer in their own homes.

We provide information, advice and services for people who:

- have a physical or sensory impairment
- have a learning disability
- have mental health support needs
- are over 65 years old and are physically or mentally frail
- care for a friend or relative.

In 2016/17 the council implemented strengths-based social care, an approach which promotes resilience for service users and reduces the reliance on funded care. A strengths-based practice training programme was rolled out across the council's social care teams and the programme was shortlisted for the Creative and Innovative Social Work Practice award at the Social Worker of the Year Awards.

Care Spaces (local assessment hubs) 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 organisations. Over the next year the council will strive to build on this work to ensure we continue to deliver services that meet the needs of those who require them.

I hope you find this local account interesting and informative.

Councillor Sachin Rajput

Chairman, Adults and Safeguarding Committee

Barnet's vision for social care

We want Barnet to be an even better place to live where wellbeing and independence are promoted.

Adults and Communities, the Council's adult social care service, will help to deliver this by applying a strengths-based approach to social care. In doing so we aim to prevent, reduce or delay an adult's social care and health needs from either developing or escalating.

To deliver this, alongside partners, we will draw on our workforce - "competent, confident, creative, and caring". Supportive and visible leadership will provide a strong commitment to delivering our vision and consistent decision-making.

Tools, processes and investment in excellent learning and development will enable staff to be efficient and effective. Individuals and teams will be given greater autonomy to apply their professional judgment and develop better ways of working.

Alongside this, there will be clear standards and expectations of all staff and managers with everyone taking responsibility for high quality, effective practice and their own professional development, enabling staff to talk about opportunities and concerns.

Our Quality and Learning Framework will be used to measure these standards and to improve the outcomes for residents.

To do this, we will apply 10 principles, set out below:

- 1** We will support people to maintain their health, wellbeing and independence by providing easy access to accurate information, good advice, useful tools and preventative services.
- 2** We will share responsibility across the council, with residents, the voluntary community sector and providers to build strong and resilient communities.
- 3** We will ensure carers are valued and supported in their caring roles.
- 4** Where someone has emerging needs and contacts us, our response will be proportionate, either by resolving the issue, facilitating access to early support services or offering a further discussion.
- 5** Where urgent support is required, because someone is in crisis or at risk, we will respond quickly and proportionately to keep them safe whilst putting the individual at the centre.
- 6** In our interactions with people, we will apply a strengths-based approach meaning that practitioners will work with people to identify their preferred outcomes and the personal resources they have to achieve these outcomes.
- 7** We will be creative in how we meet an individual's care and support needs through how we commission, support plan and broker, leading to better outcomes at lower costs.
- 8** We will work towards greater integration with colleagues in health services.
- 9** We will ensure we use the resources we have in the most effective way possible to make the biggest difference.
- 10** We will have a positive thinking, creative and caring workforce that delivers our vision for local residents by drawing on the unique strengths of individuals in the workforce and work in a strengths-based way.



Barnet's strengths-based approach to adult social care

During 2016, adult social care services took a fresh new approach to focus on the strengths of residents, based on the principles of the Care Act.

Our strengths-based approach to social care encompasses: social work and occupational staff carrying out comprehensive holistic assessments, with services users and carers. Holistic assessments focus on the adults' life as a whole; including social factors such as their friends, family, employment, interests and hobbies.

Eligibility is only established on completion of this assessment, and importantly, regardless of the level of needs a person may have, these assessments lead to activity. This means our social care staff need to understand the persons' ambitions, strengths and deficits. They must have a clear understanding of the person's sense of wellbeing, their personal priorities as well as their immediate family and community networks, to assess their needs and explore all the areas of the person's life that impact on their wellbeing.

Taking this strengths-based approach leads to meaningful intervention that if required, enables people to put together their own bespoke care and support plans, alongside opening up community opportunities to many who had not considered it before.

Working in a strengths-based way benefits our residents by offering them more control over the way they live their lives, with increased resilience and independence, while building upon their connections with the local community.



Some of our strengths-based activities include:

- social work teams being encouraged to work more flexibly within the community to make the best use of local resources
- rolling out new Care Spaces 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 Care Space hubs (the Independent Living Centre and Anne Owens) co-located with local voluntary and community sector (VCS) organisations
- prevention, early intervention and signposting were provided by our Social Care Direct team and the council's partners in the voluntary and community sector. Further work will take place during 2017/18 to embed and enhance the strengths-based model.

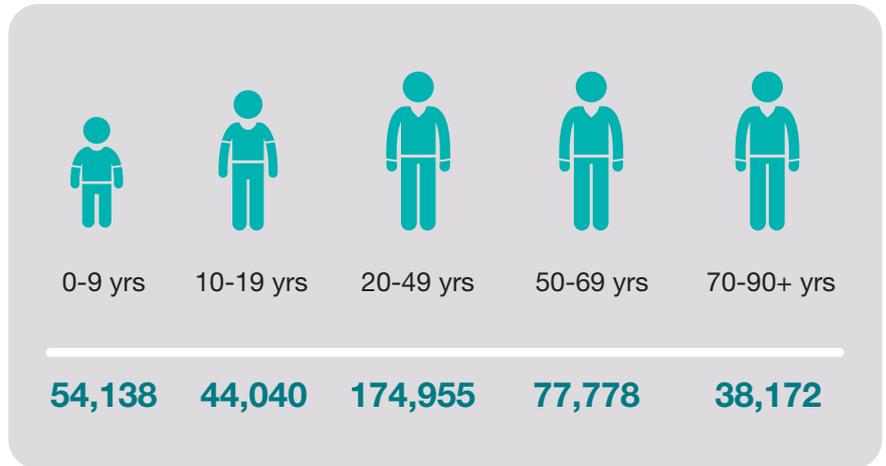
Case study

Brian lives with his wife and suffers from dementia. Brian was still able to carry out daily activities such as showering, but his ability to do this was declining and he was struggling to keep himself clean. This caused his wife to become stressed and she was struggling to cope. A traditional care package would have sent a carer to the home to bathe Brian. By taking a strengths-based approach the practitioner worked with the couple to understand Brian's hobbies and interests and helped them to identify an alternative way of showering before going swimming at the local pool. This gave Brian the opportunity to remain independent and active.

Overview of Barnet



Barnet population total



Adult social care in 2016/17

7,214 requests for support

634 

People received 'short term' enablement services to help them gain independence

3,880

People did not go on to receive a service

777 

People started to receive ongoing services

Nursing	30
Residential	37
Community based	710

1,160  

People received support through a direct payment

3,443 

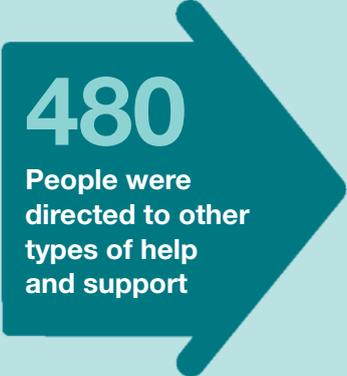
People received community based support

118 

Carers with a direct payment

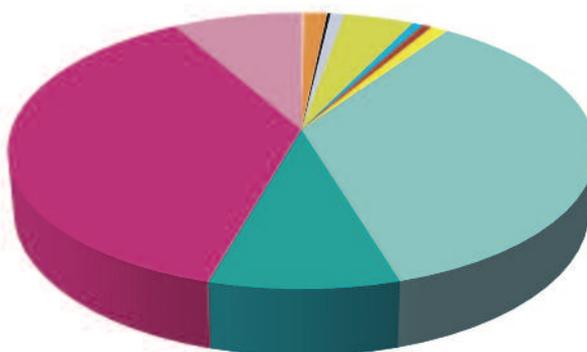
Proportion of people taking support through a direct payment

34% 

480 

People were directed to other types of help and support

What we spent in 2016/17



Service area	2016/17 budget	2016/17 final outturn
Adult Social Services and Health	783,354.00	167,029.37
Community well-being management and staffing	538,118.00	5,561.88
Performance and Improvement	1,412,822.00	1,336,181.33
Customer care	250,437.00	195,040.81
Customer finance	842,381.00	816,256.66
Care quality	4,439,161.00	4,103,252.45
Social care management and staffing	737,248.00	652,006.60
Prevention and well-being	562,097.00	534,025.78
Safeguarding	685,358.00	1,011,848.29
Learning disabilities	30,966,344.00	32,954,008.05
Mental health	6,922,377.00	8,371,705.18
Integrated care - OP & DP - Gov Grant (income)	5,370.00	5,466.19
Older people	32,279,681.00	34,421,348.76
Disabled people	6,382,865.00	7,585,734.53
Directorate Total	86,807,613.00	92,159,465.88

Ethnicity

	Barnet	London	England
White			
British	45.5%	44.9%	79.8%
Irish	2.4%	2.2%	1.0%
Traveller of Irish Heritage or Gypsy/Roma	0.0%	0.1%	0.1%
Any other white background	16.2%	12.6%	4.6%
Mixed			
White and Black Caribbean	0.9%	1.5%	0.8%
White and Black African	0.9%	0.8%	0.3%
White and Asian	1.7%	1.2%	0.6%
Any other mixed background	1.4%	1.5%	0.5%
Asian or Asian British			
Indian	7.8%	6.6%	2.6%
Pakistani	1.5%	2.7%	2.1%
Bangladeshi	0.6%	2.7%	0.8%
Chinese	2.3%	1.5%	0.8%
Any other Asian background	6.2%	4.9%	1.5%
Black or Black British			
Caribbean	1.3%	4.2%	1.1%
African	5.4%	7.0%	1.8%
Any other black background	1.0%	2.1%	0.5%
Any other ethnic group	4.9%	3.4%	1.0%

Satisfaction rates



Adults website satisfaction (GovMetric)



Adults phone satisfaction (GovMetric)



Compliments and complaints

	2014/15	2015/16	2016/17
Formal complaints received	106	94	96
Of these how many were upheld	30	29	28
Written compliments received	69	109	428



Key statistics in 2016/17

71% of people who responded, said they were satisfied with the way Barnet Council runs things.

46% rated social care services for adults as excellent or good.

*Residents' Perception Survey Autumn 2016

* GovMetric measures customer satisfaction and gathers informal customer feedback which can be used to inform service improvement and deliver customer excellence.

People with mental health needs

The mental health service supports adults aged 18 years and above who are experiencing a mental health issue. This includes an Approved Mental Health Professionals service.



Key achievements in 2016/17

The mental health team supports people in a person centred way, focusing on supporting people at the beginning of their mental health journey, and offering the right support at the right time.

.....
We have improved our partnership working with primary care by working closely with primary care link workers, the voluntary collaborative who are leading the Well Being Centre and the Clinical Commissioning Group.

.....
We continue to have a strong partnership with Barnet Enfield and Haringey Mental Health Trust and continue to work with individuals requiring support.

.....
We have implemented a new enablement pathway. This means more people with mental health issues receive support, focused on helping with their whole life, for example, getting a job and a home of their own.

.....
We have offered employment support to mental health service users through the Network service, including through a specialist employment service IPS, which supported 45 people into employment in 2016/17.

.....
The council has commissioned Future Path to deliver the MaPS programme, in partnership with Jobcentre Plus. The service is designed to help unemployed Barnet residents who are suffering from depression and/or anxiety. The Progression Coaches work with every client to identify their life barriers, put support mechanisms in place and focus on finding sustained employment.



Key statistics in 2016/17

15,623 referrals made to Barnet mental health services.

275 mental health admissions to hospital.

7.62% of adults with mental health needs in Barnet are in paid employment.

84.16% of adults with mental health needs in Barnet live independently.

“ I met a number of very interesting people on the two courses I attended, people from different walks of life who I would probably not usually come across.

The most significant aspect is that virtually everyone could relate to each other's issues, which shows people are not alone in their feelings and experiences.

The course presenters were all excellent showing patience and empathy to all participants. I enjoyed attending all the courses.

The 'personalised' approach of my Keyworker making sure that The Network service was tailored to suit my needs, was appreciated and demonstrated that the service does not adopt a 'one size fits all' approach.

I have in the past been rather sceptical about 'local authority' style services but The Network has proved to be quite the opposite of what I was expecting – it is innovative, approachable and staffed with excellent workers. ”

“ The biggest gift I have received from The Network and my Keyworker is my sense of self back, which is invaluable. Having been discharged from Edgware's Complex Care Team, being pregnant and waited over 2 years for treatment I felt at a complete loss before arriving at The Network. From my initial call with my Keyworker, I knew I was in exactly the right place and was hopeful that the service would be able to help me.

Having had therapy, group sessions, treatment, 9 years in recovery and sober from alcohol addiction. I had pretty much done it all, or so I thought. What my Keyworker was able to do, which no one else had at this point was to identify and even ask me, how I felt within myself. It was a loss of self-identity and self-purpose that was the real core of my struggles.

At her suggestion I attend the Wellness Recovery Action Plan (WRAP) group. It has given me practical tools and goals to utilise on my journey and new chapter. It was really my Keyworking sessions and suggestions that brought about the biggest change and my family and my partner said that made a real positive difference. ”



In 2017/18 we will:

- ✓ Embed the new model of strength-based mental health services with the aim of supporting people to remain well, get the right support and not become dependent on secondary mental health services.

- ✓ Increase the number of reviews carried out for service users and carers; this will mean we will know that people are getting the right support.

- ✓ Engage in the second year of the national Think Ahead programme - we will host 4 graduates through their fast track mental health social work training, providing placements within the service, supported by a consultant social worker to offer supervision and advice throughout their placement and then support their first year of qualifying.

- ✓ Improve the quality and availability of options for employment and accommodation – so that more people with mental health problems can get into work, remain in work and continue to live in the community.

- ✓ Review the Approved Mental Health Professionals service to ensure that we meet our statutory responsibilities in the most efficient way.

- ✓ Review the mental health social care pathway for older people to ensure we are offering the right support at the right time.

- ✓ Improve discharge arrangements from hospital to ensure people can return to their homes and be provided with the right support quickly.

Older people and people with physical disabilities

We support older people and people with physical disabilities through a safe, effective and strengths-based approach to assessments, support planning, urgent planning and responding to safeguarding concerns. Services offered include reablement provision, specialist sensory interventions, and a specialist early intervention dementia service. The service also develops prevention services to build on people's strengths to minimise the risk of needs escalating. This includes carers' support service development, and working with the voluntary and community sector.



Key statistics in 2016/17

According to the ONS, Barnet had around **54,750** older people living in the borough in 2016/17.

3,170 older adults received long term support with 279 of them receiving support for memory and cognition.

27 (8.7%) new service users aged 65+ were discharged from hospital and admitted into a residential/nursing care setting.

The integrated Locality Teams work in partnership with residents and carers to promote wellbeing and independence. The teams help those with care and support needs to live as independently as possible in the community.

We also work with our health colleagues within hospitals to carry out assessments, support planning and the provision of equipment and services. This keeps residents living independently in their own homes and avoiding hospital admission, or moving to residential and nursing care homes for as long as possible.

“ I am very happy with Barnet in general. They came up to the mark from the beginning to the end. I am surprised and happy by the care, love and planning that went into helping my mother. She is able to continue living independently in her own home for as long as this is possible. ”

Key achievements in 2016/17

In 2016/17 the council supported the establishment of a Barnet Disability Sports Network. This network raises awareness, increased signposting and referrals, in addition to ensuring that sport and physical activity in Barnet is accessible and inclusive.

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. The council worked with the Alzheimer's Society and the Salvation Army to develop a Barnet Dementia Hub, and continues to commission dementia advisors and dementia cafes across the borough.

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.

The council, with Barnet Homes, has commenced building works for a new dementia-friendly extra care scheme on Moreton Close. This will provide 53 self-contained one and two bedroom apartments with facilities that will enable adults with additional care needs to live independently when it opens in 2018. Wheelchair accessible housing has also been built.

The Personal Assistants service was implemented in early 2016/17. A personal assistant (PA) is someone who helps a person who needs care or help in their own home and supports them to become more independent. This can include helping with tasks such as cleaning, cooking and shopping or assisting with personal care such as bathing and dressing.

The Barnet Integrated Locality Team (BILT) has now been established across the borough, and it continues to work with patients who have the most frequent GP visits and highest incidence of long-term health conditions to get back on their feet sooner.

We worked with local businesses, the voluntary sector and residents to co-produce a full week of events to celebrate the contribution older people make to our communities as part of national Silver Sunday. We held 66 activities and events; 662 people attended and 92 of them have gone on to sign up to activities on an ongoing basis as a result.



In 2017/18 we will:

- ✓ Prevent, reduce or delay the need for care and support through effective provision of information, signposting, equipment, reablement, assessment and support planning.
- ✓ Implement a targeted reablement offer and promote this service across our partners and residents.
- ✓ Older people and physical disabilities will provide a service to approximately 5,000 people in 2017/18, of which approximately 2,500 will receive community-based services.
- ✓ Continue to work in partnership with health and the 3rd sector, using an integrated strengths-based approach.
- ✓ Building on the success of Ageing Well, develop local area co-ordination for adult social care across Barnet. This is a long-term, integrated approach to; supporting people with disabilities, mental health needs and older people and their families or carers before they fall into crisis.

People with learning disabilities

The learning disabilities service is an integrated multi-disciplinary specialist health and social care service that supports adults with learning disabilities to be as independent as possible. The team works to increase individual choice and control, improve health outcomes and support people to access mainstream services.



Key achievements in 2016/17

We have commissioned Mencap to provide employment support (the Working for You service). This service aims to support more people with learning disabilities to get into paid work.

.....
We have significantly reduced admissions to hospital, by preventing crisis. We are managing to keep people in their homes and stable with supportive care.

.....
We implemented the Shared Lives scheme, which sees participants receive respite, short and long term care from within a carer's home. This ensures people are able to have access to meaningful, personalised, affordable support that enables them to live life to the full with as much independence and choice as possible.

.....
We continue to work with our commissioned service providers to deliver high quality support services that focus on the sharing of home and family life alongside being an active member of the local community.

.....
Your Choice Barnet (YCB) increased its focus on promoting greater independence as part of its specialist social care service, to offer support for hundreds of people with a physical or learning disability. People supported also have visual and hearing impairments, autistic spectrum conditions and behaviours that may challenge services. Barnet's Transforming Care Partnership cohort (people with learning disabilities and autism who are being supported to move out of long term hospital settings) has been discharged to supported living or specialist residential services with no new admissions to hospital for this group.





“ My social worker was very supportive and would go that extra mile. She has excellent knowledge and spoke to me about what assistive technology I could have. She really made the effort of getting to know me every time we met. ”

In 2017/18 we will:

- ✓ Implement new employment, day opportunities and travel training services. Further roll-out new accommodation and support options to meet a range of needs.
- ✓ Use more assistive technology in accommodation services to support people to remain independent for as long as possible.
- ✓ Establish the role of GP liaison nurse to improve access to mainstream healthcare for our service users.
- ✓ Launch and establish the Learning Disability Mortality review programme (LeDeR – a National programme, jointly with NHS Barnet CCG and Royal Free NHS Trust) to ensure there is a structured approach to learning across the borough from deaths of people with learning disabilities.
- ✓ Recruit a specialist learning disability occupational therapist to help people increase their independence.
- ✓ Introduce use of appropriate hub based annual reviews, carers’ reviews and health care planning support sessions.
- ✓ Work with Your Choice Barnet to put in place new services that secure increased service user participation in the local community, increase employment rates, and offer a range of alternative accommodation options.

“ I work for Dimensions, a support service for people with autism, learning disabilities and complex needs. Any work I have done with Barnet Council has been wonderful, there are no faults. The social workers I have dealt with have been supportive, had good communication skills and excellent knowledge of all areas of care. ”



Key statistics in 2016/17

The Barnet Integrated Learning Disability Team provided care and support for **783** people and their carers.

71.6% of learning disability working age service users in stable accommodation.

10.9% of learning disability working age service users in employment.

Safeguarding adults

The safeguarding service provides support, advice, learning and development, quality assurance and performance monitoring across the workforce.

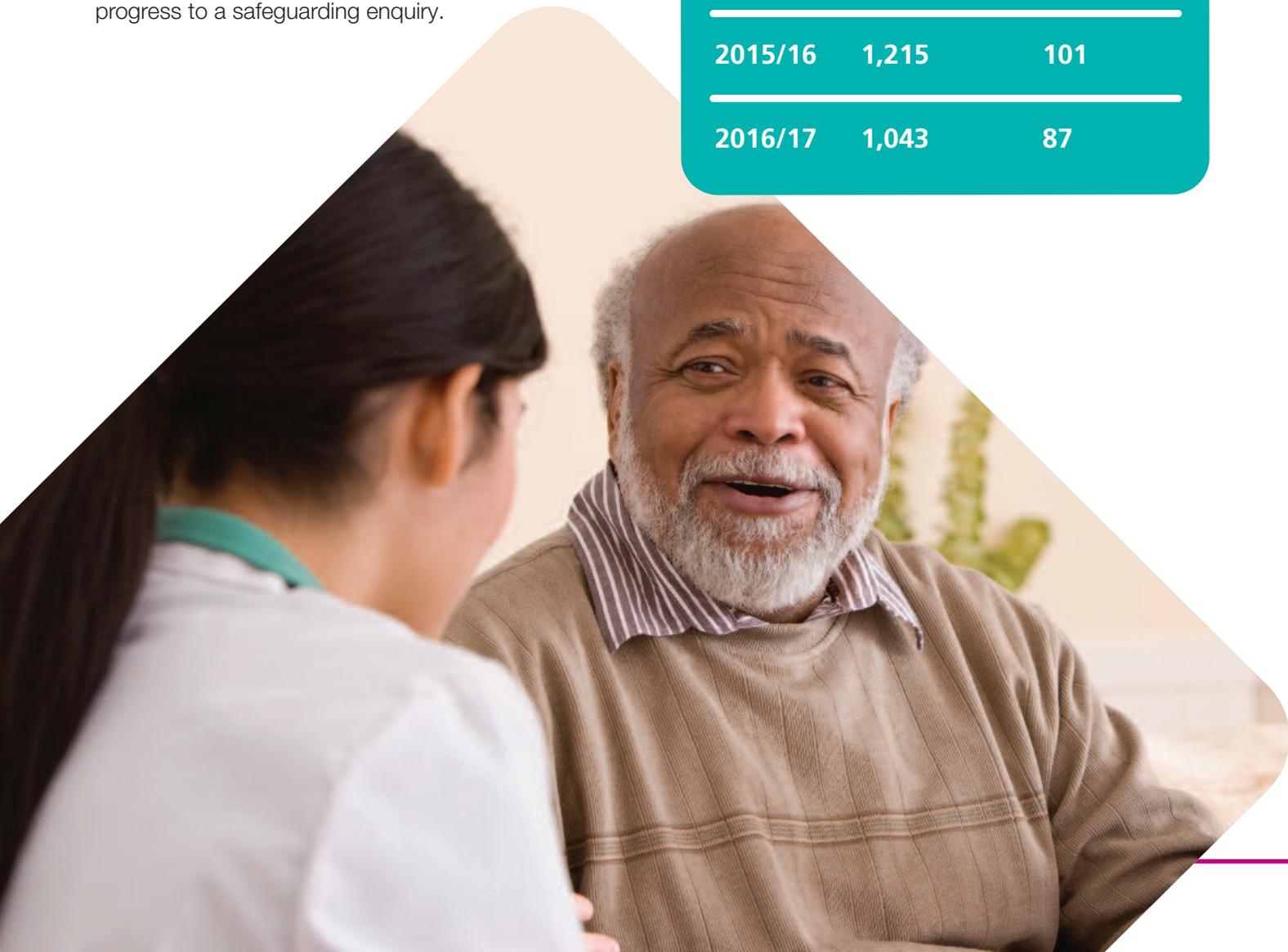
The team provides provide policy and practice expertise to the statutory Safeguarding Adults Board. As well as providing the deprivation of liberty safeguards service and advice on the application of the Mental Capacity Act.

Not all concerns turn out to be abusive situations. They can indicate a need for increased support or other help. Where it is believed abuse has taken place concerns are referred for further enquiry. This year has seen a reduction in enquires, as we have worked with partners to improve the number of appropriate referrals; ensured that people who need other help receive that help; and worked with staff to apply thresholds for intervention including the adults wish to progress to a safeguarding enquiry.



Key statistics in 2016/17

Year	No. of concerns	Average per month
2015/16	1,215	101
2016/17	1,043	87





Key achievements in 2016/17

We have implemented the new London Multi-Agency Safeguarding Adults Policy and Procedures along with all our partners on the Barnet Safeguarding Adults Board. As a result our response to adults at risk is more person centred and focuses on the outcomes the adult wants to achieve.

We have revised our safeguarding training strategy to ensure all our staff receive the training they need to implement these new procedures.

We delivered a number of learning events to over 150 staff following a domestic homicide review.

We have revised our quality assurance framework, which includes internal and external audit of our casework.

A decision guide, the Barnet Safeguarding Adults and Pressure Ulcer Protocol tool (PUP), was developed and implemented to support appropriate responses to pressure ulcer care and where needed, referred onto the local authority as a safeguarding concern. This tool has significantly decreased the number of inappropriate referrals.

A risk panel has been established to support a multi-agency response to situations where people are at risk of self-neglect and hoarding. The panel includes agencies from health, social care, mental health, the fire service, community safety, Barnet Homes and environmental health.

We have continued to support the Barnet Safeguarding Adults Service User Forum to ensure adults provide both support and challenge in our safeguarding work. In collaboration with the Forum we have updated the "Say no to abuse" accessible booklet for members of the public.



In 2017/18 we will:

- ✓ Provide advice and expertise on all safeguarding practice issues, Mental Capacity Act implementation, and Deprivation of Liberty Safeguards to all staff within the department, multi-agency partners, and the voluntary sector.

- ✓ Review and update all safeguarding information (including web information) for members of the public and staff to raise awareness of the various kinds of abuse adults may face, how to report abuse and what happens after it has been reported.

- ✓ Ensure adults are safeguarded through improved multi-agency working with the police and other partners in health.

- ✓ Plan for the implementation of an Adult Multi Agency Safeguarding Hub (MASH). Research has shown that introducing an Adult MASH has a number of benefits in Safeguarding Adults. These are:
 - More accurate assessment of risk and need
 - More thorough and driven management of cases
 - Better understanding between professions
 - Greater efficiencies in processes and resources.

Support for carers

In Barnet there are over 32,000 residents¹ supporting their families and friends with health and social care needs to remain independent and in their own homes.

We recognise the valuable contribution that carers make to our health and social care system. We will continue to work with carers in Barnet to ensure they have access to the right information, advice and support to be able to look after their own health and wellbeing and to sustain them in their caring role.

Our Carers and Young Carers Strategy 2015-20² sets out how we will achieve our vision that carers and young carers are supported and valued by our communities.

¹ According to 2011 Census

² Visit www.barnet.gov.uk/ascpublications to read the Carers and Young Carers Strategy



Key statistics in 2016/17

We provided **3,226** instances of information, advice and guidance to Barnet carers.

468 Barnet carers were given a carers assessment.

118 carers have been set up with a direct payment.



“ My mum’s social worker enabled me to have a short break, I haven’t had one in 3 years. She was very helpful and explained something to me that I never knew existed, that really changed our lives. She understood that I love my mother but I also needed time for me. She didn’t see me as being selfish, which I really appreciated. ”



Key achievements in 2016/17

We have commissioned a new integrated support service for carers and young carers. This includes; employment support for carers, carrying out statutory carers assessments, hospital outreach support services, improved digital offer, administration of the carers emergency card scheme, mentoring, health and wellbeing sessions, as well as providing training for carers on diagnosis and illness of the person they care for.

We have delivered monthly training to Adults and Communities staff regarding carers' assessments, eligibility, support planning and support available for carers in the borough.

We have developed and implemented a new specialist dementia service. This service works 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. The support includes assessments and support planning but also training for carers and activities for people with dementia. It involves close work with community and voluntary sector organisations and other specialist public sector teams. Couples in the first group to use the service gave positive feedback with 100% of carers using the service reporting that they felt that they are now better supported to maintain their own health and wellbeing.

We have commissioned an umbrella membership with the Employers for Carers Scheme, which aims to help carers stay in work. Our membership means that all Barnet Council employees and all Barnet small and medium business (organisations with fewer than 250 staff) can join the scheme. Benefits of the scheme include; accessing member resources on the Employers for Carers website, including relevant legal information, practical case studies and template leaflets and more.

We have worked with partners in our community to develop our carers support offer. This will help embed carer friendly communities and ensure more support and activities are available for carers such as developing dementia friendly swimming sessions.

We have updated and improved our carers web pages to provide improved information and advice to carers about support available to help them to maintain their own health and wellbeing and continue in their caring role.

In 2017/18 we will:

- ✓ Work to reach more carers to make sure they receive the support they want to maintain their own health and wellbeing.
- ✓ Continue to work with our staff to increase the number of carers assessments carried out.
- ✓ Carry out extensive engagement to promote support for the service and identify carers and young carer stakeholders.
- ✓ Continue to deliver our Carers and Young Carers Strategy.
- ✓ Further develop and expand the carers support offer in Barnet to ensure we have a wide range of support available to meet the diverse needs of carers in the borough.
- ✓ Continue to promote the Employers for Carers Scheme with small and medium sized businesses in Barnet.
- ✓ Continue to deliver regular training to staff within Adults and Communities and Family Services, regarding identification of carers and young carers, support available and applying a whole family approach to support offered.

Working with you and keeping you informed

Working with you and understanding your views is very important to us. We need your experience, skills and knowledge to help us shape and improve adult social care and health services for everyone who receives them or supports those who use them. We have an established People Bank (database of residents who have signed up to work with us) who get involved to shape and improve our services.

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

This includes:

- **Involvement Board** - made up of resident representatives from different client groups such as learning disabilities, physical disabilities and carers. The board meets with senior managers from the council and Clinical Commissioning Group to make sure changes to improve the service are taking place.
- **Working Groups** - groups of residents who meet throughout the year to focus on key areas of adult social care to make recommendations and improvements.
- **Annual Engagement Summit** - an event with residents to celebrate the work of the past year and choose the most important areas for the next year. The event takes place every summer.

Other opportunities to be involved include; commissioning new services or giving feedback on other areas of council work.





Key achievements in 2016/17

We changed the way we work with residents to ensure we have a more focused and efficient approach to co-producing service changes and to keeping residents informed. This includes holding an annual summit to decide key priorities for the year and working through these areas in groups to make real changes. 5 working groups took place in 2016/17, including updating the carers' web pages and service design for the Care Space hubs.

Working group

Main achievements

Direct Payments

- Reviewed forms and policy
- Reviewed a new user factsheet
- Direct payments team email address re-started to make it easier to contact the team
- Plans for improved communication with users e.g. newsletter

Care Space (assessment hubs)

- Group chose the name, tagline and branding for the hubs
- Recommendations taken up about locations of hubs
- Recommendations taken up about what information should be available and how other community groups should be included
- Recommendations taken up about how to promote the hubs

Guide to Good Engagement

- This group wrote a guide to good engagement for people with different disabilities. The guide is now in use for all engagement activities in Adults and Communities and has been shared with other departments and organisations

Information and Advice - web pages

- This group worked closely with web designers to build the new carers web pages/www.barnet.gov.uk/carers
- The approach has been very successful and we continue to work with residents on other website pages

Dementia information

- The group worked on an action plan to improve information about dementia
- They found that there is lots of information available, but people don't always know where to find it
- Highlighted the need to provide information early, prior to diagnosis.

Residents also got involved with:

- Consultations on proposed changes to Barnet's Fairer Contributions Policy for Adult Social Care and a review of prevention and early support services for adults
- Recruitment of the new Engagement Lead, new Social Workers and Team Managers
- Barnet Safeguarding Adults Board user group
- The Network service user forum
- Giving feedback over the phone about social work assessments
- Designing the new engagement structure
- Being part of choosing the new provider organisation for carers.

“ 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 felt my contributions were valuable. ”

In 2017/18 we will:

- ✓ Complete the working groups on priorities chosen at the 2016 Annual Engagement Summit and report on outcomes.
- ✓ Run an Annual Engagement Summit in July 2017.
- ✓ Work with residents to choose new topics for working groups.
- ✓ Expand the numbers and diversity of people getting involved.
- ✓ Develop new, creative ways of engaging with people.







Your Conversation • Your Life

Find out about care and support available to help you stay independent, healthy and well. Together, you will come up with a plan to maintain your

Care Space drop-ins offer

- information and advice on support services available in your local community
- a range of activities to support you to maintain your health, wellbeing and independence

For dates and times visit www.barnet.gov.uk/carespace

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