

## London Borough of Barnet

### Our Plan for Adult Social Care 2024 – 2029

*“We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us. That’s the social care future we seek” Social Care Futures*

*“Thank you so very, very much for putting your heart and soul into my care and case. You really showed me how you cared...which means so much to me.”  
Barnet resident*

*“You gave me more than one thing, options, what was best for me, you listened, I felt listened to.” Barnet resident*

Adult social care makes an invaluable difference to people’s lives. At its best, care and support means that people can live a ‘gloriously ordinary life’.<sup>1</sup>

This plan includes real stories about care and support in Barnet. The plan shows the difference that adult social care makes, as well as the local and national challenges.

To write this plan, we spoke to many people across Barnet. We spoke to people who draw on care and support, families and carers, care staff, and experts. We engaged with over 300 people through surveys, focus groups and community visits. We also brought in what we have heard from people's feedback over recent years.

Our Plan for Barnet (2023-26) is the Council’s plan for the borough. It sets out the ambition for Barnet to be a borough that cares for people, places and the planet, through listening to and working with residents and communities. Adult social care is a very important part of this. We support thousands of people a year, help people impacted by age, disability or mental health challenges live an independent life, get back on their feet after a hospital stay, and keep safe. Adult social care is worth around £300m to Barnet's economy, with around 10,000 people working in the sector.

At the same time, we know that times are tough. There is less money for councils, including adult social care, with needs for care and support increasing. The Local Government Association found that councils in England face a funding gap of £4 billion over the next two years. They also show that by 2024/25 cost and demand pressures will have added £15 billion (almost 29 per cent) to the cost of delivering council services since 2021/22. There are pressures on finances for individuals, care providers and public services. We know that our communities face inequalities in accessing and experience of services.

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<sup>1</sup> [House of Lords Adult Social Care Committee – Report 22/23](#)

The plan shows how we will focus our efforts to have the biggest impact we can, within this challenging environment. We set out the priorities we have developed with people, plans for the next few years, and how we will make a difference.

Thank you to all involved.

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## 1. About Barnet

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- Almost 400,000 people live in Barnet.
- The population increased by 9.2% between 2011 and 2021.
- 56,500 people are over 65 - 1 in 7 of the total population.
- One in ten residents are aged 75+ years – and this is the fastest growing age group.
- Older adults (65+) make up 14% of the population in Barnet and numbers have increased by 18% over ten years.
- The numbers of people aged 70-74 years has increased by 40%.
- One in ten older residents live alone.
- We have approx. 85 registered domiciliary care providers and 80 registered providers that offer bed-based care and support.
- It is estimated that 4300 people in Barnet are living with dementia, the second highest in London.<sup>2</sup>
- We supported 1,025 adults with a learning disability in 2022/23 an increase of 7.3% from 2019/20<sup>3</sup>
- There are an estimated 40,000 carers, including 3.6% of Barnet's population who provide 20 or more hours of unpaid care.
- Over 90 languages spoken.
- 98% of schools rated 'good' or 'outstanding'.
- 88% of residents say their local area is a place where people from different backgrounds get on well together.
- 28% of the borough is covered with 200 parks and green spaces.
- There are 1075 charities based in Barnet.

This plan fits in with other strategies and plans that shape the work we do in Barnet. Some of these are shown below and you can find out more by clicking on the links.

- [Our Plan for Barnet: Caring for people, our places and the planet \(2023-26\)](#)
- Barnet Council Prevention Strategy
- [Barnet Joint Health and Wellbeing Strategy 2021-2025](#)
- [Together: Barnet Community Participation Strategy](#) (published 2022)

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<sup>2</sup> Data taken from LG Inform. The estimate is based on the characteristics of the population and the age and sex specific prevalence rates from the Cognitive Function and Ageing Study II

<sup>3</sup> Data taken from the ASC-FR. It captures people with a primary support reason recorded as LD for those aged 18-64 and also those aged 65+ throughout the year and is available from 2019-20 onwards

- [Engagement and Co-Production Strategy and Charter for Adult Social Care](#) (published 2022)
- [Barnet Joint Strategic Needs Assessment](#)
- [Barnet Market Position Statement \(2024\)](#)
- [Barnet Dementia strategy \(2023-28\)](#)
- [Barnet Carers and young carers strategy \(2023-28\)](#)
- Currently being finalised: Barnet Housing Strategy (2023-28)
- Currently being finalised: Equalities Strategy
- Quality Assurance Framework for Adult Social Care
- Resident Experience and Digital Strategy

## a. What is adult social care?

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We know that people haven't always heard of 'adult social care' and may use different words or phrases to describe this kind of support.

When we asked Barnet residents what adult social care means to them, people said:

- *"My care and support"*
- *"Looking after all adults who need help because of physical or mental [health challenges]. Helping them be as independent as possible. Helping their families, friends and carers"*
- *"Provision to help disabled people live better lives with support and understanding."*
- *"Taking a holistic view"*

Barnet council adult social care *provides information, advice and support for people who:*

- *want to stay well and independent*
- *are living with a disability, physical or sensory impairment*
- *have a learning disability*
- *have mental health support needs*
- *care for a friend or relative*
- *need support to gain employment*
- *are vulnerable and need support to stay safe*

*To do this we talk to you about your strengths, your community and what you want to achieve. We work with you to put in place changes that will support you to live the life you want to lead. This might be finding groups and opportunities in your neighbourhood, getting technology or equipment that helps you stay safe and independent, accessing short or long-term care at home, or finding a different type of accommodation (like sheltered housing or a care home) that works for you.*

*We have different specialist teams who work with different groups of people, such as older people, people with a learning disability, physical or sensory impairment, or mental health challenge.*

*Our work is guided by some key laws, including the Care Act 2014, the Mental Capacity Act 2005 and more.*

## b. The four pillars of adult social care in Barnet

Prevention	Co-production	Choice and control	Equality
<p>☑ Our priority is to enable people to stay independent, well and in control of their lives by preventing, reducing and delaying social care needs.</p> <p>☑ We work with people, partners and the local community to provide a range of services and easy access to information, to help prevent care needs developing.</p> <p>☑ Our services help residents to enjoy Barnet, stay well, achieve their best potential and retain their skills, independence and confidence.</p>	<ul style="list-style-type: none"><li>• Continual engagement and co-production with people who draw on care and support, carers and residents is at the heart of what we do.</li></ul> <p>☑ We aim to make all engagement and coproduction accessible, empowering and representative of our diverse communities.</p> <p>☑ We will gain insight and further develop connections with our residents and partners to make sure our services are best serving the needs of residents.</p>	<p>☑ Our services and approach to care are designed to support people to live a life of their choice. Our staff use a strengths-based approach, working with residents to understand their goals, what gives them purpose and how they wish to live their lives.</p> <p>☑ The person and their support network are central to the approach we take, and we will be ambitious but realistic about what we can achieve together.</p> <p>☑ We work with people and partners to develop and support a diverse and high quality care sector in Barnet, so that people have the greatest choice possible</p> <p>☑ We also support people to make informed decisions about their care through having a strong information, advice, and advocacy offer.</p>	<p>☑ We recognise the importance of tackling inequalities in adult social care, and our staff put equality at the heart of what we do.</p> <p>☑ We listen to residents, providers and staff to help understand how we can tackle inequalities and provide equality of care in a way that is ambitious, realistic and person-centred.</p> <p>☑ We will make sure residents have equal access to our support services as well as our information, advice and advocacy services.</p>

### **c. What do people say about adult social care in Barnet?**

We talk to hundreds of people every year about their experiences of adult social care. This helps us find out what is working well and what could be improved, which we then put into action wherever possible.

You will find more feedback and data in each section of this plan, as well as people's stories.

For this plan we asked people the following questions. We were given hundreds of responses, and have included a selection of them below, but all of the feedback alongside other surveys and people's experiences, has been used to shape the plan.

#### ***In your experience, what is working well at the moment when it comes to adult social care in Barnet?***

People talked about our staff and receiving personalised support:

- "Sympathetic and empathetic help from Barnet Adult Social Care department to my husband with advanced dementia and me, his carer"
- "I liked the way Barnet sent someone to view my flat to see what I needed to make my life easier and within a few days of meeting, physical aids were installed".
- "Social workers are supportive and understand an individual's support needs".
- "Skilled social workers and home carers - who are also caring and provide holistic care".

They also praised the approach to collaboration and involving residents in any changes:

- "It is with great pride that we have the Involvement Board who are doing their best to improve and make things better for everyone".
- "There is a massive attempt towards collaboration which is great".
- "Willingness to listen, communicate and see improvements / change".

Other positive comments related to specific services:

- "Being able to get out and go somewhere friendly to chat with people and do some enjoyable activities (wellbeing services)"
- "I feel most of the services work- they are just stretched".
- "Having access to activities through voluntary groups".

***In your view, what could make things better when it comes to adult social care in Barnet?***

People gave some comments around the experience of communication:

- “Having phone calls promptly directed to the correct department”.
- “One computer system, accessible by all NHS staff; GPs, hospitals, psychiatric staff etc. The worst thing is having to repeat one’s ‘story’ again and again”.
- “Better communication with autistic people”
- “Help in other languages”.

Some people talked about what would improve adult social care as a whole:

- “More staff and better training”
- “Ensuring that everyone has equal access to care”.
- “More staff who know about what actually can be done / is available. Speedier answers to problems”
- “Meeting everyone at their level of need, and being realistic about what works”.



## 2. Five priorities for adult social care

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This section introduces our five priorities for adult social care in Barnet, which build on our four pillars of prevention, co-production, choice & control, and equality. These priorities have been written based on co-production with residents and staff, data and information, and wider trends in adult social care. The five priorities are:

1. We will support people to live well and be part of communities.
2. We will be ambitious about what people can achieve and get the right support for each individual.
3. We will work with people to shape and develop care and support.
4. We will work towards more equal access and more inclusive services.
5. We will be realistic in how we use resources, keeping up with changes and ways of working, and being creative with finding solutions.

### 1. We will support people to live well and be part of communities.

This priority is all about supporting people to keep up the things that help them stay happy, well, and connected to their communities. This is also called 'prevention'.

*Prevention is about the care and support system actively promoting **independence and wellbeing**. This means enabling individuals to help **themselves, intervening early to support** individuals, helping people to retain their skills and confidence, make sustainable choices and preventing need or delaying deterioration wherever possible. To meet our duties under the Care Act 2014 we provide a **range of services and facilities and access to the advocacy, information and advice** residents need to make informed decisions about how to meet their care and or support needs.*

*In Barnet our vision as a council is to **embed prevention, as a golden thread, in all that we do**. A council-wide **prevention framework** has been developed to help us achieve this and to assist services, staff and partners to deliver support to enable our **residents to enjoy Barnet, stay well and achieve their best potential**.*

#### What we know from our data:

- We commission a range of information, advice and community prevention services and are fortunate to have a thriving voluntary and community services sector in Barnet. Over 38,500 residents **accessed these** services between April and September 2022
- Between April 2022 and March 2023, 368 people got support from the Prevention and Wellbeing team, with 340 of those achieving their objectives. The team also set up **17 new community initiatives** that will continue to support people in our neighbourhoods and hold community drop-ins in around 15 locations every three months.
- We have an enablement service which supports people when they are **coming out of hospital to build skills and confidence so they are able to stay independent in the community**. In 2022/23 there were 2,446 episodes of enablement. After the service (which lasts up to 6 weeks) 76% of people did not need long term support or got support at a lower level than before.
- Over 4000 people are registered as a carer with Barnet Carers Centre, which provides information, advice and support for carers across Barnet. In the first half of 23/24, Barnet Carers Centre completed 230 adult carers assessments.
- We are supporting **more people with care at home** – overall the number of homecare hours has gone up, as well as individuals generally receiving more homecare per person, over the past 3 years.
- We are good at supporting **people's independence**, performing well when it comes to people with a learning disability being in employment, and living independently or with family.

#### What we know from people's experiences:

- We know from the national DHSC annual survey<sup>4</sup> that many people who use adult social care in Barnet **do not have as much contact as they would like**. Only 33% of people aged 65+ had as much social contact as they want, compared to 42% of people aged 18-64. We know that this is to do with lots of factors across Barnet and London.
- From the same survey we know that 38% of people have never tried to find information or advice on care and support services. Taking only those that did try to find information or advice, **63% found it fairly or very easy to find**. Younger adults found it slightly easier to find information and advice compared to those aged 65+.
- In a small survey of 40 people, 61% of people said their **mental or emotional wellbeing has improved** since accessing wellbeing services in Barnet. One person said "I really enjoy the activities...they have been really welcoming. I'm so glad I found out about the activities as it's so nice to be part of such a wellbeing focused community. I make sure to go every week and it's really positive".

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<sup>4</sup> DHSC annual survey was sent to 1358 individuals. 360 out of the 1,358 questionnaires were responded to. This is 6.5% of the total number of individuals who received care and support.

- 89% of people surveyed who recently used adult social care agreed with the statement: 'The plan I developed with my social care practitioner **helps me live the life I want** and do things that are important to me.'

Jamal's story:

'I am an apprentice and work locally. I was referred to specialist employment advisors who helped me into my current role. I have a learning disability and I am a care leaver. I enjoyed volunteering in the local community when I was a teenager and in supported living. The advisors I spoke to and who helped me into work were considerate and took the time to get to know me. I feel lucky to have worked with them. I would like more enterprise-related events and opportunities to be available for young adults in the local area'.

## **2. We will be ambitious about what people can achieve and get the right support for each individual.**

This priority is all about working with each person, and those around them, to make life better.

This might be about staying safe (safeguarding), completing daily tasks, living independently, or getting involved in activities, volunteering or work.

There is no set 'journey' for people accessing adult social care – instead we will work with each individual to look at what is important to them and be ambitious about how that can be achieved.

What we know from our data:

- We support **many thousands** of people each year – around 5,000 for long term support. Around 2,000 people are aged between 18-65, and over 3,000 are 65+.
- We also provide **short term support** for another 2,000 people per year, with most people going on to recover their independence. In 2022/23, 88.3% of people were still at home 91 days after discharge from hospital into reablement/rehabilitation services. This is better than national and regional averages.
- Most people we support live in their own home, with a smaller proportion supported in care or nursing homes. 85% of people with a learning disability supported by the council live in their own home or with their family, which is the top 25% nationally.
- Similarly, permanent admissions of older adults aged 65 and over to care homes are low in Barnet, with 382 individuals long-term support needs met by admission to residential and nursing care homes, per 100,000 population. Again, this is in the top quartile of performance nationally.

- We are supporting more people with long term support each year, and we know that people's needs are getting more complex. We also support many people with **keeping safe** (safeguarding concerns). From April 2022 to March 2023 almost 1,400 people were involved in safeguarding concerns.

What we know from people's experiences:

- Overall, **88%** of people in the Department of Health and Social Care's annual national survey were (extremely, very and quite) **satisfied with their care and support** services.
- 88% of people in the same survey said that the services they receive help them feel **safe and secure**.
- These findings are similar to what we hear when we engage with residents, including speaking to people about this plan. We heard a lot of positive feedback about experiences with staff and care and support services. We heard challenges around communication and ensuring information was clear to those receiving it.

**Louisa's story:**

*'When I lost my sight, I was assigned a support worker from Barnet adult social care. Losing my sight so suddenly was the most traumatic thing that happened to me. My whole world felt like it ended – I didn't know what was happening, if I was going to be okay or even how to get out of bed. I have never felt so scared in my life'. Louisa was supported from her hospital stay onwards by a practitioner who had a similar lived experience: 'When I was discharged, they came to visit me at home. They brought all these things to help me; even little things that helped me make a cup of tea, or to help me see better by changing the lamp bulbs. I remember the first time I went back outside was with them. They brought me a mobility cane and explained how I needed to use it to get out and about. We then went around my block, and it was the first time I thought I would be okay.'*

**3. We will work with people to shape and develop care and support.**

In Barnet, we know that individuals and communities are the experts in their own experience. Only by working together can we make sure that adult social care services are excellent for everyone.

This priority is about making sure that people are involved in all areas of adult social care, from shaping their own care and support, helping us to understand and improve services, recruiting our staff, to designing new services and making changes to adult social care.

We recently developed a whole strategy just focusing on this area, which is often called engagement and co-production. Over 300 people were directly involved in co-producing this strategy. Our Voluntary and Community sector partners helped us to ensure that resident groups who the council finds harder to engage with were also part of developing the strategy, such as people with learning disabilities and those from under-represented faith and cultural groups. The Engagement and Co-Production strategy for adult social care can be found [online](#).

What we know from our data:

- In 2022/23, we **engaged with over 800 people** as part of our engagement and co-production work in adult social care.
- 300 carers co-produced the carers and young carers strategy. Barnet Carers Centre lead the carers partnership board, which includes carers with lived experience, to oversee the delivery of the strategy and action plan.
- 140 people, both those living with dementia and their carers, co-produced Barnet's dementia strategy.
- Our **People's Voice community** has over 236 residents with lived experience of adult social care who are invited to get involved, and is growing every month.
- The Involvement Board and People's Voice members have engaged in projects to review services and shape improvements, including for wheelchair services, reablement services and wellbeing services. Residents have also helped to design assessment forms, feedback forms, and the language we use in social care. They are involved in recruitment and training of staff, developing resources and delivering briefings on a wide range of experiences including autism and being a carer.

What we know from people's experiences:

- From our surveys of people who had a recent experience of an adult social care assessment, 96% agreed with the statement 'I was part of planning my care and support in a way that makes sense to me.'
- We get lots of positive feedback as part of our engagement meetings and events, for example:
  - "Being part of the [Involvement] Board has boosted my confidence. I'm now involved in other communities and speaking up." [Involvement Board member]
  - "Really heartening to see co-production done in a sincere way, with residents feedback given equal standing with that of the professionals" [Feedback from the 'language of social care' event]

Engagement in Barnet

*In 2022 we developed a new Engagement and Co-Production strategy for adult social care. We involved over 300 people through surveys, focus groups, and going out into the community. This was all overseen by a steering group made up of residents, staff, voluntary sector and other organisations like the NHS.*

*This was a great experience in breaking down the barriers and working on a project together as equals from the start, with positive feedback from both staff and residents:*

*“I'm relishing this opportunity to be involved in the steering group...I'm thankful to be able to input my thoughts and feelings into that whole process. All in all, I'm grateful for the opportunity to 'give back' for all that I've received”. Resident member of the steering group.*

*“Having started a role in the engagement team during the development of the strategy and joining the steering group where I could see residents, officers and managers all working together as equals in a setting where constructive challenge was welcome, made me sure that this was a good place to work and that we have the appetite and environment for true co-production” Staff member of steering group.*

The strategy has three priorities which are:

- *We will hear from more people about their experiences and use this to make a positive change.*
- *We will build our People's Voice community to provide more opportunities to be part of adult social care.*
- *We will move beyond feedback to participation in adult social care and ensure that people have a voice across a wider range of services.*

### Interested in getting involved?

Join People's Voice and you will get:

- opportunities to have your say in the way that works for you.
- to take part in focus groups, surveys, interviews or in other ways to help make a change on topics that are most important to you.
- an opportunity to represent the community on our Involvement Board.
- access to our newsletters, which are co-produced by a group of People's Voice members.

**Who can join:** Anyone with experience of adult social care can join People's Voice. This includes carers.

**We can support you to take part:** Whatever your requirements, we will support you to take part where we can. For example, we have meetings in accessible venues and can provide British Sign Language, large print or Easy Read documents.

Sign up using our [online form](#) or call the team on **0208 359 5582**.

#### 4. We will work towards more equal access and more inclusive services.

This priority is about better understanding equality and inclusion in adult social care, including barriers to accessing services for people from different communities, and how inclusive those services are once accessed.

What we know from our data:

- In the Council's Residents' Perception Survey 2021/22, 88% of residents agreed that their local area was a place where people **from different backgrounds get on well together**.
- In the same survey, disabled residents were less satisfied than non-disabled residents, across a range of question areas.
- Learning disability support is **accessed less by all other ethnicities** compared to white residents.

- Black residents are **twice as likely to access mental health** social care support services than white residents. This rises to three times more likely for those in the 20 to 39 age range. This reflects trends across the country.

What we know from people's experiences:

- In our annual adult social care survey, we looked at differences in people's responses by age, gender and ethnicity. For many questions there was **very little difference** in people's experiences.
- However, we found small **differences by ethnicity when it came to overall satisfaction** - 91% of White respondents were quite, very or extremely satisfied with care and support, compared to 87% of people from other ethnicities.
- The council commissioned an in-depth study about the **experiences of disabled people** in Barnet. One of the key findings was that disabled residents belong and see themselves as belonging to multiple groups, whether relating to their disability, ethnic or religious background, or gender identity.
- We recently worked with Community Barnet to understand people's experiences of **safeguarding in our diverse communities**. Initial findings showed that many residents are not familiar with the word 'safeguarding' and preferred phrases like 'keeping all adults safe'.

### **Dara's story**

*The Prevention and Wellbeing team worked with Dara, who was living with mental health challenges including schizophrenia. She was living alone and wanted to feel more settled, as well as connect with others in the Lao and Thai communities. The Prevention and Wellbeing coordinator identified local Thai and Lao businesses, and visited them with Dara, speaking to people to find out about local groups, as well as encouraging Dara to contact the embassies for further connections. Dara was able to attend a temple in another part of London and also took part in an annual new year celebration. The coordinator also worked with Dara to apply for a volunteering role in a charity shop and join a gardening group, as well as practical things like sorting out a Freedom Pass, tax returns and housing. Dara said that her self-confidence has increased, as well as her wellbeing. She said: "thank you, you have helped me a lot. I don't feel lonely any more".*



## 5. We will be realistic in how we use resources, keeping up with changes and ways of working, and being creative with finding solutions.

The first part of this priority recognises that we are in an extremely challenging time for adult social care. Budgets are getting tighter while people's needs are getting more complex. We are good at working efficiently and will keep building on this so that we are making best use of limited money and resources to meet people's needs.

The other part of this priority is about opportunities – there are creative solutions and exciting technology that we are exploring to get the right support to those who need it and enable people to live the lives they want.

We aim to always focus on improvement and innovation where we can – this means always looking at what could be working better, having more of an impact, or trying new ways of working. This is called our 'transformation approach'.

We have some key ways of measuring how we are doing, and using this information to make changes, including a performance framework, a quality assurance framework, quality board and engagement strategy.

We also use people's feedback, data and professional expertise to make good decisions. For example, we are rolling out better ways of using our data to improve our services to people and are continuing to bring together relevant professionals to make good decisions about risk.

What we know from our data:

- The council has a total net revenue budget of £296.6 million, and **46% of the budget** is allocated to adult social care (£135.8 million in 2023/24).
- Adult social care represents approximately **14% of the Barnet economy** with over 10,000 people employed in the sector.
- There are **80 registered care homes** and approximately **85 registered home care agencies**, along with supported living schemes, day services and other services, such as personal assistants.
- We have over **400 members of staff** working within Barnet Council adult social care, with a relatively low turnover rate (people leaving) of around 11%.
- The Barnet website is working towards the **highest accessibility standards**, which are the Web Content Accessibility Guidelines version 2.1 (AA standard).

What we know from people's experiences:

- When we asked people for their views on this plan and the priorities, this priority was rated by 26% as the most important. People said:
  - "Using resources well is key to helping the vulnerable".
  - "Things are changing all the time".

- “Not wasting limited resources”.

Ben’s story:

*“My wife has Multiple Sclerosis (MS). She uses a wheelchair, and her mobility has deteriorated over the years. We have set carers who are really understanding of the needs of my wife, friendly and helpful. The relationship with the carers and agency is excellent and just knowing you have the support when things are difficult makes life easier. I adjust and arrange everything in advance to make sure cover is in place for my wife; everything must be planned in advance.*

*Recently I was unwell and was admitted to hospital unexpectedly for tests. I had to phone the care agency and let them know I was in hospital but struggled getting through because of network issues. The care agency had been putting things into place and arranging a plan with Barnet to cover all scenarios to plan care for my wife. It was a great relief to hear that care and support for my wife was covered. Everything worked out well and I was thankful. It took a big weight off my shoulders.”*

### 3. How we will know it's working

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We have many ways to understand people's experiences of adult social care and how we are doing. These are listed below as well as where to find them.

The Care Quality Commission (CQC) are the independent regulators of health and adult social care in England. For many years they have monitored and inspected care providers such as care homes and homecare agencies. The CQC has a new responsibility to assess local authorities delivery of their duties under part 1 of the Care Act 2014. This new approach to assessing local authorities will help us better understand our performance and areas of focus.

Some data, information and surveys are collected and reported by every local authority. These measures and questions are agreed nationally, which helps to see how we are doing over time and compared to other areas:

- [Adult Social Care Outcomes Framework](#) measures how well care and support services achieve the outcomes that matter most to people.
- Adult Social Care User Survey and [Survey of Adult Carers](#) in England – these are national surveys with a set of questions asked by every local authority. The user survey takes place every year, and the carers survey every 2 years.
- Compliments and complaints – all councils with adult social care duties must have a dedicated social care complaints procedure which follows national guidance. we listen to and learn from compliments and complaints. We publish an [annual complaints report](#).

We also have some Barnet-specific ways of knowing how we are doing:

- We have a feedback survey that goes to people after they have had an interaction with the council's adult social care team. This gives us a quicker picture of people's experiences. We share any individual feedback with staff members and managers, and look at the wider messages and themes in order to take appropriate action.
- We review feedback surveys and other performance measures from care homes, homecare agencies and other care providers.
- We have internal and external audits – this is where a professional looks at the way we practice adult social care and gives recommendations.
- Most of this information is published and reported through the scrutiny process. Look for papers called 'performance report'.
- Local elected Councillors oversee adult social care through: [Adults and Health Overview and Scrutiny Subcommittee](#)

#### 4. Action Plan

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Priority area	Action	Service / partner strategy
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<p><b>1. We will support people to live well and be part of communities.</b></p>	<p>1. We will continue to deliver our <b>prevention and wellbeing service</b>, working with staff from across adult social care, and better recording the impact of these interventions. We will expand the role of the prevention team at the beginning of a resident’s engagement with adult social care, ensuring a preventative approach is offered to people when they first contact us.</p>	
	<p>2. We will continue to work closely with both commissioned and other Voluntary and Community Sector services in the borough to ensure a <b>joined-up approach to prevention</b>. We will facilitate a network of social care VCS organisations.</p>	<p>Community Participation Strategy</p>
	<p>3. We will work with colleagues across the council and partners to establish job roles for people with a learning disability and continue to work with BOOST to improve <b>opportunities for disabled people to get into work</b> and stay in employment.</p>	
	<p>4. We will put our <b>Carers and Young Carers strategy into action</b> – this includes identifying carers early, making sure carers have individualised support, involving carers in shaping future services, and raising the profile of carers and young carers.</p>	<p>Carers and Young Carers Strategy (2023-28)</p>
	<p>5. We will take a <b>neighbourhood approach</b> to all of our prevention activity, to make sure services are tailored to local need and culturally appropriate.</p>	
	<p>6. We will continue to be a <b>dementia friendly borough</b> and put our dementia strategy into action, in partnership with our NHS and other partners. We will focus on prevention, diagnosis, living well and dying well with dementia.</p>	<p>Dementia Strategy (2023-28)</p>
	<p>7. We will become an <b>Age-Friendly borough</b>, developing our full action plan, recruiting age friendly champions and working with residents, businesses, partners to make Barnet more age-friendly.</p>	
	<p>8. We will work with colleagues across the council to better understand what people need from <b>our information and advice offer</b> and change or adapt to make sure this is accessible to everyone</p>	<p>Resident Experience and Digital Strategy</p>
<p><b>2. We will be ambitious about what people can achieve and get the right support for each individual.</b></p>	<p>1. We will continue to work in a way that builds on people’s <b>strengths, aspirations and communities</b> – through making sure we have the right staff, training and systems to support these conversations.</p>	

	2. We will improve the experience for <b>young people coming into adult social care</b> , through earlier planning and support, working closely with young people, families and professionals to get it right first time, and checking in regularly.	
	3. We will improve our approach to prioritising and communicating with <b>people before they have</b> an assessment or review	
	4. We will establish a new service to support people with self-neglect including <b>hoarding behaviours</b>	
	5. We will continue <b>improving our reablement service</b> , led by occupational therapists and making sure people get a quick review after leaving hospital.	
	6. We will continue to quickly respond to <b>safeguarding concerns</b> and conduct investigations when these are required.	
	7. We will move forward with establishing new extra care housing for people with a range of different needs	
	8. We will continue to work with care providers on supporting people to be <b>as independent as possible</b> , including through contract monitoring, support and the right training for front line carers.	
	9. We will work with <b>care providers</b> to ensure a high quality of services and make sure the focus is on people's wellbeing and meaningful activities	
	10. We will work with <b>care providers to meet changing and evolving needs</b> of residents, for example more services for people requiring urgent or crisis care, and more suitable accommodation for all groups	
	11. We will work with council colleagues and partners to make stronger links between adult <b>social care and housing</b> . As part of this we will create more opportunities to separate accommodation from care and support where possible. This will mean more choice and control over how people are supported and where they live.	Right Homes strategy  Barnet Housing Strategy

<b>3. We will work with people to shape and develop care and support.</b>	1. We will embed our new feedback system that gives us a better and more immediate understanding of people’s experiences of being supported by Barnet council adult social care	Engagement and Co-Production Strategy and Charter for Adult Social Care
	2. We will bring together all our feedback (like complaints, surveys, audits) to better understand the bigger picture and make positive changes	
	3. We will increase the number of people involved in the engagement and co-production work – both in our People’s Voice community and reaching out to a wider range of people in Barnet	
	4. We will make sure that residents are involved in ‘business as usual’ – including recruiting new social care staff and developing training	
	5. We will continue working with our excellent Involvement Board to make positive changes in adult social care	
	6. We will continue with our annual programme of co-production working groups,, focusing on topics that will have the biggest impact for people who draw on care & support and carers.	
	7. We will continue to build our relationships with other parts of the council, the NHS and other partners to make sure that any feedback, concerns and ideas for change get to the right place to make an impact	
<b>4. We will work towards more equal access and more inclusive services.</b>	1. We will continue to work with colleagues across the council to understand where there are inequalities and disproportionate impact on some people	
	2. We will continue to work with the Mental Health Trust to understand and tackle inequalities in mental health	

	3. As part of our engagement work we will capture people's experiences from different parts of the community to enable us to better understand and tackle inequalities	
	4. We will introduce autism leads in each area with monthly protected time to develop resources and train up their teams, and improve the experience of neurodivergent young people coming into adult services	
	5. We will work with Council colleagues to put into action the findings from recent research into disabled people's experiences in Barnet	
	6. We will put into action findings from research with diverse communities of experiences and perceptions of safeguarding	
	7. We will work with the Involvement Board, People's Voice group and community groups to better understand the differences between people's experiences and co-design action plans to address these.	
	8. We will continue to recruit and retain a diverse group of staff who are reflective of the wider Barnet community	
<b>5. We will be realistic in how we use resources, keeping up with changes and ways of working, and being creative with finding solutions.</b>	1. We will continue our improvement, innovation and transformation programmes – always looking at areas we could change for the better and having a clear plan about how we will make a change	
	2. We will continue to make changes to our systems to improve the experience for residents and better understand the impact of our work	



	3. We will continue to manage our finances so that we have a sustainable budget for the future	
	4. We will continue to focus on having competent, caring and skilled staff and workforce – including making sure we are recruiting and keeping good staff and giving good support and training.	
	5. We will continue to build our care technology service, including rolling out digital technology, using new kit, supporting people coming out of hospital and linking with people's existing home technology to support people to stay independent and well at home	
	6. We will continue to work together with NHS colleagues to make sure that people's care and support is being funded appropriately, including from Continuing Healthcare Funding	
	7. We will keep working together with other public services and with the voluntary and community sector, particularly across the wider partnership with the health services	