

London Borough of Barnet

# Engagement and co-production strategy and charter

Update for Adults and Safeguarding Committee:  
13<sup>th</sup> October 2022





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# 1. Summary

What we said we'd do (June 2022)	What we've done: September 2022
<p>Establishing a steering group to develop and lead the work programme.</p> <p>The steering group will include people with lived experience, local voluntary groups, and people/organisations with expertise in co-production and engagement, including national experts</p>	<p>Steering group has been established and meeting monthly.</p> <p>The group includes all the stakeholders mentioned, and we have benefited from insight from local and national experts.</p>
<p>Appointing a dedicated project manager for the work</p>	<p>Project has been led by a dedicated project manager. In addition, we have recruited a new Engagement and Co-Production project lead, starting early October who will lead on finalising the strategy, action plan and overseeing implementation.</p>
<p>Commissioning experts in co-production to work on the project</p>	<p>We are working with various organisations including Think Local Act Personal (national experts) and Inclusion Barnet (local experts)</p>
<p>Holding a series of events and activities with people who draw on care &amp; support</p>	<p>We have been working closely with voluntary and community organisations to join in with existing events and hear people's views. The majority of engagement has been face to face conversations and focus groups, with plans to engage with more over the next month. The official launch event was held on 5th July at Age UK Barnet which was a chance to speak to residents and celebrate work in the community. By the date of this committee we will have attended or held 8 groups or events and run 2 surveys.</p>

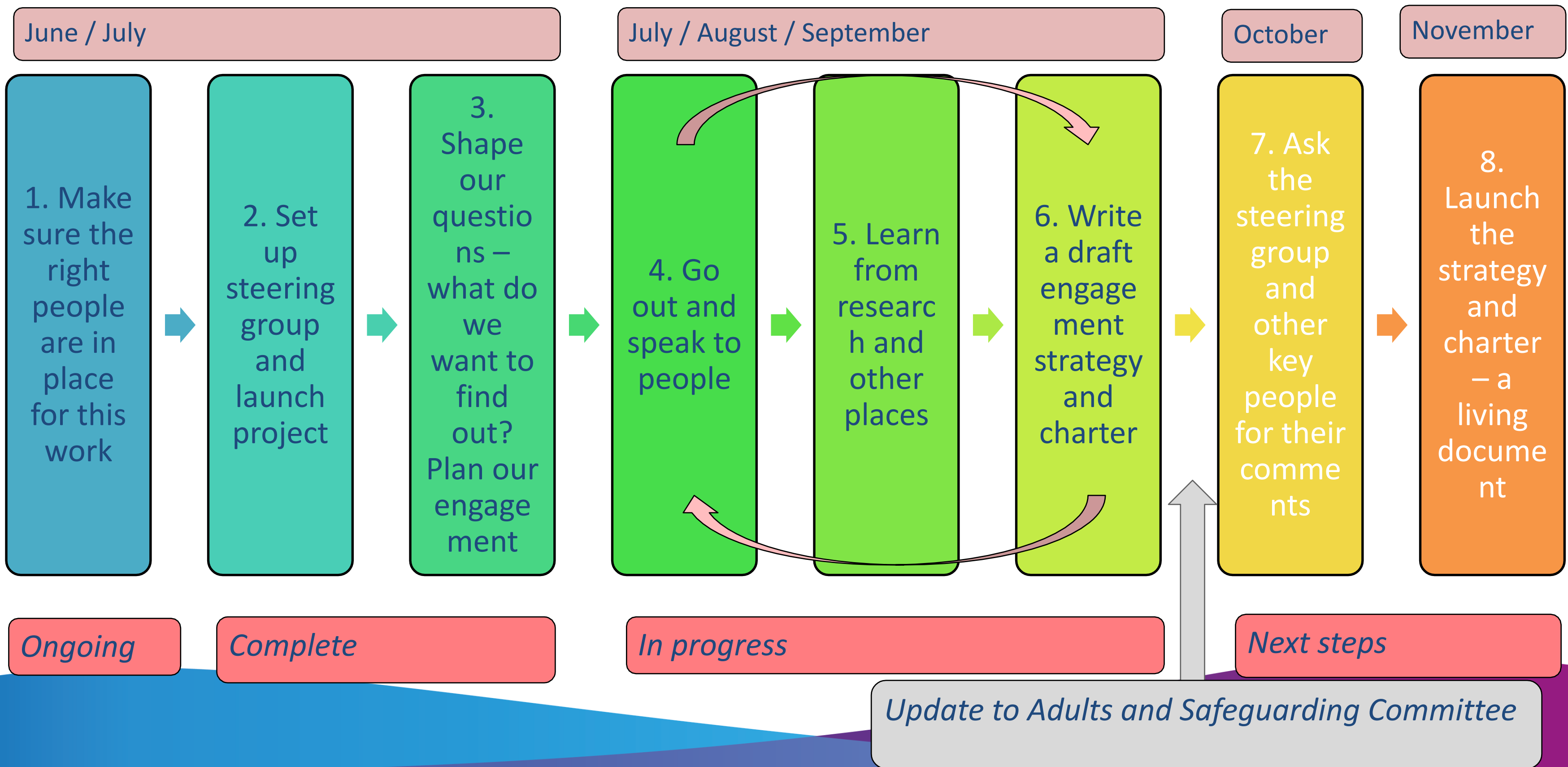


# 1. Summary

What we said we'd do (June 2022)	What we've done: September 2022
Establishing a range of communication channels	We have new branding for adult social care, which has been shaped by residents and staff. We have run a campaign to promote engagement and co-production and recruit people to join, including joining the People's Voice group. This has raised the visibility of the work.
Putting in place access & support arrangements so that people with a range of needs can participate	We continue to make use of our Reward and Recognition policy to cover expenses and payments for participation, in order to recognise people's time and effort in having their say. We also ensure our engagement activities are accessible and inclusive for example providing interpreters, accessible venues, adapting engagement methods for different communication styles.
Research on best practice	We have started to research best practice, working with Inclusion Barnet and Think Local, Act Personal, and have been in touch with colleagues across different local authorities and the NHS to develop a community of practice. We have attended London ADASS (Association of Directors of Adult Social Services) meetings to share practice and approaches.



# 2. The ‘road map’





# 3. Steering group

## What do the members say?

*"I'm relishing this opportunity to be involved in the 'Steering Committee' as I think it's an honour to have been asked in the first place. Knowing that I'm part of the process to encourage as many adults as possible into knowing about the services that Barnet has to offer is reward in itself.*

*However, I'm also gaining valuable insights into how a council committee works and 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." Alan, resident representative*

## How we work

The steering group leads on the work of the strategy, but also is a chance for us to put the principles of co-production into practice and learn for future projects

## The steering group consists of:

- 4 resident representatives with experience of adult social care
- 3 Representatives from the voluntary sector
- Council staff members
- Representatives from the NHS including those with joint posts
- Invitations to join the steering group have been widely circulated and there are ongoing opportunities to join

## What we have worked on so far

- Agreed the structure of the strategy and what needs to be included
- Discussed engagement methods and approaches
- Introduced the idea of co-production and discussed what it means to us in Barnet
- Agreed the scope of the charter





## 4. Structure of the strategy

*We worked with the steering group to agree this structure*

1. Introduction and what is important to us

2. What we do at the moment and how it's going

3. How we will do engagement and co-production

4. How we will include a wide range of people

5. How we work together with other organisations

6. How we will know it's working



# 5a. How are people's views shaping the strategy?

We have an engagement plan, to speak to as many people as possible for their views on engagement & co-production to shape the new strategy.

The bulk of engagement has been **face to face**, which has enabled us to have more in depth conversations and understand people's perspectives. We have attended groups including:

- Hub connections (Meridian Wellbeing)
- Mencap 'have your say' group
- Centre of Excellence (Somali community)
- Barnet Asian Women's Association
- People living in Extra Care
- Age UK Barnet
- Silver Sunday
- LBB event

We have also sent out surveys to understand the views of:

- People's Voice group (our existing community of people who engage with adult social care – 200+ people)
- People known to Mencap's autism service

We have had detailed conversations with members of the steering group and other local experts.

We have widely promoted People's Voice and this work with an article in Barnet First, social media posts across Twitter, Instagram, Facebook and the council's website →





## 5b. What are the key themes so far?

### People who are already involved in engagement:

When asked what would help them to be more involved they said they are interested in

- having a wider range of topics to engage on
- seeing a greater impact
- having different ways to have their say

In terms of what they are most interested in:

- Helping to check the quality of adult social care
- Recruiting new social care staff
- Choosing new providers of care

**What is working well?** “Regular meetings and opportunity to ask questions of concern” “It’s a great concept. I enjoy feeling that my views matter”

**What could be improved?** More updates and feedback about what happened next. Greater involvement of front line staff

### Other members of the community:

How can we engage effectively?

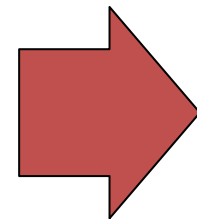
- Engage within existing community / groups settings – where people feel more comfortable and known support is available
- Give reassurance up front that confidentiality is protected, especially when giving feedback and views about personal experiences
- Be careful and specific with language - people haven’t always heard of ‘adult social care’ but have heard about the types of support available such as home care.
- Flexibility and a variety of engagement methods depending on people’s needs
- Be clear about what happens next and how feedback will be used. It takes time to build people’s trust and confidence



## 5c. How will we reach more people?

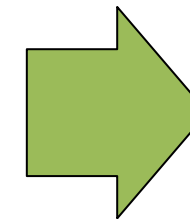
### Plans in place to speak to:

New Citizens Gateway  
(refugees)  
Opening Doors London  
(LGBTQ+)  
Middlesex Association for  
the Blind  
Carers via Barnet Carers  
Centre  
Prevention & Wellbeing  
team  
People who draw on mental  
health services  
We are also running a  
dedicated event on 30  
September



### Groups who have successfully applied for funding to run engagement:

Community Focus  
Barnet Mencap  
Barnet Asian Women's  
Association  
JDA (Deaf community)  
Jewish Care



### Whose voices are we missing ?

### Working proactively to hear from:

People with experience of  
mental health challenges  
People living in care homes