

	<h2>Adults &amp; Health Overview and Scrutiny Sub-Committee</h2>
<b>Title</b>	Annual report for engagement and coproduction
<b>Date of meeting</b>	6 <sup>th</sup> March 2024
<b>Report of</b>	Executive Director of Adults and Health
<b>Wards</b>	All
<b>Status</b>	Public
<b>Urgent</b>	No
<b>Appendices</b>	None
<b>Officer Contact Details</b>	Natalie Soffer, Engagement and Coproduction Lead, natalie.soffer@barnet.gov.uk
<b>Summary</b>	
<p>The Adult Social Care Engagement Strategy and Charter was coproduced with 300 residents and carers and launched at the end of 2022. This report will outline the engagement and coproduction activity and outcomes delivered over the annual period against the three priorities set out in the Engagement Strategy. It includes information on the following engagement and co-production mechanisms:</p> <ul style="list-style-type: none"> <li>- People’s Voice Community</li> <li>- Strategic Resident Involvement Board</li> <li>- Engagement Projects</li> <li>- Resident involvement in recruitment and training</li> <li>- Community engagement</li> <li>- Feedback surveys</li> </ul>	
<b>Officer’s Recommendations</b>	

1. The **Adults and Health Overview and Scrutiny Sub Committee** is asked to note the annual report on engagement and co-production in adult social care and consider how the work can be further built upon in the year ahead.

## 4. Annual report for engagement and coproduction

### 4.6 Background: Adult Social Care Engagement Strategy

The Adult Social Care Engagement Strategy and Charter was coproduced with 300 residents and carers and launched at the end of 2022. The strategy set out the Barnet vision and commitment to engagement and coproduction in Adult Social Care.

This report will outline the engagement and coproduction activity and outcomes delivered over the annual period against the three priorities set out in the Engagement Strategy (Background Paper 1)

- 1) We will hear from more people about their experiences and use this information to make a positive change.
- 2) We will build our People's Voice community and provide more opportunities to be part of Adult Social Care
- 3) We will move beyond feedback to participation in Adult Social Care, and ensure people have a voice across a wider range of services.

### 4.7 Involvement Structures

The key structures for involvement across Adult Social Care are the resident Involvement Board and the People's Voice community, alongside resident participation in engagement projects and business as usual activity like recruitment and training of staff.

As well as the Involvement Board, resident representatives actively participate in other strategic partnerships including the Carers' Partnership Board.

Residents who draw on care & support and carers participate in various engagement and coproduction projects held throughout the year based on upcoming service and commissioning priorities, for example coproducing key documents and strategies such as the Carers Strategy and Dementia Strategy and codesigning and participating in projects such as mystery shopping and service and pathway reviews. Residents are also involved in our ongoing business activity such as recruitment and training of Adult Social Care staff including practitioners and managers.

#### 4.7.1 People's Voice Community

People's Voice are a community of individuals with lived experience of adult social care in Barnet who are in regular contact with the Adult Social Care Engagement Team and invited to join participation and coproduction work in Adult Social Care.

People's Voice membership has increased by 28% from 189 to 241 people in a 12- month period (February 2023 to February 2024), an overall increase of 52 People's Voice members. This has been achieved by proactive engagement and collaborative working with different community groups across Barnet.

As part of the commitment to build the People's Voice community, a weekly email goes out to all People's Voice members and includes different participation opportunities. A quarterly coproduced newsletter has been introduced with the topics and writing led by residents. The first newsletter topic was social isolation, and the second theme was neurodiversity (Background Paper 2)

Proactive community engagement is planned to target minoritised and marginalised groups particularly in areas of deprivation and with groups that are seldom heard and under-represented. Priorities for upcoming engagement include the Deaf and Hard of Hearing community, adults with Learning Disabilities, local food banks, substance misuse services, and prioritising community groups in the West of the borough.

A workshop will be planned with colleagues in the Voluntary and Community Sector to explore how best to engage and build trust with different sections of the community and increase representation.

#### 4.7.2 Involvement Board

The Involvement Board is made up of resident representatives with lived experience across different areas of Adult Social Care and has a strategic function to oversee engagement and coproduction work across adult social care, as well as providing a strategic steer for the council and partners on key issues of pertinence. The Involvement Board has been in place for a number of years. However, following a voting process with the People's Voice Community, new board membership is now in place. Involvement Board members requested to take a more active role in working with staff and sharing their experiences. As a result, resident representatives have supported in training and briefings for Barnet social care staff and care providers. A review of the Board was undertaken prior to the recruitment of the new Board, with options for co-chairing and more active roles in projects and community engagement.

Recruitment to the new Involvement Board took place over the Summer of 2023. An information session was held for residents who wanted to find out more about the process and roles. One to one tailored support was offered to complete the application and was taken up by residents with access requirements. Anonymised profiles were used to ensure a fair voting process and voting was open to members of the People's Voice community. A record number of 35 applications were received for 14 Involvement Board roles. Some categories had more interest than others and 12 representatives were appointed across the groupings of Mental Health, Autism, Older People, Physical Disability, Sensory Impairment, Carers and Learning Disability. Only one resident put themselves forward for the role of LD representative. After being voted in, they then chose not to accept the role, leaving two vacant roles in this category.

Training events for the new Board took place in November with previous Involvement Board members coproducing and co-delivering training to welcome the new Board. There was also the opportunity to recognise the contributions and achievements of the departing Board representatives. At the training event, residents also asked for a return of in person People's Voice events and voiced their appreciation for how the Engagement Team acknowledged previous Board members.

The first Involvement Board meeting with the newly appointed Board was held in January 2024. The Board requested more information about the council wide EDI strategy and engagement with the Deaf and Hard of Hearing Community and these have been scheduled as agenda items for the next meeting. The Board were keen to consider how to recruit to the two vacant Learning Disability representative roles and one vacant role for Sensory Impairment.

There is an information session and coffee morning planned as part of the recruitment drive for Learning Disability representatives. The event will be promoted at job clubs and engagement groups for Barnet residents with a Learning Disability. Residents will hear more about the opportunities in an

informal setting. Information and expression of interest forms will be available in a range of formats including easy read and support with the expression of interest will be offered on the day.

Following resident feedback, a new category for 18–25-year-old Involvement Board representatives is being introduced and will be recruited to following the upcoming recruitment drive for Learning Disability and Sensory Impairment Board representatives.

#### 4.8 Engagement Projects and Events

##### 4.8.1 Reablement

Residents have been supported to engage in a range of projects throughout the year including a focus group and survey about reablement held in January 2023. The focus group was attended by 8 residents who discussed their own or their family members' recent experience of reablement. The group agreed that Occupational Therapy led enablement was a good idea and that clear information on different pathways would be useful. Most people reported that their reablement was set up immediately or within a day and felt the process went well and they received sufficient information about the aim of reablement support. A key theme from this engagement group was around information and advice and this led to a broader project taking place currently on how people in Barnet access information and advice relating to Adult Social Care.

**What next?** Further engagement is planned with residents and carers to gauge experience of the new model. Feedback surveys are due to be rolled out with residents following a reablement intervention which should provide an indication of resident experience in this area.

##### 4.8.2 Better Conversations

The 'Better Conversations' all day in person event was held in February 2023 at a community venue in Finchley. Residents, carers, social care practitioners and care providers worked together to consider some of the language used in social care and agree on some standards. It was also an opportunity for residents to work with practitioners and care providers to shape the new assessment and feedback forms prior to their introduction in April. There was agreement that people did not like medicalised language or terms considered judgemental, like 'self-neglect'. Residents asked that language used should be specific and personal to the individual so that practitioners and care providers use language that the individual feels comfortable with. There was agreement that language should be specific and not general in terms of tasks for example cutting food rather than the more general term of food preparation, and that medical terms like dysphasia should be described in plain English.

**What next?** The Quality in Practice and Training Team are building on this work with residents as part of training on the assessment process on agreed language and terms. Residents will also coproduce an element of the training resources on strength-based approaches including development of the training materials and codelivery of elements of training

##### 4.8.3 Care and Support

Two focus groups were held in May 2023 to find out how residents find their care and support. A total of 15 residents took part and residents shared positive experiences of working with Barnet council social care practitioners. Other discussion points amongst the groups were around inconsistency between care provider staff and agencies. Residents also shared positive feedback about care agencies which residents felt demonstrated good practice and residents were keen for this to be shared for services to be improved. Following the focus groups, the Engagement Team and Involvement Board members presented at an event for front line care providers and shared good

practice that residents felt was particularly important. The feedback was well received, and care providers fed back how powerful it was to hear from residents directly.

Care Providers reported:

*'It was great to see Barnet do something different'*

*'Autism awareness section was very good and great presenters discussing their lived experience, labels, interactions, and how they manage their day'*

**What next?** Resident feedback surveys are being rolled out across all areas of Barnet Council Adult Social Care following a successful roll out across Localities Social Work, Occupational Therapy and Safeguarding.

Regular People's Voice drop-in sessions are being introduced open to residents with experience of adult social care to share feedback and suggestions with Involvement Board representatives and the Engagement Team.

Further work is underway with the Care Quality Team to share resident feedback and good practice at Provider Forums. Resident representatives will co-deliver information to the Provider Forum following the success of previous events.

#### 4.8.4 Right Homes Strategy

In May 2023, a focus group was held with 7 residents to review the priorities of the Right Homes Strategy (housing needs for adult social care) to find out if the priorities were still relevant, identify any new challenges, and areas of improvement. Themes identified in the session were around damp and mould in properties and people not knowing where to go for help and advice. Another theme was lack of support for those with shared ownership or homeowners.

**What next?** This information was used to update the Right Homes Strategy and led to an ongoing engagement project about information and advice.

#### 4.8.5 Changing Places

In July 2023, engagement took place with 30 residents to decide which local park to host an additional Changing Places Toilet. Residents also asked for more inclusive leisure facilities including playgrounds open to adults with Learning Disability.

**What next?** A new [Changing Places Toilet](#) is being planned for Friary Park.

The feedback on inclusive leisure facilities was fed back to the Disability Sport and Physical Activity Network. Barnet recently introduced a maximum accessibility playground in Victoria Recreation Ground in East Barnet, the first of its kind in the country, developed with residents and partners. The team have shared information with resident representatives about the broad range of inclusive leisure facilities and services available through the council's leisure provider.

#### 4.8.6 Wellbeing Service

During July, 52 residents engaged with a survey to share their experiences of Wellbeing Services in the Borough. A main theme of the feedback was around awareness of the services, and accessibility of information.

**What next?** Further engagement work is planned and taking place through mystery shopping and ongoing engagement and feedback on information and advice services. Feedback from the engagement will inform commissioning activity to develop the next social care information and advice services and inform universal services.

#### 4.8.7 Our Plan for Adult Social Care

Over the Summer 2023, extensive engagement took place with residents, carers, and other stakeholders for the new 'Our Plan for Adult Social Care.'. Engagement took place via proactive community engagement with residents to test and shape the priorities for the strategy. Community engagement included the alcohol awareness event led by CGL, Mencap's 'Have your Say' group, visits to supported living settings, and with Involvement Board and People's Voice members. 72 survey responses were received in total with 77% of respondents rating the strategy priorities either 4 or 5 out of 5.

**What next?** Launch of the strategy across different community groups across Barnet as reflected in the community engagement plan to prioritise engagement with seldom heard and minoritised groups. Residents and carers feedback will inform the workplan via the Involvement Board and People's Voice forums, engagement projects and feedback surveys.

#### 4.8.8 Employment Services for Autistic Adults

In October 2023 a discussion group was held with 5 residents alongside one-to-one telephone interviews on the topic of employment support services for autistic adults and adults with a learning disability. Residents spoke highly of the support received at employment services and felt that agencies should be prioritising making links and sourcing opportunities with employers as much as working with residents.

**What next?** Feedback is being used to inform service developments and people with lived experience will be involved in future commissioning activity for the new service.

#### 4.8.9 Information and Advice Project

In October work commenced on a broader project around information and advice which has been identified from other projects as theme. A discussion group was held with 12 residents to discuss where people find information and advice relating to Adult Social Care services.

**What next?** A further mystery shopping exercise has been planned with a diverse group of residents representing different areas of social care, who met with the Engagement Team in February to start coproducing the criteria and scenarios to use in upcoming mystery shopping exercises.

#### 4.8.10 Mental Health Charter- Coproduction and launch

Over 300 residents took part in building and shaping the commitments set out in the Barnet Mental Health Charter. Residents were involved from the very start. Engagement work was led by Voluntary and Community Sector organisations to further shape the Charter, after in depth work with residents to develop the initial principles. The Charter was launched on World Mental Health Day in October 2023.

*'The Charter means a lot to me personally as I've had depression and mental health challenges since the early 80s. The charter is so important- both in terms of the commitment behind it from Barnet Council and that it has been developed with residents. I honestly feel that its massively significant to the borough and the potential impact is huge!' Barnet resident.*

**What next?** Recruitment is underway for a resident with lived experience of mental health challenges to join the team and take forward the pledges from organisations relating to the Mental Health Charter.

#### 4.8.11 Recruitment to Scrutiny Advisor roles

Two special advisor roles were introduced for residents with lived experience to provide input into Adults & Health Overview and Scrutiny Sub-Committee. The roles were advertised with an expression of interest process and two advisors have now been recruited and sit on the Committee in an advisory capacity.

During the recruitment process, residents were keen for more information about the role and the recruitment process. In response to this an information session was held online and open to Barnet residents. A Q&A document was distributed to all People's Voice members following the information session so that everyone would have the opportunity to learn from the Information Session even if they did not attend.

Following an induction, the Special Advisors are now in post and have attended the January Committee.

**What next?** Special Advisors have been invited to Involvement Board and People's Voice meetings to hear directly from other residents about their experiences of care and support.

#### 4.8.12 Resident involvement in recruitment of Social Care staff

A total of 5 recruitment days were held to recruit different social care roles including Assessment and Enablement Officers, Social Work Practitioners and Lead Practitioner roles. 4 residents with lived experience of Adult Social Care took part in the recruitment and selection process at the recruitment events.

More residents are being identified and trained to take part in recruitment activity for resident facing roles in Adult Social Care with different options for participation in recruitment activity. Residents can be part of recruitment panels, observe group exercises, or design scenarios and interview questions for interviews. For example, more recently, a resident with lived experience of drawing on mental health services designed a scenario as a discussion point for a management role in the mental health service area, as well as designing interview questions with the other panel members and being on the panel itself.

**What next?** An Equality, Diversity and Inclusion workshop will be coproduced with residents for those who want to take part in recruitment and selection of staff. This will ensure that anyone supporting recruitment exercises understands the principles of inclusive recruitment and selection.

#### 4.8.13 Resident involvement in workforce training

Two resident representatives attended the briefing for all staff across Adult Social Care, to talk from lived experience as an autistic adult. They also presented at a provider event with over 100 homecare providers to talk about their experiences and dispel some common myths and misconceptions about autism. Similarly, residents with lived experience joined staff meetings to share expertise and build trust amongst the practitioner led Autism Champions Network. Two residents shared their experience regarding their caring responsibilities and of the Carers' Assessment process for a video. This video is now included as part of training for practitioners who lead on Carers' Assessments. The residents will also be attending a staff briefing open to all Adult Social Care staff to promote the training to practitioners and will give top tips to practitioners who are carrying out assessments.

**What next?** Following the successful coproduction of a video resource for Carers' Assessment training developed with residents of Barnet with a caring responsibility, more training resources are being identified to coproduce with residents including a training on strength-based approaches, prevention and wellbeing, and safeguarding.

In addition, work has commenced with a group of residents to coproduce and co-deliver workshops for other residents including the Involvement Board and People's Voice members on Equality Diversity and Inclusion. The aim of the workshop is to share Barnet values and expectations around EDI and gives residents and carers a safe space to hold conversations about topics such as inclusive communication, cultural sensitivity, anonymised recruitment, and unconscious bias.

#### 4.9 Community engagement

The Engagement Team have connected with over 400 people via community engagement activities. Examples include presenting at Change Grow Live substance misuse service as part of their International Women's Day event, visiting Barnet Asian Women's Association, the Mencap Have Your Say group, the Jewish Deaf Association, Middlesex Association of the Blind, and holding stalls at the My Health Matters event in June and the Alcohol Awareness event in Grahame Park in July 2023.

**What next?** There are plans to prioritise further targeted community engagement focusing on health inequalities, minoritised and marginalised groups. For example, targeted engagement in the West of the Borough and with seldom heard groups.

#### 4.10 Feedback Surveys

Engagement and co-production are at the heart of Adult Social Care in Barnet. Feedback and learning from people who draw on care and support and carers is an essential part of this. It is a vital tool to support learning, continuous improvement, recognition of good practice and accountability to people.

In 2023 a new feedback survey was introduced in Barnet for residents to complete following a care and support intervention. Barnet residents who use adult social care services developed the survey statements that were based on Think Local Act Personal 'I and We Statements' for good care and support' (Background Paper 3).

A total of 118 surveys have been completed since being introduced in April 2023. Of the 118 surveys completed following an intervention, 61 surveys related to Social Work interventions, 52 related to Occupational Therapy interventions and 5 related to Safeguarding interventions. This reflects the roll out of the surveys with Locality Social Work teams being the first to pilot the surveys, followed by Occupational Therapy and Safeguarding teams.

Residents reported a positive interaction with their practitioner and the support planning process, with 97% agreeing that the practitioner 'treated me with respect and as an individual', 92% agreeing that the plan 'developed with (my practitioner) helps me live the life I want and do things that are important to me' and 97% agreeing 'I was part of planning my care (and) /support in a way that makes sense to me'.

*'We really felt that he cared, and not that he just had to tick boxes. This meant a lot to us'*

Barnet resident (November 2023)

*'I do not know if I can live the life I want to at this stage... but my life has already improved'*

Barnet resident (June 2023).

92% of respondents reporting they felt satisfied with the process overall. This is reflected in the free text comments from residents and carers where a total of 66 compliments received via the forms over the annual period. In contrast there were 6 comments raising concerns of dissatisfaction.

Two separate respondents commented that they did not like their respective recliner chairs. Another respondent raised concern that the practitioner had communicated with their family member instead of them.



One respondent felt unhappy their initial Social Worker but reported the issues were resolved by another practitioner who they complimented. An issue around continuity of care was picked up and resolved for a resident via the feedback process. There were no themes to note in terms of complaints or dissatisfaction and this will be monitored closely as feedback levels increase.

97% of residents agreed they were 'given information that is correct, up to date and in a way that I understand' and 92% agreed: the practitioner 'clearly explained how the process will work, and how long things will take'.

*'My Social Worker was great, empathetic to our situation and explained the whole process clearly. She was extremely patient and answered all the questions my family had.'*

Barnet resident (February 2024).

The response rates across disciplines were closely aligned other than the statement 'I feel safe and am supported to understand and manage any risks', with 90% of respondents agreeing with this statement overall. 100% of residents completing the survey after a Safeguarding intervention agreed with the statement, compared to 93% of residents following a social work intervention and 89% following an Occupational Therapy intervention.

*'My Social Worker from the Adult MASH (Multi Agency Safeguarding Hub) Team has been supporting me well, she listened to me, she explained how to keep safe and agreed to refer me for direct payment to fund my care upon request.'*

Barnet resident (September 2023).

Similarly, 87% of residents agreed with the statement 'I know who to contact if I have any worries about my care/support, or things are going wrong', with 100% of survey respondents agreeing following a Safeguarding intervention, compared to 88.5% following a social work intervention and to 84.6% following an occupational therapy intervention.

69% agreed with the statement 'I have received a written copy of my assessment or support plan', with 71.2% of residents reporting to have received a copy of their plan after an Occupational Therapy intervention compared to 65.6% after a social work intervention.

**What next?** After a successful roll out of the surveys with Locality Social Work Teams, Occupational Therapy and Safeguarding Teams, the next steps are to further embed the feedback surveys at the front door for Adult Social Care via the Social Care Direct Team, and introduce the surveys following Enablement, Mental Health and Learning Disability Social Work interventions. Action plans to address issues are developed and implemented by the service.

## **5. Alternative Options Considered and Not Recommended**

2.1 No other options considered. Working to hear the voice of residents and involve them in service change and development is critical to the work of adult social care.

## **6. Post Decision Implementation**

3.1 Engagement and coproduction work will continue in line with the Engagement Strategy. Themes from engagement feedback and insight will identify areas for improvement across the Directorate for 2024-25.

3.2 Engagement structures will continue to operate with a continued focus on diversity and representation across all areas of adult social care and all sections of the community.

## **7. Corporate Priorities, Performance and Other Considerations**

### **Corporate Plan**

7.6 The priorities in this report align with the corporate plan theme of “living well”.

7.7 Relevant Council strategies and policies include the following:

- Our Plan for Barnet – caring for people, places and planet.
- Barnet Health and Wellbeing Strategy
- Medium Term Financial Strategy
- Performance and Risk Management Frameworks

### **Sustainability**

7.8 There are no direct environmental implications from noting the recommendations.

### **Corporate Parenting**

7.9 In line with Children and Social Work Act 2017, the council has a duty to consider Corporate Parenting Principles in decision-making across the council. There are no implications for Corporate Parenting in relation to the recommendations in this report.

7.10 Care experienced adults may go on to develop care and support needs and draw on council adult social care support. The services and initiatives described in this report are relevant and accessible to care experienced adults.

### **Risk Management**

7.11 Resident engagement and feedback are important ways for the Council to assure the quality of Adult Social Care provision and identify areas for improvement. By listening to residents and working with residents to design, shape and improve services, the Council will deliver services that best suit the local population and improve customer satisfaction.

7.12 Where feedback or insight is received that highlight any safeguarding issues, these are dealt with under the agreed Pan-London Multi-Agency Adult Safeguarding Policy and Procedures.

### **Insight**

7.13 Learning from resident feedback provides insight into service improvement opportunities, complementing quantitative and statistical data on service performance.

### **Social Value**

7.14 The Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. There are no social value implications in relation to the recommendations in this report.

## **8. Resource Implications (Finance and Value for Money, Procurement, Staffing, IT and Property)**

8.6 The engagement and coproduction work set out in this report is contained within the current staffing establishment and budget.

## **9. Legal Implications and Constitution References**

9.6 The terms of reference for Adults and Health Overview and Scrutiny Sub-Committee include that the Sub-Committee shall perform the overview and scrutiny role and function in relation to, inter alia , all matters as they relate to Adult Social Care, and also of policy proposals which may have an impact on health, public health, social care and wellbeing in the London Borough of Barnet.

## **10. Consultation**

10.6 Learning from engagement and coproduction work will assist the Council in identifying and developing changes to services, local policy and procedure. Any changes will be subject to appropriate consultation with and involving relevant groups.

## **11. Equalities and Diversity**

11.6 Section 149 of the Equality Act 2010 sets out the Public-Sector Equality Duty which requires a public authority (or those exercising public functions) to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not.
- Fostering of good relations between persons who share a relevant protected characteristic and persons who do not.

11.7 The broad purpose of this duty is to integrate considerations of equality into everyday business and keep them under review in decision making, the design of policies and the delivery of services.

The protected characteristics are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex and sexual orientation.

11.8 In order to assist in meeting the duty the Council will:

- Try to understand the diversity of our customers to improve our services.
- Consider the impact of our decisions on different groups to ensure they are fair.
- Mainstream equalities into business and financial planning and integrating equalities into everything we do.
- Learn more about Barnet's diverse communities by engaging with them. This is also what we expect of our partners.

11.9 This is set out in the Council's Equalities Policy, which can be found on the website at: <https://www.barnet.gov.uk/your-Council/policies-plans-and-performance/equality-and-diversity>

## 12. Background Papers

1. [Committee Report \(modern.gov.co.uk\)](http://modern.gov.co.uk)
2. [People's Voice Newsletter \(barnet.gov.uk\)](http://barnet.gov.uk)
3. [Making-it-Real-I-and-We-statements-Easy-Read.pdf \(thinklocalactpersonal.org.uk\)](http://thinklocalactpersonal.org.uk)