

How are we doing?

Your local account of adult social care
in Barnet in 2015/2016



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Introduction

from Councillor Sachin Rajput, Chairman, Adults and Safeguarding Committee



Welcome to Barnet Council's annual Local Account - our report on adult social care services for the financial year 2015/2016.

The Local Account provides you with information on:

- our work against local and national priorities
- how we developed services during the year and areas we are working on
- the challenges we face and how we are tackling them
- what some of our customers and carers think about their experiences of adult social care services.

Social care services for adults have a key role to play in improving the lives of Barnet's most vulnerable residents, working with housing, education and health services to enable people to stay independent and live for longer in their own homes. We are committed to providing high quality, modern and flexible services, which meet people's individual needs.

The integration of health and social care commissioning will make it easier for services to achieve this, while helping the NHS to manage demand on hospital services. Transformation of social care services will empower more young people with complex disabilities to stay in Barnet, where they grew up, and people with mental health issues will receive support focused on helping with their whole life, for example, getting a job and a home of their own.

In 2015-2016 the Adults and Communities budget was £87,756,290 - a reduction of £8.4 million on the previous year. In 2016/17 we will be required to reduce the budget by a further £3.4 million.

Our plans for 2016/17 contain further challenging objectives - some of the key priorities are included in the 'work in progress' sections in this report.

- we are developing best practice social care, focused on what people can do and how they can help themselves
- we are diversifying Barnet's accommodation offer to help more people live independently
- we are transforming day care provision to ensure people remain active and engaged through access to employment and volunteering
- we are integrating health and social care services to prevent crises and help individuals stay well and in their own homes
- we are developing and embedding new or enhanced services including support for dementia carers, personal assistants, shared lives, telecare and new housing options.

I hope that you find this Local Account interesting and informative.

A handwritten signature in black ink that reads "Sachin Rajput". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Councillor Sachin Rajput
Chairman, Adults and Safeguarding Committee

1. What we do

We aim to provide social care services, which support people's independence, safety and wellbeing.

Barnet Council's Adults and Communities Delivery Unit ('Adults and Communities') supports adults, young people with disabilities aged 18-24, people with physical or sensory disabilities, people with learning disabilities, people with mental health problems and people who care for family members or friends.

2015/16 saw the implementation of the Care Act 2014 on 1 April 2015. The Act sets out the legal and statutory framework which Barnet Adults Social Care works.

The Act includes:

- Making sure people's well-being, and their outcomes, are at the heart of every decision made
- A duty to provide prevention, information and advice services to prevent, delay or reduce the needs for care and support of adults and carers
- Supporting people with information, advice and advocacy so they know their rights and responsibilities, access care when they need it, and plan for their future needs
- A national minimum threshold for eligibility for council support for both service users and carers
- New entitlements for users and carers:
 - a legal right to a personal budget and direct payments
 - a right to continue care after moving to a new area
 - carers right to assessment, support services and review, equal to that of the service user
 - eligible users must be offered independent help in support planning
 - self-funders must be offered advice and support planning for community services
- Having one system for deferred payments
- Putting Adult Safeguarding Boards on a statutory footing
- Other duties for Local Authorities:
 - a duty to co-operate with relevant agencies
 - a duty to ensure adult social care and housing work together
 - a duty to promote diversity and quality in care and support provision
 - a duty to promote the integration of services
 - a leadership role in situations of care provider failure.

By working in a more seamless, integrated way with our partners and colleagues in the NHS, voluntary and private sector organisations we want service users to feel increasingly that they are dealing with a single care organisation.

In addition to the Care Act 2014, our priorities and ambitions for the year were derived from the following strategic plans:

- Barnet Council Corporate Plan
- Adults and Safeguarding Committee Business Commissioning Plan
- Joint Strategic Needs Assessment
- Barnet Health and Well-Being Strategy.

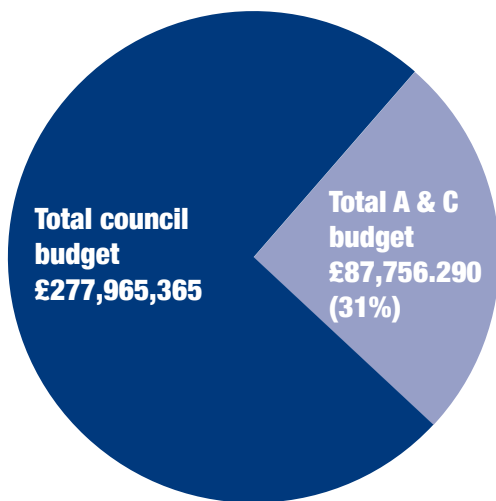
Our commitments to you

1. We will provide you with information and advice about staying independent and how to plan for future care and support needs.
2. We will work with you to enable you and your family to maintain your independence.
3. You have the right to control your own care and support. Adult social care will aim to join up services, whoever provides them, around your eligible needs.
4. We recognise family carers as partners in care and will support you to continue in your caring role.
5. We will respond quickly to keep you safe from harm if we receive concerns.
6. Your Personal Budget is based on your eligible needs and will only change as your needs change.
7. Your financial contributions towards meeting the costs of care will always be based on your ability to pay with a clear breakdown of how your contribution has been calculated.
8. Our staff will be professional in their approach, appropriately trained and caring.

For more information about all our services and publications, visit
www.barnet.gov.uk/adultsocialcare

2. Our headline performance

Expenditure 2015/2016



| | |
|-------------------------------|---------------------|
| Barnet Council | |
| Actual expenditure | £259,011,371 |
| Adults and Communities | |
| Actual expenditure | £90,591,278 |

The budget for 2014/15 was £90,669,446 (actual spend was £92,218,070). This was reduced to £87,756,290 for 2015/16 due to savings required as part of the council's Medium Term Financial Strategy and business planning process. There was a £2.8m overspend in 2015/16 because of demographic growth and the resulting pressure on services.

Population in Barnet

376,065

Of which:
Aged 18-64
234,588

Of which:
Aged 65+
52,857

Older adults currently make up 14% of the total Barnet population.

New contacts to Social Care Direct



Social Care Direct is our first point of contact for most adult social care enquiries.

In 2015/16 Social Care Direct

received **58,822** requests.

Telephone **45,538**

Email **11,522**

Other **1,762**

Adult social care service users*

4,710

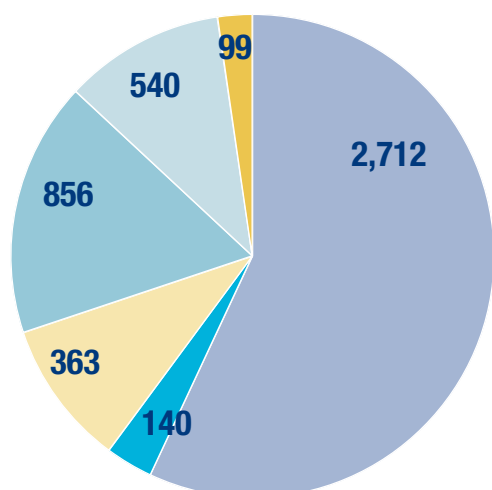
Of which:
Aged 18-64
1,576

Of which:
Aged 65+
3,134

* This excludes people receiving short-term services such as respite, enablement, equipment and adaptations.

3% reduction on the total long term service users reported in 2014/15.

Number of people given different types of support



Total - 4,710

- Personal care, access and mobility support
- Support for sensory impairments
- Support with memory and cognition
- Learning disability support
- Mental health support
- Social support, e.g. for alcohol or substance misuse

Service users receiving different types of support

| | 2014/15 | 2015/16 |
|--|--------------|--------------|
| Total number of Service Users | 7,190 | 7,011 |
| Enablement | 1,550 | 1,476 |
| Community based care, including home care, equipment, telecare, supported living | 5,982 | 5,808 |
| Residential care | 1,053 | 1,035 |
| Nursing care | 381 | 350 |

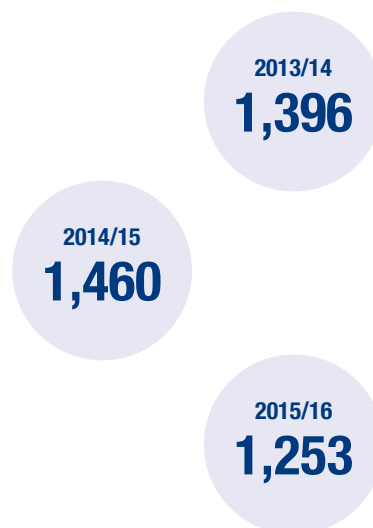
Total service users include those in receipt of short term services, such as respite, enablement and adaptations. Some service users will have received more than one type of support during the year.

Assessments and reviews



Figures represent the number of people receiving an assessment or review. Those receiving both an assessment and review during the period will be counted twice.

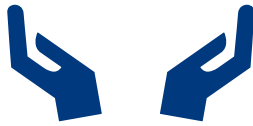
Direct Payments



We have continued to encourage service users to take up Direct Payments to give them greater control and choice over how and when their services are delivered.

Carers

32,320



The number of people in Barnet who stated that they “give help or support to family members, friends, neighbours or others because of problems related to old age or long-term physical or mental ill-health or disability.”

Source: ONS Census of England and Wales 2011.

Carers' assessments

2013/14
1,948



2014/15
1,364

2015/16
1,145

These figures are for assessments carried out by Adults and Communities. Many family carers contact the Barnet Carers Centre or other community organisations for advice or support and so may not choose to ask for a formal assessment of their needs.

Safeguarding

Concerns received

2013/14
565

2014/15
764

2015/16
1,215

Enquiries completed

2013/14
381

2014/15
428

2015/16
438

Requests for DoLS authorisation

2013/14
65

2014/15
653

2015/16
1,357

DoLS assessments carried out

2013/14
52

2014/15
558

2015/16
1,215

Source - Annual Department of Health Adult Social Care Survey.

The 59% increase in concerns received in the past year may be due to ongoing work carried out with care homes, voluntary sector organisations and the public to raise awareness of how to report alleged abuse.

A change in the law in March 2014 has led to a steep increase in requests for DoLS authorisation. This is also driven by the disproportionately large number of care home places in the borough – Barnet has over 100 care homes.

Further data on safeguarding is available in the Safeguarding Adults Board Annual Report, published at www.barnet.gov.uk/safeguarding-adults

Complaints and compliments



Formal complaints received



Of these, which were upheld



Written compliments received



Source: [Annual Complaints Report for Complaints and Compliments](#)

Service users' feedback



2015/16

I am satisfied with services **86.6% (88.2%)**

I am very or extremely satisfied with services **61.3% (62.1%)**

I find it easy to find information on social care provision in Barnet **69% (71.3%)**

I have adequate control over my life **69.4% (68.4%)**

Source: Annual Department of Health Adult Social Care Survey. London Borough of Barnet figures for 2014/15 shown in brackets.

All 2015/16 data is provisional, subject to validation and likely to change before it is confirmed.

All 2014/15 data is based on fully validated data sets and may vary slightly from the provisional figures published in the previous Local Account

For further details of the Adult Social Care accounts, please refer to the London Borough of Barnet [Draft Statement of Accounts](#) for the year ended 31 March 2016, published on the Barnet Council website www.barnet.gov.uk

3. Supporting you

We want to support residents to live well, age well and stay well.

We aim to help residents maintain their independence and physical and mental wellbeing for as long as possible focusing on their strengths. This means helping them to access the right type of support when they need it and making sure it is tailored to meet their needs. We want to ensure residents have access to good quality information, advice and advocacy so they can think about their own strengths and make informed decisions, to help them avoid ill-health or slow down deterioration. This might be information on where to obtain equipment or mobility aids or signposting to local keep fit classes, falls awareness advice, specialist support or interest groups provided by community organisations such as Age UK Barnet, Alzheimer's Society Barnet, Barnet Mencap and many others.

If someone does become ill or need intensive health and social care interventions, we want to help them to recover quickly to regain their independence. They may be helped by the use of short-term enablement support or aids in the home.

In order to share professional expertise, streamline services and find cost-effective solutions to deliver better outcomes for residents we are also developing integrated health and social care services, working with our NHS healthcare partners, Public Health, voluntary sector and private sector service providers.

What we did in 2015/16

This year we delivered a number of new services as well as carrying out work to improve our existing services for older adults, people with mental health problems, people with learning disabilities and people with dementia.

We delivered the following services:

- nearly 7,500 older adults took part in Neighbourhood Services run by the Barnet Provider Group led by Age UK Barnet. The services include exercise classes, Tai Chi, yoga, IT classes and cookery clubs, all of which help reduce social isolation and boost wellbeing. This includes the involvement of volunteers who provided over 70,000 hours of their time to support these activities
- Age UK Barnet's Later Life Planning Service helped older people with over 1,500 different matters such as making wills, housing issues, accessing benefits helping residents to plan for a healthier future and maximising their wellbeing. The Handyman Service completed jobs ranging from changing light bulbs to putting up grab rails or fitting key safes, to help keep over 700 older people safe and secure at home.
- to make the most of local community resources and reduce social isolation, especially for older people, we have continued to support the Altogether Better project. This brings individuals, local businesses, community and faith groups together to plan, run and take part in projects to make their neighbourhood a better place in which to live and work. This has led to a wide range of initiatives such as intergenerational IT skills training, wellbeing cafes, and a Silver Service lunch deal for elderly people
- Age UK Barnet and British Red Cross are working in partnership from May 2016 to deliver the 'Home from Hospital' service. 61 people a month are supported home following hospital discharge
- we increased the amount of telecare equipment we installed to help people stay in their own homes and retain their independence for as long as possible
- to support adults with learning disabilities, we worked with Barnet Mencap to hold a carers' information and meet the team event, attended by over 30 people
- we held GP training sessions to provide better healthcare to people with learning disabilities and to help identify illness early on
- to support adults with mental health issues, we worked with the Mental Health Trust to implement a comprehensive enablement programme across mental health teams
- to reduce the amount of people who are unemployed with long term mental health problems, Public Health have commissioned employment support workers to help them get into or back into employment, supporting 163 people into work.

- we created opportunities for people with mental health conditions to move from supported living into private rented accommodation to enable them to gain more independence.

We also worked to improve the ways in which our residents are able to access services.

- we implemented a new “Front Door” model to improve the customer experience and the new process and pathways were truly established in June 2015. As part of this process a triage team was set up to identify appropriate cases for specialist Occupational Therapist support
- we have piloted a new “hub” way of working which brings staff closer to the local community and those who need adult social care services. Several hubs have been set up across the borough to carry out assessments and reviews in a more timely and easily accessible way. In the hubs staff have targeted conversations with service users about what is working well for them in terms of their care and support and identify what else may help them reach their goals. We are now consulting on whether to expand on this way of working
- we continued seven day a week social care services at Barnet, Chase Farm and Royal Free Hospitals so that our social workers can work with health colleagues to arrange hospital

discharges over the weekend. This has ensured those returning home have appropriate care packages in place

- in Mental Health and Learning Disabilities, we created and implemented the use of single page profiles for assessments and reviews, to ensure the person’s voice is heard, their wishes recorded and planned for.

We also carried out work to improve the quality of the services our residents receive:

- we established a learning disabilities quality forum and best practice sessions to support our strengths-based, person-centered practice
- we established a monthly practice forum for social workers in mental health which covered subjects including person-centred working, strengths-based practice, safeguarding and mental capacity assessments
- to support our residents with mental health problems we have focused on building enablement as the key strand running through all the services to help people recover, stay well and gain resilience to help them manage their condition themselves
- we have signed up for the Think Ahead programme, which supports graduates to train in mental health social work services.

Silver Sunday 2015, celebration at Hendon Town Hall



Silver Sunday is a national celebration of the contribution of older people, for our events in October 2015 we worked closely with Barnet Seniors Assembly and individuals, community groups, and voluntary sector partners to promote our local preventative services. These were well attended and we will be coordinating the week-long event again this year, with even more events led by local people and businesses.

Work in progress

We are continuing to collate information on all prevention and wellbeing work across the council and monitoring trends and outcomes, including service user feedback. This data will inform our next steps to further develop the prevention and wellbeing services commissioned.

For people with learning disabilities, we have developed “Looking after me” groups to be facilitated by the nurses in the team to support people to be more self-reliant. As well as lunch time training sessions, which improves professional awareness of issues that impact on those with a learning disability.

We will implement the new enablement model in mental health and Barnet Voice, the local advocacy group, will be co-located with the Network.

We will change the way we monitor our supported living providers to focus more closely on outcomes.

We will continue to be involved in the accommodation and employment board led by the Council's Commissioning Group.

We will continue to review and develop mental health services to reflect the needs of local residents. For

example we have worked with people living with mental health conditions, with Barnet CCG and partner organisations on a ‘Reimagining Mental Health’ project to co-design a range of initiatives including a charter for mental health and building closer links with schools and Child and Adolescent Mental Health Services (CAMHS).

In 2016/17 we will have a new commissioned provider for enablement and we will embed our principles of strengths based practice with all staff who deliver enablement care and support. We will continue to build relationships with the CCG to make sure people moving out of hospital receive enablement services where appropriate. Telecare continues to be a core part of our offer to help people live safely and as independently as possible at home.

We will improve the way we manage Disabled Facilities Grants for aids and adaptations in people's homes, to help more residents remain independent.

We will roll out the Barnet Integrated Locality Team, which brings together health and social care workers to provide an integrated approach to care and support, so that this service is available across the whole of Barnet.

The Network, is a multi-disciplinary team focussed on enabling and empowering people who are struggling with their mental wellbeing. It is co-funded by Barnet Council and Barnet, Enfield and Haringey Mental Health Trust and works with individuals to help them identify their own recovery goals, with a support plan based on what they want to achieve. This can be for up to nine months in some cases. It's both broad and very centred around the person's particular road to recovery.

Case Study

DJ has a traumatic history of abuse. She arrived at the Network angry at professionals and highly suicidal. The management plan that she had in place to ensure her safety had been that her sister managed all her medication and finances for fear that she may purchase the tools to end her life.

Having gone through enablement at discharge DJ was managing her own money, taking her own responsibility to manage her safety and welfare. DJ reported feeling cared about as a result of a trusting relationship she developed with staff. She felt collaborative working had empowered her to make her own decisions and being in control was what enabled her to make the change, along with being treated as an individual and the respectful relationships that emerged out of this.



DJ's poem

The network it offers a place to help you
It's hard to believe but I promise it's true
They listen each day they show you they care
They never give up they're always there.
The work that they do in the courses they run
To find a negative it can't be done
They guide you in a way that feels right for you
Nothing but praise is certainly due
The people that run the courses each day
Go over and over the things they say
They truly believe in the work that they do
To help you find a better you
Sometimes it will be hard for you to deal with
But stick with them they have so much to give
The work that they do is second to none
Give them a try its hard but fun
The choices they give you the things they do
It makes you feel its run just for you
So stick with it and follow their plan
Trust me I've been there I know you can.

4. Support for carers

“Carers are supported and valued by our communities“

We recognise the vital role carers carry out in supporting local residents and we know that it is hugely important to Barnet’s health and social care system. Without carers we wouldn’t be able to provide the level of health and social care currently in place. We want to ensure carers are able to receive the support they need to maintain their own health and wellbeing, and sustain them in their caring role.

Carers are identified as a priority in our Joint Health and Wellbeing Strategy 2015/20 and in our Adults and Safeguarding Commissioning Plan 2015/20. The Barnet Carers and Young Carers Strategy 2015/20 sets out how we will achieve our vision that “carers are supported and valued by our communities”.

Our major focus for carers in the past 12 months has been to:

- implement our Carers and Young Carers Strategy 2015/20
- ensure carers have access to co-ordinated information and advice and sign posting
- improve the support available for carers in Barnet
- increase satisfaction with support that is being received from the council and from organisations providing support to carers
- increase awareness of carers within our communities and ensure they have access to the support they need earlier in their caring journey.

What we did in 2015/16

- we co-produced our Carers and Young Carers Strategy 2015/20 with carers, young carers and for the first time with the Family Services Delivery Unit to allow us to have a more holistic approach to supporting carers. We have also established a Carers and Young Carers Strategy Group to oversee its implementation
- we updated content on our website and our “Support for carers in Barnet” document to make it easier for carers to access useful information and increase knowledge of the wide range of support available for carers in Barnet
- we have regular training for staff in Adults and Communities and continue to raise awareness of carers rights and the support available by working with key partners delivering training and workshops throughout the year and during Carers Week. This included training with Adults

and Communities staff, Family Services staff, lead providers and carers

- we have worked closely with lead providers for preventative support services and the Barnet memory service to develop a new specialist dementia support service which will be in place from June 2016 which will provide targeted support to carers and adults with dementia that they are supporting
- we have also worked with carers to develop the new service specification for carers and young carers services which will be commissioned later in 2016.

Work in progress

In May 2016 we joined the Employers for Carers Scheme to ensure our employees and local small and medium businesses within the borough can access resources to support employees who are carers.

We will have a new contract to deliver support for carers and young carers.

We will deliver the Carers and Young Carers Strategy action plan for year one and we will implement our new specialist dementia support service for carers and adults with dementia. We will continue to promote carers support services and further develop our carers support offer.

We will ensure our staff attend our training to increase knowledge of support available and help carers to look after their own health and wellbeing. We will also work with partners to increase identification of carers and promote carers support services.



For more information on support available for carers in Barnet, please visit www.barnet.gov.uk/carers

5. Improving quality

We aim to ensure that all adult social care services in Barnet are safe, caring, effective, responsive to residents' needs and well-led.

Our drive for quality covers all the voluntary, private and statutory organisations we contract to deliver services to residents. These include day care, supported living, home care and residential care. The aim is to ensure people are supported, treated well, and kept safe from harm.

We do this by sticking to rigorous procurement and quality assurance procedures. We also work closely with providers to support their continuous improvement and learning.

We are responsible for making sure our contracted providers meet the high standards we have set and take complaints very seriously. When service users do not receive high quality services we ensure lessons are learned and make improvements more widely where necessary.

If we find a service provider does not meet the Care Quality Commissions (CQC) Fundamental Standards, we will take action to ensure the safety of the individuals involved, work with the service provider to improve their standards and inform the CQC as the regulating body.

What we did in 2015/16

- we rolled out our new model of contracting and quality improvement within Adults and Communities. This built on the work piloted by the Integrated Quality in Care Homes team working with care home providers, to share good practice and support improvement. The service now deliver a programme of support and engagement with domiciliary homecare and supported living services
- the new Care Quality service has three teams who work on:
 - care homes and supported living providers
 - services in the community
 - equipment and services delivered by the voluntary sector supporting prevention and wellbeing

The teams include staff from a range of different disciplines, including social work professionals, the Care Quality Commission and qualified nurses who work in partnership with providers to deliver high quality services.

- the Care Homes and Supported Living Team are also now responsible for undertaking reviews of all older adults and people with physical disabilities placed in care homes by Barnet. This has enabled the service to be more responsive to quality concerns picked up as part of a review, and where the team has identified concerns through contract monitoring, to act swiftly to ensure people are safe
- the service has delivered a range of practice sharing and training events including:
 - Monthly Practice Forums (supported by Skills for Care)
 - Action learning Sets
 - Specialist Network Support groups including Learning Disabilities, Mental Health, Older Adults, Activity Co-ordinators and Nurses
 - Specialist workshops run in conjunction with other professionals, e.g. CCG, North London Hospice Safeguarding Month and Mental Capacity Month events
 - End of Life Care Planning.

Work in progress

Working jointly with Barnet Clinical Commissioning Group we are rolling out a programme of training to local care homes to improve the quality of care. Barnet has more than 100 care homes, with the highest number of residential beds in London, leading to a significant care home population with complex health needs. The training is an investment in building competency and capacity in the care sector workforce. The programme will focus on dementia awareness, caring for people with deteriorating conditions, end of life care and good communication. This is intended to reduce unplanned hospital admissions, improve resident experience, clinical practice and quality of life.



6. Keeping people safe

We are legally responsible for protecting vulnerable adults who may be at risk from abuse or neglect.

Abuse can take the form of mistreatment or lack of care that leads to injury or harm. It may be the result of deliberate intent, negligence or ignorance. Abuse can be physical, sexual, psychological, financial or neglect, or a combination of these. It can include domestic abuse or within an organisation such as a hospital or care home.

It can happen to anyone regardless - or indeed because of - their age, gender, race or ability. Older people make up the largest number of people at risk in Barnet.

We encourage people who use services, carers and professionals in social or health to tell us if they have a safeguarding concern by contacting Social Care Direct, telephone 020 8359 5000 or email socialcaredirect@barnet.gov.uk We will then make enquiries as appropriate.

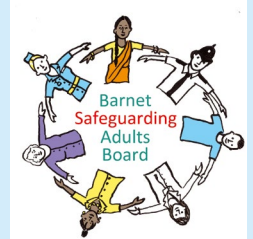
We also have legal responsibilities under the Deprivation of Liberty Safeguards (DoLS) in the Mental Capacity Act 2005. These aim to protect people in care homes and hospitals from being unlawfully deprived of their liberty. The care home or hospital must apply to their local authority to authorise any deprivation of liberty, in order to ensure it is in the person's best interests.

We have continued to see an increase in the number of applications since the Supreme Court judgment ruling in March 2014 which means that DoLS now applies to many more people. This year we received 1,357 requests for authorisation compared with 653 requests the previous year.

Barnet has a Safeguarding Adults Board, a multi-agency partnership which determines local safeguarding policy, shares best practice and training, monitors and reviews progress in preventing abuse and responding to it when it happens. Our work is determined by the Board's annual priorities (see box).

We also facilitate a Safeguarding Adults Service User Forum, comprising service users and carers, to ensure their voice remains central to our safeguarding work.

Barnet Safeguarding Adults Board priorities 2016-2018

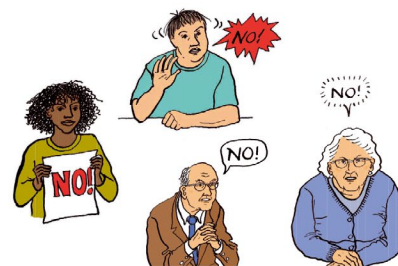


- Improve our Multi-Agency response to Domestic Abuse affecting 'adults at risk'
- Improve access to justice for 'adults at risk'
- Making sure our safeguarding practice is person centred
- Develop a Multi-Agency Safeguarding Hub for adults
- Continue to improve the effective management of pressure ulcers

Keeping adults safe in Barnet

Say **NO** to abuse

Physical • Emotional • Sexual • Discriminatory • Financial • Neglect



Call Barnet Council's Social Care Direct

0208 359 5000

Email: socialcaredirect@barnet.gov.uk

Or call the Police on 101
In an emergency always call 999

Tell us –
we are here to help

What we did in 2015/16

- we responded to 1,215 Safeguarding adults concerns raised with Adults and Communities
- we ensured our Safeguarding Adults Board (SAB) is compliant with the Care Act
- we agreed a procedure for learning from safeguarding adult reviews
- we held a challenge session for SAB partners to ensure they are safeguarding adults at risk in their care
- we worked with care home managers to ensure they are aware of their responsibilities under the Mental Capacity Act and DoLS legislation
- we worked to support the Board's four priorities, and complete the actions in the business plan
- we improved information sharing and joint working about safeguarding concerns with the police
- we provided training to ensure Adults and Communities staff are familiar with the Safeguarding changes in the Care Act including Making Safeguarding personal
- we held a number of awareness events in November as part of 'safeguarding month'
- we raised awareness among social work practitioners, carers, people at risk and the general public of what pressure ulcers are and how to prevent them
- the Safeguarding Users Forum held 'challenge sessions' to ask the representatives from the Royal Free Hospital, the London Fire Brigade and the London Ambulance Service how effective their safeguarding arrangements are
- we set new priorities for the SAB for the next two years and developed a new business plan for 2016-2018
- we know that this work is having an impact because
 - the number of safeguarding concerns has increased by 59%, showing that more people have identified the risks of abuse and have reported it to us
 - the number of DoLS applications has increased by 108%, showing that more care homes and hospitals are aware of their responsibilities under the legislation.
- We held a learning event for staff following a domestic homicide review

Work in progress

In 2016/17 we will:

- implement a new London Safeguarding Adults policy and procedures
- revise all our recording forms in line with this new policy and procedures
- work towards implementing the national Making Safeguarding Personal guidance to ensure our safeguarding work is person centred and outcomes focused
- continue to work with Barnet Clinical Commissioning Group, NHS partners and CQC to ensure information about poor performing care providers is shared and acted upon
- encourage new members to join the Safeguarding Users Forum
- we will revise and updated our information on what abuse is and how to report it in line with the new London Policy and Procedures
- we have developed a Multi-Agency Procedure to work with people who self-neglect
- we are working to improve the response to disability hate crime.



For more information on keeping adults safe in Barnet, visit: www.barnet.gov.uk/safeguarding

7. Listening to you

We want to work with residents to identify improvements, co-design services and ensure the focus remains on improving outcomes for local people.

In order to make sure adult social care services meet the needs of people in Barnet we are committed to providing a wide range of opportunities for people to be involved in shaping the services we deliver.

We have worked with people who use our services, their carers and the voluntary and community sector to get involved with us in a number of ways depending on their experience, interests and availability.

This year people have worked with us by:

- responding to consultations and surveys
- joining one of our five Partnership Boards
- taking part in workshops, steering groups, advisory groups, project boards, focus groups and tender panels
- attending an experts by experience meeting
- being a part of our engagement database, People Bank

People have worked with us on one off activities, on particular projects or subjects, or on a long term basis.

What we did in 2015/16

Residents were able to take part in shaping how future services will be designed by being involved in:

- Dementia Services Procurement project - Supporting the design of high quality dementia services in Barnet including a new dementia

friendly supported living home.

- Home and Community Support project - Developing homecare contracts to ensure they meet the needs of the people using services
- Autism steering group - To support the design and delivery of Barnets Autism Strategy
- we held Re-imagining Mental Health breakfast meetings with Barnet Clinical Commissioning Group to design the future vision for mental health services in Barnet
- Mental Health Services project - To help design an effective social care pathway for people who use mental health services in Barnet
- Alternative Delivery Model - To design the way we deliver and the way we organise Adult Social Care in the future
- the 5 Partnership Boards have advised on a variety of topics including:
 - Disability Hate Crime and Third Party Reporting
 - 'No Voice unheard no right ignored' green paper
 - Carers Strategy
 - End of Life Care
 - Stroke Services
 - Suicide Prevention Strategy
 - Wheelchair service procurement.

Residents had the opportunity to be involved with surveys including:

- Meals at Home consultation - A public survey of residents of Barnet into proposals to stop the meals at home service



Join the People Bank

People Bank is our database of people who have said they would like be able to get more involved in the shaping the work of Barnet Adult's and Communities. We have over 300 people who have joined the People Bank.

If you would like to get involved and become a member of People Bank you can find out more information at www.barnet.gov.uk/peoplebank

- Adult Social Care User Survey - An annual survey organised nationally by the Health and Social Care Information Centre. This survey asks a selection of residents in receipt of Health and Social Care of their experience of local services
- Libraries consultation - This was a public consultation into amended proposals to change the way the library service was delivered in Barnet
- General Budget Consultation 2016/2017 - A public consultation regarding the councils 2016/2017 budget including council tax level and the social care precept
- Parks and Open Space draft strategy consultation - A public consultation on the draft plan on how parks and open spaces are used in Barnet
- Barnet Safer Communities Partnership - A public consultation into setting the priorities for community safety in the borough at 2016/2017.

Work in progress

We have spent much of the last year working with people who use our services, their carers and the voluntary sector to redesign the way we engage with people. This is to ensure we provide a diverse range of opportunities to shape the way we deliver social care in the future.

The reasons behind changing the way we work are that:

- residents told us this was something we needed to improve on
- we want to have a clear plan on how we will work with people
- we want people to be able to have their say when they can influence projects
- we want the things people tell us to have a real impact on the services we provide
- we want to improve the way we tell people about the changes we made because of what they told us.

The current members of the Partnership Boards have worked with us to tell us what they want to see from good engagement and how we can change the way we work with people to achieve the outcomes we want.

We will now run an Involvement Board which will be made up of resident representatives, Barnet Council and Barnet CCG. This board will oversee planning the subjects we will engage with people on over the following 12 months.

Working groups will work with people who use social care, their carers and the voluntary and community sector to focus on a specific subject and work towards a clear outcome. Once these working groups have completed their objective and made their recommendations they will close and new working groups will be able to start.

We will also be working with the voluntary and community sector to make sure that as many people who want to be involved will be able to work with us to have their voice heard and continue to develop our presence in the community.

For more information on how you can get involved to help shape and improve adult social care services, visit www.barnet.gov.uk/getinvolved



Working together

This year 100 members of the Partnership Boards and the Health and Wellbeing board came together at two summits.

Members were able to discuss the Joint Strategic Needs assessment and vote on their priorities for the Joint Health and Wellbeing Strategy.

Members also told us what was important to them about being involved in the work we do and how we can improve on this

For information about how you can get involved to help shape and improve adult social care services, visit: www.barnet.gov.uk/get-involved

8. Keeping you informed

Targeted and personalised support is fundamental in helping to support people to achieve the outcomes they desire and in maintaining their own health and wellbeing.

This includes the need to ensure good information and advice is readily available.

This enables residents and their families to take control of and make well-informed decisions about what care and support they need and what support is available locally in the community.

We provide information over the phone, face to face, on the website and via publications. We have commissioned Barnet Citizens Advice Bureau as the lead provider for provide information and advice to the wider Barnet community as well as specialist information, advice and advocacy for those in need of health and social care services.

Our other preventative contracts in place which also provide information and advice in line with their service delivery such as Mencap, Age UK and Barnet Carers Centre.

What we did in 2015/16

- to strengthen joint working we have worked closely with local organisations, the voluntary community sector, staff, partners and the public to increase knowledge of the support available locally
- we established the Barnet Voluntary Community Sector Forum, and worked with the Barnet Seniors Assembly to host Barnet's first Silver Sunday, which promotes awareness of preventative support services for older people and their carers
- to promote our strength based holistic approach to social care practice, we have held preventative service drop in sessions for staff to increase their knowledge of support available in the community and support our strengths based holistic approach to social care practice
- we have improved the information available to staff about community resources by continually updating and promoting community services on the refreshed staff intranet pages. We have also updated our external web content with carers support services
- we have updated the "Support for carers in Barnet" document which is available online
- we have refreshed the 'How to make Easy Read

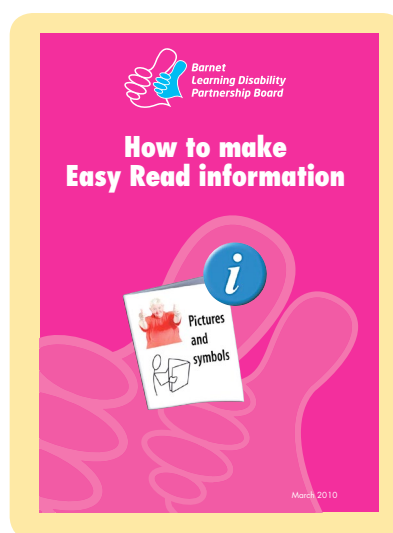
Information' booklet and this has been shared with staff, local providers and available online

- the council website was re-launched in May 2015 to improve the look and feel and user journey for residents. We also send out a monthly update to residents who have requested to be kept informed with activities and events.

Work in progress:

We are reviewing our information and advice offer to ensure residents in Barnet have better access to high quality co-ordinated information and advice earlier. We will do this through a number of mechanisms such as strengthening our web content and our information and advice directory so that it reflects our strength based approach to delivering services.

We will also put in place more resources to provide information and advice in community based settings, making sure people can get the information they want when they need it. This will include working closely with our lead providers for preventative support services, the community and our staff.



Useful contacts



Provides free confidential, impartial advice to help people decide on their adult social care options, and guidance on advocacy.
Tel: 0300 456 8365 www.barnetcab.org.uk



Provides information, advice and support for people aged 55+
Tel: 020 8203 5040 www.ageukbarnet.org.uk



Provides advice and support for family carers
Tel: 020 8343 9698 Email: admin@barnetcarers.org www.barnetcarers.org



Provides information, advice and support people with their mental wellbeing
Tel: 020 8359 4999 www.eclipsebarnet.org.uk



Provides support and opportunities for people with autism or a learning disabilities
Tel: 020 8349 3842 or 020 8343 8897 www.barnetmencap.org.uk

If you would like to read more about the work of Adults and Communities, please visit the Barnet Council website www.barnet.gov.uk/adultsocialcare

We welcome your feedback about this Local Account. To tell us what you liked or disliked and what you would like to see in next year's edition, please contact us.

If you would like a copy of this Local Account in an alternative format such as audio, Easy Read, CD or in large print, please contact us

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