

Barnet Adult Social Care In Focus



Your local account of services for 2012

April 2013

Introduction from Councillor Sachin Rajput, Cabinet Member for Adults



Dear Resident,

Welcome to the second edition of your local account of adult social care services in Barnet.

The local account is a report to tell you about what we have been doing during 2012 to support people with social care needs. We have also included what we plan to do in 2013 - 2014 to develop and improve local services.

Since we produced our last local account in February 2012, we have been asking residents what they thought of the account, and what we could do to improve it. We also involved Barnet LINK, the Local Involvement Network which allows people to have their say on health and social care services. I would like to thank those who took the time to share their views with us. From what people told us, we have made quite a few changes this time around. For example, we have:



Added in more information about things we could improve



Changed the way we have displayed data and figures in the local account to make it easier to understand



Included some information that people were interested in under the different headings used in this report.

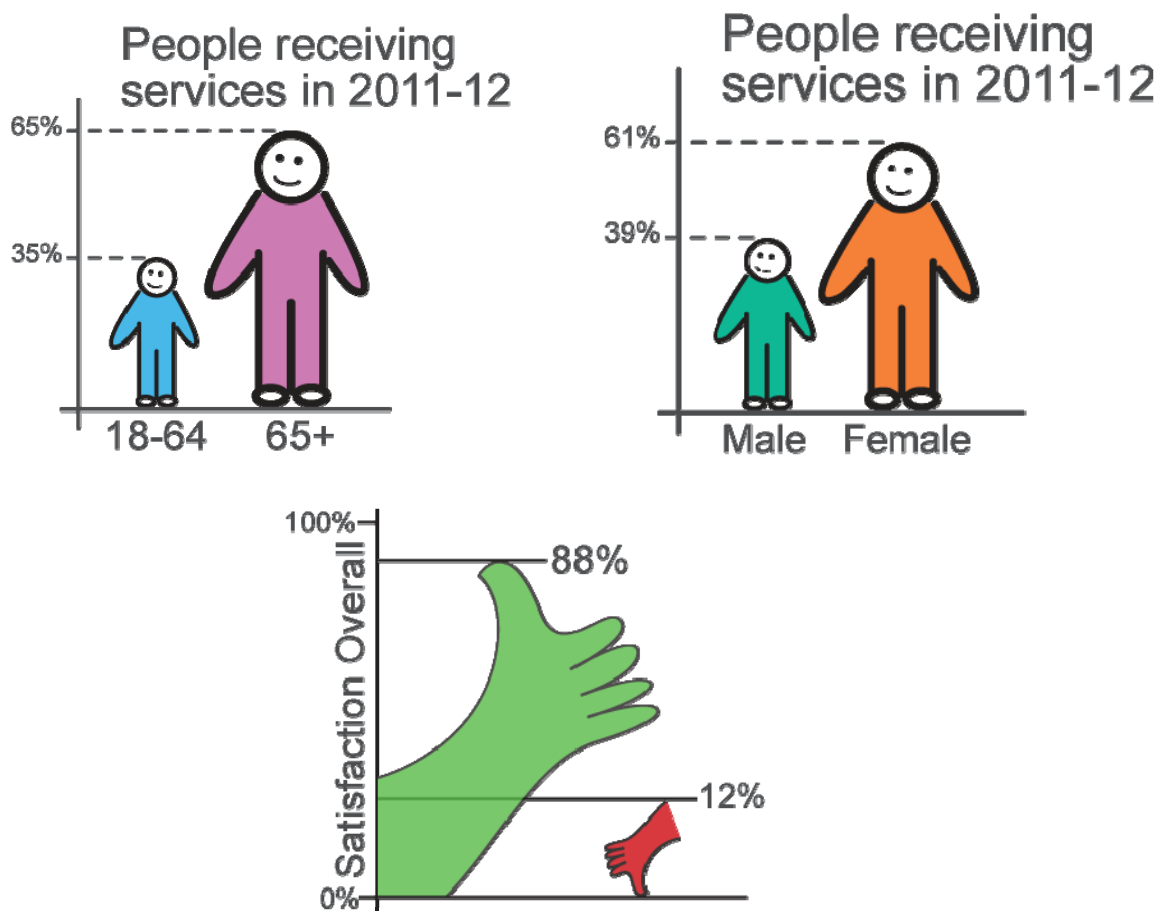
We hope that these changes will help to make sure that this edition of the local account is accessible and gives a clear and honest picture of how adult social care services are developing in Barnet.

The local account is split into six headings. These headings cover different areas of people's lives, and are from the "Making it Real" Framework which was developed by a national partnership of service users, carers, providers and local government. We have used these headings to make it easier to compare how Barnet Adult Social Care is performing.

It is an action-packed account, which shows the amount of change which has been happening in adult social care over the past year. Services are working hard not only to support people with high levels of social care needs, but also to look at how to prevent people from needing support and help them to maintain and regain their independence and wellbeing.

At Barnet Council, we have recently changed the name of our adult social care department to Adults and Communities Delivery Unit. This is because services such as leisure and community safety are joining up with us to make sure services work better together and look at the whole of someone's life and all their different needs.

Below you can see some information about who receives support from us and what they think of the services they get. You can read about all the services the Council offers on our website at www.barnet.gov.uk/careandhealth. Or if you or someone in your family is interested in social media, you can keep up to date with our latest news by following us on Twitter. Go to www.twitter.com and search @lbbadults.



I hope that you enjoy reading our local account.

Yours faithfully,

Sachin Rajput

Cabinet Member, Adult Services

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Adult Social Care in Barnet - Our Commitments to you

- Information and advice about staying independent and how to plan for future care and support needs is available for all residents.
- Your Personal Budget is based on your eligible needs and will only change as your needs change.
- We will work with you to enable you and your family to maintain your independence.
- 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.
- Family carers will be recognised as partners in care and be supported to continue in their caring role.
- Financial contributions towards meeting the costs of care will always be based on an individual's ability to pay with a clear breakdown of how your contribution has been calculated.
- To respond quickly to keep Vulnerable Adults safe from harm when we receive concerns.
- Our staff who work with you will be professional in their approach, appropriately trained and caring.



What can you do if you don't think we are meeting our commitments?

If you or your friends or family feel that we are not doing what we say we will, or you are unhappy with the treatment that you have received from a social care professional, please tell us.

You can do this by making a **comment** or a **complaint** about social care services.

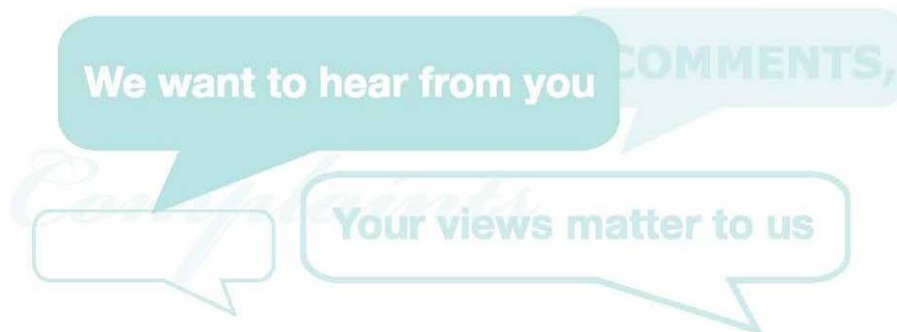
You can share your thoughts about a service by talking to the person who runs the service directly. Or you can talk to the Complaints and Representations Lead for Adults and Communities.

Jennifer Watson-Roberts, Complaints and Representations Lead:

Tel: 020 8359 4299

Email: adultsocialcare@barnet.gov.uk

It is best to put your thoughts into writing so that people can refer to it again accurately when dealing with your case. We use comments and complaints to help us to learn about how to improve our services for the future.



You can also share with us any **compliments** that you have about a service you have received, or a professional that you have come into contact with.

We have been very pleased to see that we have received 107 compliments since April 2012. This is over double the 48 that were recorded during 2011 - 2012. There has been a slight reduction in the number complaints we are receiving: we had 91 complaints during 2012-2013, and 100 complaints the year before.

You can see more about the comments, complaints and representations procedure on our website at www.barnet.gov.uk/adults-complaints.

Abuse and Neglect

Remember that if your concern is about someone being mistreated or abused, you should call our Social Care Direct team as soon as possible.

Tel: 020 8359 5000

Email: socialcaredirect@barnet.gov.uk

Say **NO** to abuse!



You can see more information about what abuse is and how to report it at www.barnet.gov.uk/safeguarding-adults

If you do not have access to the internet and would like printed information about any of the things we talk about in this local account, please contact the Communications Team for Adults and Communities

Tel: 020 8359 4579

Email: adultsocialcare@barnet.gov.uk



Having the information I need, when I need it.

What have we done this year to improve information and advice for people who use social care services?

- We have been working with Barnet Centre for Independent Living to produce fact sheets for residents on different social care related topics. For example, we have created a fact sheet about how to recognise financial abuse, and a fact sheet with top tips when recruiting your own Personal Assistant. You can find these on our website at www.barnet.gov.uk.



We are also working together to make sure that our Social Care Connect online directory is as up to date and useful as possible (Visit www.barnet.gov.uk/socialcareconnect).

- As part of our Ageing Well Project, we have been talking to older people about the kinds of information they think would help them to plan for the future and stay well and independent.

We know that people need advice and information about housing, their finances, legal issues, bereavement, hospital discharge, healthy living, and available care and support services.



From June 2013, we will have Later Life Planners across Barnet to support people over 55 to think about the future and offer a range of advice and signposting, from benefits to home adaptations.

- We are working with the Childrens Service and family carers to develop better information for school leavers with complex disabilities and their families, to explain to them what happens when they come to use adult social care services. We are also talking to them about when it is the right time for the young person to receive different bits of information about their journey into adulthood.
- Finally, we are getting closer to setting up a new customer services organisation to deal with all service enquires and provide a wider range of information and advice so that residents can help themselves.



In focus - making information accessible

We have started using new media to make information about social care services more accessible.

Videos

We have created videos of people's personal support stories, so residents can really see the difference that services can make and hear from real people about how to get the right support.

Visit our Right to Control webpage to see two inspirational stories about how two disabled people set their own life goals and took control of their support services. Go to www.barnet.gov.uk/right-to-control.

We have created some videos in British Sign Language (BSL) to make information easier to understand for people who are deaf. These videos explain how to getting social care support, and there is also a video to raise awareness of abuse.

Visit www.barnet.gov.uk and click on the BSL button to see our dedicated BSL webpage



bit.ly/YmqTNm

Social media

We are also using social media sites (like Facebook and Twitter) to share news and useful information with residents.

Twitter: www.twitter.com/lbbadults or search @lbbadults



Facebook: www.facebook.com and search 'Barnet Council Adult Social Care'



Areas for improvement

- In 2012, we sent a survey to a sample group of our clients. One of the questions asked how easy people found it to access information about social care services. 67% of people found information accessible but 33% of the 527 people who responded said they found it difficult to find the information they needed. We are now going to carry out a review of the information which is produced by the Council to make sure that it is useful to people, and that it is available in the right places across the borough.



- We think there is more that we could do to make information easier to understand for people with learning disabilities. We have already run some training for staff in how to make information easier to read. This year, we will be looking at the forms and letters which we send out to people about their social care, and we will produce 'easy-read' versions with images and language which is easier to understand for people with a learning disability.



- We know that people with disabilities, older people and people on lower incomes are less likely to have access to information on the internet. We will work with other local organisations to improve resident's motivation and skills to get online and improve access to the kit they need. We hope to hold an event for residents in Autumn 2013.

However, we will not stop producing printed information for those who need it. We will still produce booklets about our services, which are available on request and from Barnet libraries and local community organisations which support people with social care needs.

Looking forward

- As of 1 April 2013, Healthwatch Barnet is now responsible for providing information and signposting to residents about health and social care and has taken over from Barnet LINK (Local Involvement Network). CommUNITY Barnet will run Healthwatch Barnet. As part of their role as the consumer voice for health and social care, Healthwatch Barnet will investigate key local issues and ensure the voices of residents are heard.
- We are going to develop an information resource for staff from any local organisation who visit older people in their homes. This will contain useful contact details so that staff can easily refer older people to other agencies for information and advice where necessary. It will be developed as a partnership between the Council, Trading Standards, Police, Fire and Rescue, the Pension Service and voluntary organisations.



- The Council will be working with NHS Barnet Clinical Commissioning Group (local health authority) to ensure that information and advice about both health and social care services is joined up. This will include making sure information and advice is available in local communities and the first 'Health and Wellbeing Resource Centre' will launch at Oakleigh Road later in 2013.
- Along with other local health and social care organisations, we are forming an Information Network. This network of professionals will work together to improve the quality of information available in Barnet, create better information access points across the borough and raise awareness of support to get online.



Contact

If you have any questions about the information in this section, please contact Dawn Rowe, Communications Lead for Adults and Communities:

Tel: 020 8359 4579

Email: dawn.rowe@barnet.gov.uk

Active and supportive communities

What have we done this year to encourage active and supportive communities in Barnet?

From April 2013, the Council has commissioned 5 lead organisations to provide services to support people in their local community. These organisations are working with other groups to deliver the services listed below:

- **Information, advice, advocacy and brokerage service, led by Barnet Centre for Independent Living:** delivering a range of support services for people who want to take control of their own support. Users of services will have control over how these support services look.

Visit www.barnetcil.org.uk.

- **Working for You service, led by Dimensions-** delivering practical support to people with a Learning Disability or Autism, such as support to find employment or live independently in their own home.

Visit www.dimensions-uk.org

- **Eclipse service, led by Richmond Fellowship-** providing targeted support to people recovering from mental ill health, as well as peer support and mental health awareness raising activities.

Visit www.rfbarnet.org.uk

- **Older Adult's Day Opportunities service, led by Age UK Barnet:** providing a range of activities, events and practical support for people in their neighbourhood. Visit www.ageuk.org.uk/barnet

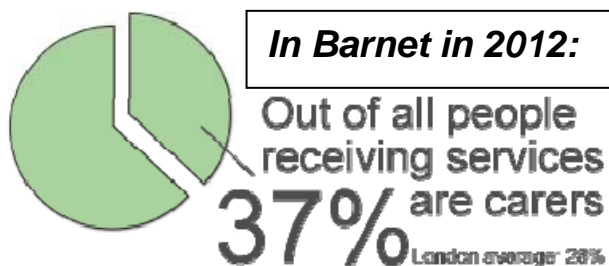
- **Carers support service, led by Barnet Carer's Centre:** providing carers with assessments of their needs and breaks from caring, as well as practical and emotional support to enable them to continue in their caring role. Visit www.barnetcarers.org

9.4%



People with learning disabilities in paid employment

The figure above is for people with a learning disability who use Barnet's social care services.



Of those Carers receiving services:



Carers: 25% receiving support services
75% receiving advice and information

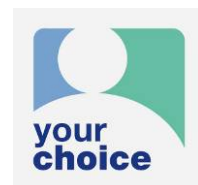
In focus – Supporting Independence Fund



The Supporting Independence Fund has awarded money to kick-start ten exciting new projects that support disabled and older Barnet residents to live healthy and independent lives.

Each organisation which has been awarded money has been working on something that will help people in one of three areas:

- Connecting neighbours
- Getting employment
- Being creative in planning your support



To find out more about each of the successful projects, visit www.barnet.gov.uk/supporting-independence-fund or search for [#BarnetSIF](https://twitter.com/BarnetSIF)

Areas for improvement

- We are aware that more needs to be done to support people living with dementia and their family and friends. To make a difference to them, we are investing in a dementia café which will meet 3 times a month in various locations across the borough.



The café will be run by Barnet Alzheimer's Society and is unique as it will have a creative focus including an arts and culture programme of activities. The café will also include a training and information programme for family carers, developed with input from people with first hand experience and with a real focus on practical help. During 2013, we are going to work with libraries to run reading groups for people with dementia and carers, using specially designed reading materials.

- We know that many older people do not have a network of friends or relatives to support them. Through our "Altogether Better" Pilot Projects we have made some steps towards strengthening the social networks people have, but we have more to do.

We've been working with local people in East Finchley, Burnt Oak and Stonegrove to help to connect individuals, groups, businesses and services that help make the neighbourhoods a great place to live and work in.

We're creating networks that encourage people to volunteer and contribute to activities that would enhance their own lives and those of others, helping to build individual and community confidence, and create a positive community atmosphere.



Looking forward

- In the next year we will be developing some new community support services for people with particular needs. This includes services for people who have suffered a stroke or who have dementia, and people with physical or sensory impairments. We will also develop wellbeing services to make it easier for people experiencing mental ill-health to get support.
- By Autumn 2013, we hope to have developed a Barnet Timebank to support more people to be active in their communities.

Through Timebank, people can contribute some of their free time to helping others, in return for someone else in the community helping them with something.



Examples of skills which are typically sought and shared within a timebank include escorting people to appointments, basic DIY and gardening, babysitting, shopping, cooking, housework, computer skills, companionship and translation.

Anyone can take part and everyone's skills are valued equally. Whatever the service you provide, if you spend an hour helping someone else, you will gain a time 'credit' for you to use.

We will look for a local provider of a Timebank service, who will encourage adults across Barnet to register and help out in their local area.

Contact

If you have any questions about the information in this section, please contact Rodney D'Costa, Head of Social Care Commissioning for Adults and Communities.

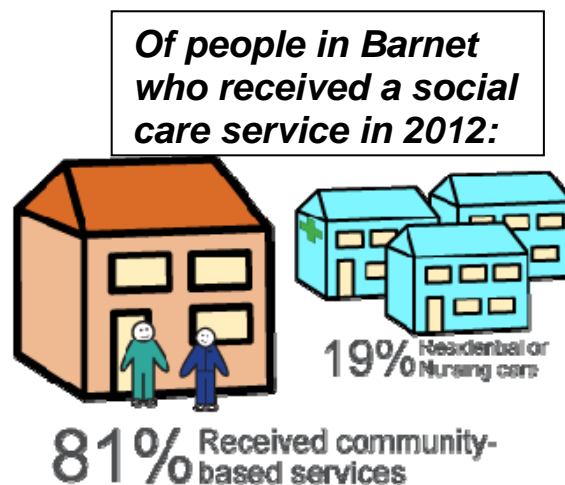
Tel: 020 8359 4304

Email: rodney.d'costa@barnet.gov.uk

My support, my own way

What have we done this year to put people in control of their own support?

Our aim is to make sure that wherever possible, people continue to live independently in their own homes, and don't need to move to residential or nursing care. We are looking at alternative options to residential care.



- In 2010, Barnet was named as one of 7 national pilot sites for the Right to Control Programme. Following the success of the pilot, the Council has now received more than £400,000 of additional government funding to continue this work for another year, until December 2013.

The Right to Control means that people can combine two or more funding streams related to their social care, housing or employment support. They are able to choose how to spend this



money to meet their needs and to lead an independent life.

Lubna tells her Right to Control story: She used the funding for her social care and employment support to hire a personal assistant to help her at work, and to support her to enjoy favourite hobby.

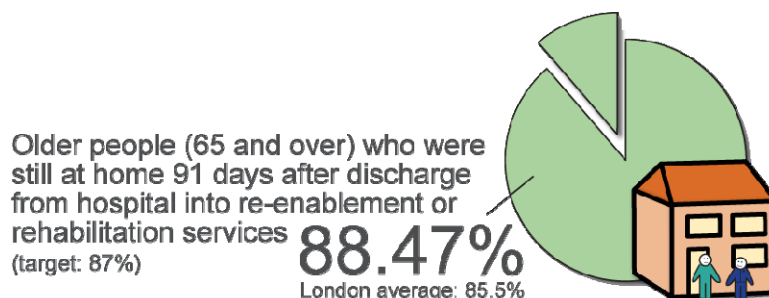
For more information, visit www.barnet.gov.uk/right-to-control.

To date, over 200 people have benefited from Right to Control in Barnet.

We are making sure that all social care professionals are able to support people to take up their Right to Control, and can help people to think creatively about the best support for them.

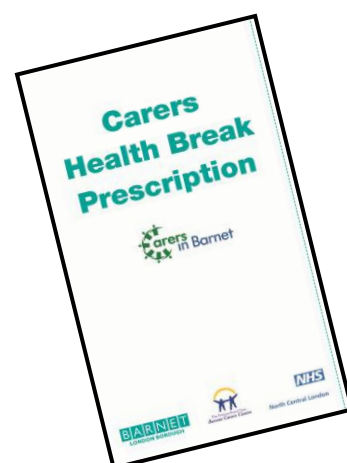
We are also getting other professionals such as housing officers and disability employment advisors to work more closely with social work staff so that all of people's needs are considered together.

- We have been working alongside the health service to join up services for the frail and elderly. Later in 2013, there will be 'care navigators' to support frail older people and help them to avoid unnecessary hospital admissions and closer working between social workers, GPs and District Nurses.



- We know that people who care for a friend or family member need to feel supported to carry out their caring role. In October 2012, we launched Carers Health Break Prescriptions. This service is to allow carers to take back some control of their life when they feel that their caring role is having a negative impact on them.

Carers needing support can visit their GP, who will give them a prescription which can be redeemed at Barnet Carers Centre. The Carers Centre will provide them with a Direct Payment which they can use to arrange the alternative support of their choice for the person they care for.



- In 2012, we have developed new supported living schemes, such as Sarnes Court. This is a new type of supported housing where you can take a Direct Payment and choose who provides your support.

Sarnes Court opened in July 2012 and means that younger adults with disabilities can live independently in their own flats and control their own support arrangements. The housing provider Sanctuary Housing deliver a combined onsite housing and support service which complements tenants' own arrangements and provides an umbrella of support within the building.



In focus –Telecare

Telecare is equipment which makes people feel safer at home. Sometimes having Telecare can mean that someone can continue living independently in their own home instead of needing people to come in and care for them, or needing to move to alternative accommodation.

Telecare includes things like personal falls alarms, flood detectors, smoke alarms and bed exit sensors. Equipment is linked up to a call centre so that someone is available 24 hours a day should you need help.

This equipment was invaluable to Mrs T, who is in her 90's and lived alone. She had started to forget things, and often would not take her medication, which she needed to take three times a day.

To solve the problem, Mrs T was given a vocal memory aid – a machine which would talk to her at the times of day when she needed to take her medication, to remind her to take it. She was then able to carry on with her daily routine without someone needing to be with her to make sure she was taking her medication.



'I am so excited when the machine prompts me, it makes me feel safe'.

Quote from Mrs T

Areas for improvement

- We think that Telecare equipment can make a real difference to people's independence and confidence in their home. Although we already getting around 70 new referrals for telecare equipment a month, we want to further increase the amount of assistive technology available to people in Barnet. We also plan to work with the health service to make sure we use more technology to help people manage their health conditions.
- We know that there is more work for us to do to join up health and social care services, so that people don't have to tell their story to lots of different people during their recovery from illness. We have representatives from the Council on the 3 GP Locality Groups which make up the NHS Barnet Clinical Commissioning Group, and we have set up a Health and Social Care Integration Board to look at ways to do this, such as joining up I.T systems.



- We know that we need to put some better support in place for people with hearing impairments and visual impairments. Through our Physical and Sensory Impairment Partnership Board, we are developing plans for the next few years to improve services and support available.



Looking forward

- We are working closely with housing to develop more specialised housing for older and disabled people, known as 'extra care' housing. This means people still have their own front door, but have support available on site when they need it. Several schemes are being planned which will provide approximately 80 new extra care flats during 2015-16. In 2013 we will be involving older people to look at the design and facilities to be provided in these schemes.



- We are also working with people with high functioning autism or Asperger's syndrome to develop specialist supported housing so that they can live independently in their own accommodation. This is planned to open during 2013-14. We will develop a partnership between the housing provider and our local specialist autism service providers, so that they work together to deliver a high quality service for the tenants.

Contact

If you have any questions about the information in this section, please contact Jon Dickinson, Head of Older People and Disabilities.

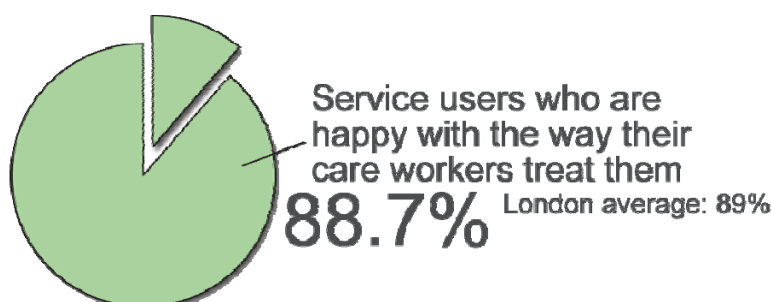
Tel: 020 8359 4871

Email: jon.dickinson@barnet.gov.uk

My support staff

What have we done this year to make sure that those working in social care have the right skills to support people?

- We have launched our Integrated Social Care Workforce Strategy for 2012 - 2015. This shows our plans to support social care workers across the borough, in both private and voluntary organisations. One of the aims of this strategy is to ensure that staff are effectively supported to learn the skills that they need to care for their client group.



- Safeguarding training for both internal and external staff continues to be a high priority with over 550 social care staff from around 48 different organisations receiving a half day of safeguarding training every year.
- Barnet Council and the local NHS have supported the managers at eight care homes to take part in the My Home Life leadership programme. The aim of this programme is to improve quality of life for people in care homes. As part of this programme, the care home managers worked with the Care Quality Commission and other health and social care professionals to look at how improvements can be made in the following areas:
 - Admission/Discharge from Hospitals
 - Positive risk taking
 - Sharing good practice between the homes.

We will be working with more homes in 2013 through a new Quality in Care Homes team and doing more joint projects with NHS Barnet Clinical Commissioning Group.



In focus – Celebrating Excellent Care Conference

We are aware that it can be difficult for social care providers to retain staff. To support social care providers to recruit appropriate staff and keep them, Barnet hosted a Celebrating Excellent Care Conference in January 2013.

The event was to award staff who provide care for the most vulnerable of our society. The event saw staff being nominated by their managers and receiving a certificate and pen set as a way of thanks from the London Borough of Barnet. Feedback from the event was extremely positive with staff saying that it was great to feel appreciated both by their manager and Barnet. Attendees said that they wanted to see this being repeated in 2014.



Some of the award winners receiving their certificates

Areas for improvement

- Local organisations have told us that there should be more visual awareness training for care staff, including personal assistants.
- For some people, using their Personal Budget to employ a Personal Assistant means they can be more independent. Barnet recognise that making sure that the Personal Assistants receive adequate support for the role that they carry out is vital, and we think that more could be done to support them.



We are holding an event in May 2013 to talk to existing and potential Personal Assistants and their employers. We will ask them their views about the best way to support them in their training requirements. We will also share with them information about funding and support options that might be available to them.

Looking forward

- Barnet are exploring alternative training methods to support staff, to ensure they get high quality training on a range of subjects. For example, the Social Care Institute for Excellence have developed free e-learning tools and a 'TV' channel where staff can see real life stories to help with their learning. Making the best use of the training budget and ensuring value for money continues to be a key objective as we explore alternative training methods for social care staff.
- We are developing a new website for social care providers, to ensure that managers and staff have all the right resources at their fingertips to provide a high quality service tailored to needs of local people. This site will be ready by summer 2013 and will be widely promoted amongst provider organisations.



This is what our new website for providers will look like when it is ready.

The web address will be www.barnet.gov.uk/socialcaremarket

Contact

If you have any questions about the information in this section, please contact Marie Bailey, Head of Care Quality for Adults and Communities.

Tel: 020 8359 4871

Email: marie.bailey@barnet.gov.uk

Feeling in control and safe

What have we done this year to make sure people with social care needs feel safe and can plan to control risks?

There are many reasons why people may feel unsafe. Whatever the reason, adult social care has an important role to play in supporting people with social care needs to manage any risks to their safety. We also take very seriously our responsibility to protect vulnerable adults who may be at risk of abuse, in any form. Some of the actions we have taken are:

- We have changed the way we monitor how provider organisations comply with safety standards.



- We have created information for people who use their Direct Payments to employ a Personal Assistant, to make sure that they recruit people safely. Visit our direct payments webpage at www.barnet.gov.uk/direct-payments to see this information.
- In March 2012, we held a Hate Crime Conference for people with learning disabilities, to help them to feel more confident in speaking out when they experience hate crime. This included a play to act out different situations when hate crime can happen. You can see a video of this play on the Council's You Tube channel (visit www.youtube.com and search 'Barnet Council').






Role play to explain hate crime to audience of people with learning disabilities

Following the success of this event, we developed a pack of information about hate crime for local voluntary organisations, so that they could raise awareness with people who use their services.

In focus – Peer Safeguarding Review

In March 2013, we had a team of Peer Reviewers come to the Council to look at how well we safeguard adults at risk of abuse. The Peer Reviewers were social care professionals from other Councils who looked at what we do well and made suggestions for things we could improve.

Things that they said we were particularly good at in Barnet were:

-  Involving service users in our safeguarding work through the Safeguarding Adults Service User Forum
-  Gathering feedback from people who have been through the safeguarding process, to improve people's experience of safeguarding in the future
-  Having clear information available for the public to explain what abuse is.

They said that we need to get better at sharing information across different organisations, to make sure that people stay safe when accessing different services.

We will now start thinking about how to address this and other areas that the Peer Review Team highlighted, and further build on our strengths.

Areas for improvement

- Social care users and carers have told us that they think we should do more to find out why people feel unsafe, such as finding out if there are particular places in the borough where people feel unsafe and experience hate crime. This would allow the Council to do more to address people's concerns. We will think about ways to find out this information from residents.



Looking forward

- From summer 2013, we will have a new Quality in Care Homes Team in the Council. They will work with local care homes to improve their standards and make sure people feel safe.
- We will be developing travel training for people who may not feel safe using public transport, to help them to feel more confident.



Contact

If you have any questions about the information in this section, please contact Marie Bailey, Head of Care Quality for Adults and Communities.

Tel: 020 8359 4871

Email: marie.bailey@barnet.gov.uk

Personal Budgets and self-funding: my money

What have we done this year to make sure people can access the money for their support quickly and get skilled advice to plan care suitable for their needs?

- When people get support from the Council, we tell them what their Personal Budget will be. This is the amount of money which is available for their support.

We have been increasing the number of people who take their Personal Budget as a Direct Payment into their bank account, so that they can arrange their own care.

We have done this by increasing the levels of information and support available to people who have Direct Payments and by offering people Pre-paid cards to make it easier to manage their payments.



- We have started working with an organisation called My Care My Home who provide independent advice to people about their care options, and can also signpost people to independent financial advisors. Visit www.mycaremyhome.co.uk for information about their services.
- Barnet Centre for Independent Living (BCIL) offer a free, friendly and accessible peer support service, where people with disabilities help other disabled people to think about their goals and plan their social care support. You can see a video explaining the service and what to expect at www.barnet.gov.uk/bcil.



John McCafferty, a peer support broker at BCIL talking about the services they offer.

- For people considering a move to a care home, we now have a care home costs calculator on our website. Our social care connect online directory also gives people the opportunity to rate the services that they have used (including care homes and home care agencies). This means that others are able to use this information to make informed choices.



In focus – Pre-paid cards

We launched pre-paid cards in Barnet in July 2012.

A Pre-paid card works in a similar way to a debit card. It has your Direct Payments loaded onto it and you then use the card to pay for care and support services. A pre-paid card is easier to manage than a traditional Direct Payment, as there is no need to send proof to the Council of what you have spent your payments on. The Council is able to easily monitor the use of the pre-paid card.

Chryso Kyriacou, who was the first person to receive a pre-paid card, said: “The cards will give people more control.....There’s a lot less paperwork with the card. Before with direct payments I had to photocopy bank statements and invoices.”



Chryso receiving her prepaid card from members of the Direct Payments Team

Areas for improvement

- We want more people to benefit from the peer support service offered by Barnet Centre for Independent Living. We are working with them to increase the number of people referred to the service by social workers.



Looking forward

- To make sure that people are getting care suitable for their needs, we are changing what happens when someone has a review of their care. A key part of this review will now be to ask you whether you have been able to achieve what you said you wanted to achieve when your support was put in place.
- From this year, we are going to change how our social work teams operate so that each team has experts in different areas and can offer more specialist advice to people about things like Telecare and Direct Payments. We will always think about how to tailor support to the individual.



Contact

If you have any questions about the information in this section, please contact Helen Duncan-Turnbull, Head of Integrated Learning Disability and Mental Health Services.

Tel: 020 8359 6181 **Email:** helen.duncan-turnbull@barnet.gov.uk

Useful contacts

Below are some key contact details for people with social care needs.



Social Care Direct

The duty team in the Council for dealing with enquires about adult social care.

Tel: 020 8359 5000
Email socialcaredirect@barnet.gov.uk

Social Care Connect

Our online directory of local organisations and services.

www.barnet.gov.uk/socialcareconnect

Age UK Barnet

Tel: 020 8203 5040
Web: www.ageukbarnet.org.uk

Barnet Alzheimer's Society

Tel: 020 8937 7171
Email: barnetbranch@alzheimers.org.uk
Web: www.alzheimers.org.uk

Barnet Centre for Independent Living

Tel: 020 8359 2444
Email: info@barnetcil.org.uk
Web: www.barnetcil.org.uk

Barnet Carers Centre

Tel: 020 8343 9698
Email: admin@barnetcarers.org
Web: www.barnetcarers.org

Dimensions

Tel: 0300 373 3730
Web: www.dimensions-uk.org

Healthwatch Barnet

Giving people who use health and social care services a voice

Tel: 020 8364 8400 ext 218.
Email: info@healthwatchbarnet.co.uk

My Care My Home

An independent organisation offering social care assessments and advice to people who are funding their own social care services.

Tel: 0800 731 8470

Website: www.mycaremyhome.co.uk

Richmond Fellowship

Tel: 020 8364 8466

Email: barnet@richmondfellowship.org.uk

Web: www.richmondfellowship.org.uk

Useful reports and publications

If you are interested in finding out more about the work of the Council, and the Adults and Communities Delivery Unit, you may wish to read some of the reports listed below which can be found on the Council website (www.barnet.gov.uk).

- [Barnet Council Corporate Plan](#) (2012 - 2013)
- [Annual Adult Social Care Complaints Report](#) (2011 - 2012)
- [Annual Adult Safeguarding Report 2012](#)
- [Annual Social Care User Survey report](#)



We had feedback on our last local account that it was not helpful to have a lot of figures presented in a table. This is why we have included some graphics with figures about our performance in the past year in each section of this edition of the local account. If you would like more information about our key performance indicators, please contact the Communications Team for Adults and Communities:

Tel: 020 8259 4579

Email: adultsocialcare@barnet.gov.uk

Tell us what you think



We would like to hear what you think of our local account.

If you have any comments you would like to share with us, please contact us.

Tel: 020 8359 4579

Email: engage.adults@barnet.gov.uk

If you would be interested in sharing your views with us on a range of social care issues, you can join our Customer Expert Network.

This is our database of people who would like to take part in consultation activities: whether that be meetings, events, surveys or just a conversation on the phone. You tell us which areas you are interested in, and how you would like to be involved.

Visit www.barnet.gov.uk/careandhealth and click the 'get involved' to complete our online form. Or you can call the Involvement Officer for Adults and Communities on 020 8359 4366.

This publication is available on audio tape, CD, large print, Braille or in an alternative language.

To request your preferred format, please contact the Communications Officer for Adults and Communities on 020 8359 7150 or email adultsocialcare@barnet.gov.uk

Information about adult social care also be found on the Barnet Council website - www.barnet.gov.uk/careandhealth.