



January 2017

Autumn Summit Report



The first Adult and Communities Annual Engagement Summit was held on Thursday 11 August 2016 at the RAF Museum.

This event forms an important part of the new Adults and Communities engagement structure.

The Engagement Summit brought together members of the Health and Wellbeing Board, Barnet Council officers, people who use health and social care services and voluntary and community sector organisations.

The aim of the Engagement Summit was to work together to develop a list of adult social care and health subjects, which attendees felt were the most important to discuss over the next 12 months.

The report of the event was seen and agreed by the Health and Wellbeing Board at their November meeting.

You can read the minutes of the Health and Wellbeing Board on the [board's webpages](#).

You can also read the report of the summit including all the notes taken on the day, at the [Adults and Communities webpages](#).



January 2017

Working Group Updates



The **Guide to Good Engagement Working Group** has now met for the final time.

The group had five regular members and met a total of five times. Alongside these meetings, a separate meeting was held with five people with Learning

Disabilities to get their opinions.

The group have now produced a guide for professionals who want to work with residents to shape their projects.

The group have identified a range of organisations they will distribute the guide to within both the voluntary and statutory sector.

You can see a copy of the final guide on the [working group webpages](#).

The **Dementia Information in Barnet** Working Group had its first meeting on Monday 30 January 2017.

The group will be looking at:

- what information on dementia is needed by residents
- when this information is needed
- where the information can be best accessed
- the format in which information is needed.

They intend to meet at least two more times and we will update you in further “Your Voice” editions on the outcomes of their work.



January 2017

Barnet Libraries are changing - Opportunity to join a 'Disabilities and Accessibility User Group'



You may be aware that the way we deliver some of our library services is changing during 2017.

As our new arrangements become operational, we would like to establish a small group of library users with lived experience of a range of disabilities.

We would like these people to work with us to ensure our library services remain as accessible as possible.

Some examples of how the group could help us to do this is to:

- provide feedback on the range and scope of activities, reading material and library resources we will be offering
- test our new access arrangements for self-service opening
- provide feedback on the operation of the self-service kiosks etc. and on the home and mobile library services.

For more information on how and why our Library Service is changing, visit: <https://barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing.html>.

If you would be willing to be involved, please contact us by:

Email: engage.adults@barnet.gov.uk

Telephone: 020 8359 4712



January 2017

Adult Social Care Survey



Between February and March we will be conducting a survey of people who use adult social care.

This survey is being run across England by all councils on behalf of NHS Digital.

This will be the seventh year of the Adult Social Care Survey. It is designed to help the sector understand more about how services are affecting lives.

User experience information is critical for understanding the impact of services, for enabling choice and for informing service development.

Data from this survey enables councils to benchmark against their peers and to gather information to support their local commissioning, performance and strategy. The survey also supplies data for a number of measures in the Adult Social Care Outcomes Framework.

The information collected will be used by Barnet Council to measure the effectiveness of the services we provide in Barnet.

If you or someone you know receives one of these surveys, please do take the time to complete this and return to us as the information we receive is essential in developing the services we provide to people in the borough.

If you have any queries about the survey please contact us by:

Email: engage.adults@barnet.gov.uk

Telephone: 020 8359 6189

We will provide feedback on the outcome of the survey later in the year when all of the results have been collected throughout England.



January 2017

Welcome to our new Engagement Lead



We are pleased to let you know that we have been successful in recruiting a new Engagement Lead, Ella Goschalk to join the Customer Care team.

Ella currently works in our Business Improvement team and so knows lots of the work that is taking place within the Delivery Unit.

Ella has previously worked on projects such as, Direct Payments, setting up the Care Space hubs and Shared Lives. Previous to that she worked at Enfield Council in Public Health and Adult Social Care.

Ella said about her new post "I'm really excited to start as the new Engagement Lead. I'm looking forward to speaking to a wide range of people and building on Hannah's work to think of new and creative ways to get people involved in how we work in adult social care."

Ella will start with the team at the beginning of March. If you have any queries in the meantime, you can contact the team by:

Email: engage.adults@barnet.gov.uk

Telephone: 020 8359 4712