

# Altogether Better – the Barnet Ageing Well programme 2014/15 Annual Review



Supported by:

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## FOREWORD

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Over the next 20 years society will change dramatically and the public sector will need to change with it. The big demographic shifts implicit in an ageing population, and one that is more diverse and globally interconnected as well, will affect public sector organisations as well as the voluntary and community sector - whatever their mission.

People living longer, healthier lives is a great opportunity for our society and one that we need to take advantage of. Not only that, we have a role to play in supporting others to benefit too and helping people futureproof their lives. We all want Barnet to be a great place to live in, to grow up in and to grow old in.

This report provides many examples of how the Ageing Well programme in Barnet has started to make a real difference in people's lives those of older citizens, people of working age as well as children and young people.

This annual review provides details of

- the engagement with local people in the neighbourhoods in which we work - East Finchley, Burnt Oak, Edgware & Stonegrove, and High Barnet & Underhill,
- our impact on local communities, and
- the development and delivery of borough-wide projects agreed in the work plan.

The project continues to teach us to listen carefully to people when they tell us what they want from their lives, to work with them to help create the right results and, although this shouldn't be a surprise, it has allowed us to experience the enormous difference that results from being involved in shaping your own world.

Altogether Better – the Ageing Well programme in Barnet is an exciting and innovative project and probably more importantly, it's a catalogue of wonderful rich human stories that could lie at the heart of transforming not only social care but also to those in health, housing, libraries, recreation and communities. We must also recognise that this community-engaged approach is a long-term, evolving process.

My sincere thanks to all those who have contributed and guided the Altogether Better - the Ageing Well programme in Barnet.



*Cllr. Lisa Rutter*  
*Barnet's Older People's Champion*

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## BACKGROUND

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A significant projected increase in the population of people aged 65 and over has been identified by Barnet's Joint Strategic Needs Assessment (JSNA), whilst at the same time the resources available to both Barnet Council (LBB) and the Barnet Clinical Commissioning Group (BCCG) to meet the needs of Barnet's residents are increasingly being stretched.

We are currently seeing declining mortality rates with longer life expectancy and improvements in health brought about by medical advances and better treatment of long-term conditions. However, across Barnet there is much diversity in terms of life expectancy. The council, NHS and partners therefore need to explore different ways to support the local population in a manner that maintains independence, health and well-being.

Barnet's Health and Well Being Strategy has two overarching aims: ***Keeping Well*** a strong belief in 'prevention is better than cure' and ***Keeping Independent*** aiming to ensure extra support is available which enables people to get back up on their feet as soon as possible.

Historically an ageing society has been perceived as a burden, however in Barnet we are looking at the opportunities that this older, mostly healthy, population brings. We no longer see new generations hitting 65 in the same light as those in the past. In fact, in terms of lifestyle and expectations, '65 really is the new 50'.



*“ 65 really is  
the new 50! ”*

In Barnet, we have found that a new generation of older people do not necessarily want to be associated with traditional models of services. The involvement-led approach is not a solution to address all the challenges, however as part of a range of initiatives, it can make a significant contribution to older people's well-being and may have knock-on effects for other social care and health services.

The Barnet Ageing Well Programme has a key role in building resilience in individuals, the community and neighbourhoods. The programme is working closely with the Neighbourhood Model (day activities for older people offered by the Barnet Provider Group of voluntary organisations led by Age UK Barnet) to improve access to local information and advice, develop mutual support and self-help between citizens, increase inclusion and develop neighbourhood and community based support networks for older people.

A person's social networks can have a significant impact on their health. One large scale international study showed that over seven years, those with adequate social relationships had a 50 per cent greater survival rate compared with individuals with

poor social relationships.<sup>1</sup> Social networks have been shown to be as powerful predictors of mortality as common lifestyle and clinical risks such as moderate smoking, excessive alcohol consumption, obesity and high cholesterol and blood pressure.<sup>2</sup>

Lack of social networks and support, and chronic loneliness, produces long-term damage to physiological health. Loneliness also makes it harder to self-regulate behaviour and build willpower and resilience over time, leading to engagement in unhealthy behaviours.<sup>3</sup> Effective interventions to combat older people's isolation and exclusion often combine public services action with volunteering and greater involvement by families and communities<sup>4</sup>; older people undertaking voluntary work is also associated with improved wellbeing and quality of life.<sup>5</sup>



*“ I wanted to meet people and make new friends ”*

A supportive framework is necessary to realise the contribution, experiences and energies of older people. This framework aims to promote cultural, policy, organisational and practice changes. From what we have learnt so far we have been able to start developing a framework for involvement and well-being in Barnet:

- **Promote a new culture of ageing** by acknowledging the collective and individual capacities of older people and the value and diversity of their experiences and opinions in improving well-being
- **Promote involvement-led approaches** to working with older people which value human interaction, communication and inclusivity and support older people to develop individual and collective self-help around their well-being
- **Implement systems to support involvement** including accessible venues, transport and information, IT support and the funding in support of these and other expenses that include training, personal assistance and activities
- **Build partnerships between organisations** that maximise funding opportunities across the third and statutory sectors, including user-led organisations to encourage and support more generic work around older people's well-being, intergenerational activity

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<sup>1</sup> Holt-Lunstad J, Smith TB, Layton JB (2010). 'Social relationships and mortality risk: a meta-analytic review'. PLoS Medicine, vol 7, no 7

<sup>2</sup> Pantell M, Rehkopf D, Jutt D, Syme SL, Balmes J, Adler N (2013). 'Social isolation: a predictor of mortality comparable to traditional clinical risk factors'. American Journal of Public Health, vol 103, no 11, pp 2056–62.

<sup>3</sup> Cacioppo JT, Patrick W (2009). Loneliness: Human Nature and the Need for Social Connection (p 336). London: WW Norton & Company.

<sup>4</sup> World Health Organization (2008). Closing the gap in a generation: health equity through action on the social determinants of health. Final report of the Commission on Social Determinants of Health. Geneva: World Health Organization

<sup>5</sup> Nazroo J, Matthews K (2012). The impact of volunteering on well-being in later life: a report to WRVS. Cardiff: WRVS.

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## THE IMPACT OF BARNET'S AGEING WELL PROGRAMME

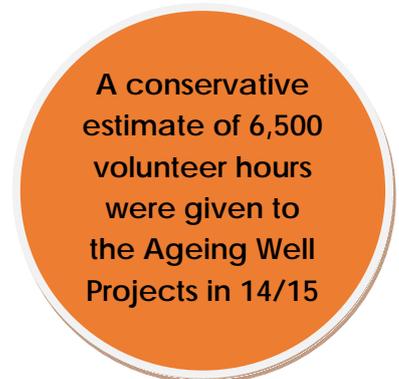
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The Marmot Review <sup>6</sup> demonstrated that the 'conditions in which people grow, live, work and age' have a powerful influence on our health, our life expectancy and how long we will live with life-limiting illnesses. These same conditions not only make us ill but they determine our access to health services and influence our lifestyle choices. The impact of social conditions can be seen in the continuing and striking social gradient in health. That is, the poorer your circumstances the more likely you are to have poor wellbeing, spend more of your life with life-limiting illness, and die prematurely. Reciprocity, supportive networks and other indicators of social capital promote and protect both individuals and communities from conditions that reduce their wellbeing. "Individuals who are socially isolated are between two and five times more likely than those who have strong social ties to die prematurely".<sup>7</sup>



Over  
£214,000 of  
social value  
created

Barnet's Ageing Well Programme is located within a well-being framework, and tiers 1 and 2 of Barnet's Integrated Health & Social Care model <sup>8</sup>. There is growing evidence that people with stronger social networks are healthier and happier.<sup>9</sup> Without denying the difficulties older people may face, our primary focus has been on the capabilities, strengths, knowledge, skills and experiences of local people. Local people's involvement has been essential to explore how their collective capacities can best be nurtured and how best to involve older people in improving their own well-being and that of others.



A conservative  
estimate of 6,500  
volunteer hours  
were given to  
the Ageing Well  
Projects in 14/15

This involvement-led approach values the potential of local people, their aspirations and strengths. It is an approach to working with people which emphasises, 'What do you want to do? And how can I help you to do it?' rather than 'I can do it for you'. It is important to stress that involvement-led approach is not a collection of techniques, but a value-led process with human interaction at its core. It is not just about providing activities and keeping people amused, it is about providing opportunities for involvement and the creation of social capital that can lead to greater well-being for the whole community.



Over 21,000  
contact hours  
with participants  
across a variety  
of projects took  
place

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<sup>6</sup> Marmot, M., Allen, J., Goldblatt, P., Boyce, T., McNeish, D., Grady, M., & Geddes, I. (2010). The Marmot review: Fair society, healthy lives. The Strategic Review of Health Inequalities in England.

<sup>7</sup> ibid

<sup>8</sup> Barnet Health and Social Care Integration of Services Business Case, October 2014

<sup>9</sup> Grady M. Community Development for health improvement. Doctoral thesis [www.mdx.ac.uk](http://www.mdx.ac.uk)

While definitions of social capital vary, there is a broad consensus that social capital encompasses the role of informal and formal networks, group membership, trust, reciprocity and civic engagement.<sup>10</sup>

1250 hours'  
of venue  
space  
donated

To evaluate asset-based activities requires a new approach. Instead of studying patterns of illness, we need ways of understanding patterns of health and the impact of assets and protective factors. Methods that seek to understand the effects of context, the mechanisms which link assets to change, and the complexities of neighbourhoods and networks are consistent with the assets approaches. The participation of those whose assets and capacities are being supported will be a vital part of local reflective practice. It appears that what is important is the increased social contact and social support which fosters greater self-confidence and social status and a reduction in isolation and depression.<sup>11</sup>

The Altogether Better localities involve 'Community Friends' who are individuals who give up their time to take forward projects and/or activities in their local community in an attempt to bring the community closer together through a sense of neighbourliness based on mutual interest.

### **What Community Friends think about Altogether Better in Barnet**

*" I got involved into EFAB as I was new to EF and wanted to get involved in the community and get to know other people. I've always done volunteering and when I saw the ad about the back to work projects I knew it was something I could do. EFAB is a great way to get involved in the community and there are a great variety of projects, it's flexible and friendly, you can commit as much time as you like and really make it your own. I've seen new groups/projects get suggested and come into fruition, and EFAB are always keen to hear ideas for new projects to suit your skills and motivation. "*

(Laura, Community Friend)

*" We have now started to engage with the community and invite people and community groups like EFAB in to use our centre, as well as giving up our time to help at their events. We have met more people and feel more involved with the wider community. This has all been started off by contact with EFAB "*

(Mubeen, Community Friend and Ismaili Centre)

<sup>10</sup> Harper JR. (2001) Social Capital: A review of literature. Office of National Statistics

<sup>11</sup> Bynner J. and Hammond C. (2004) The Benefits of Adult Learning: quantitative insights in Schuller T et al (Eds) The Benefits of Learning: the impact of learning on health, family life and social capital.

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## STRATEGIC OBJECTIVES

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Following a period of engagement with local people and key stakeholders, the Ageing Well work programme has been developed around the following five objectives:

1. To ensure that older people can obtain the information they need when they need it to enable them to more effectively access services.
2. To support access to, and increase the range of, social and community activities, in order to help tackle social isolation and loneliness.
3. To ensure there are the means to develop ways of providing “that bit of help “ at the right time, for example a listening ear, help with gardening and home maintenance.
4. To help people plan for a fulfilled older age.
5. To identify opportunities to reach out into communities. This includes engaging hard to reach and help isolated older people.



*“ I wanted to improve things and help people ”*

We achieve these objectives by working with local communities, ensuring partnerships that are developed promote mutual benefit for those involved.

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## APPROACH

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The principles underpinning the approach to this programme include:

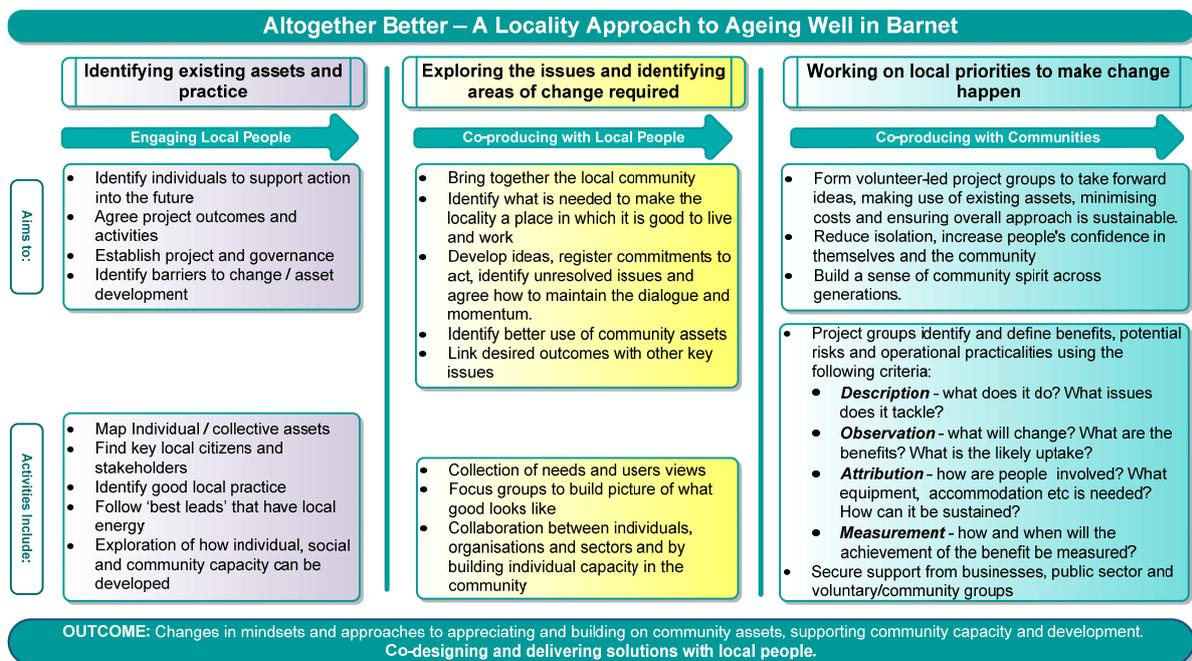
- Engaging the community and older people in **co-producing** a variety of approaches to ensure more vulnerable older people and those who are harder to reach or socially isolated are also engaged in the work.
- Looking at **wellbeing in its widest** sense (not just clinical outcomes) which includes different ways of reducing social isolation and a **whole-system** approach that involves a wide range of partners.
- Understanding and developing **sustainable community development** and building community capacity.
- Finding out about and **using good practice from elsewhere**, as well as building on what is already happening across Barnet to develop best practice.
- The **improved use of resources** in a locality and between localities with recognition that there will be reduced resources of the next few years
- Promoting **a forward thinking, innovative approach** that is not returning to traditional solutions that considers renegotiating the relationship between state and citizens with a more **proactive** approach.

## ALTOGETHER BETTER - A LOCALITY APPROACH TO AGEING WELL

As part of the Ageing Well Project, Altogether Better focuses on the development of sustainable and supportive neighbourhoods. By building an increased sense of community to improve people's sense of well-being and reduce isolation, Altogether Better localities help residents start up and run projects which they feel would benefit the area.

During 2013/14, the Altogether Better approach was introduced to the residents of **East Finchley, Burnt Oak and Edgware & Stonegrove**. Working with local residents and community leaders a series of conferences, workshops and pop-up shops have been held to bring together local residents of all ages, groups, businesses and not-for-profit organisations.

Local people in each Altogether Better locality work through a three stage process:

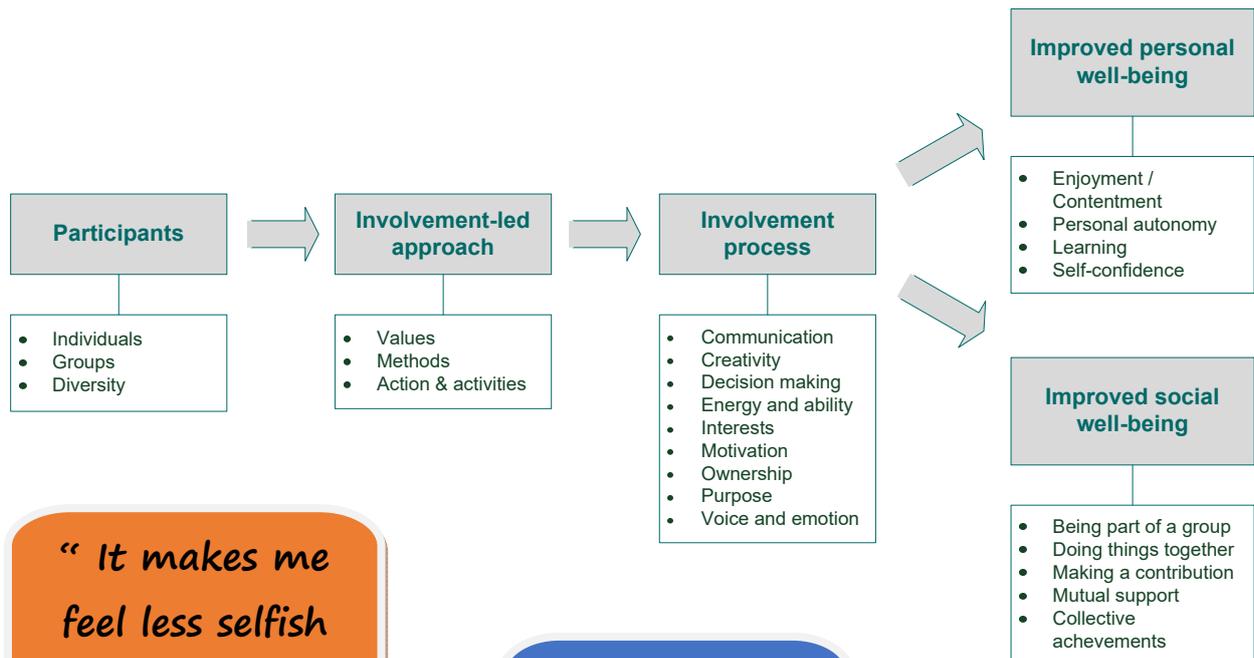


Before any of the projects become active, project group's members meet to identify and define the benefits, potential risks and operational practicalities using:

- **Description** – what does it do? Why do it? What issues does it tackle?
- **Observation** – what will change? What are the benefits? What is the likely uptake?
- **Attribution** – how are people involved? How does it help people? What accommodation, equipment and funding are needed? How can it be sustained?
- **Measurement** – where will the benefit arise? How and when will the achievement of the benefit be measured?

As the project has developed, Community Friends and staff have recognised the need to engage with a wider network of individuals, organisations and groups in each area in order to promote Altogether Better more widely and encourage more people to get involved. This has led to a much better understanding about how to engage with individuals, organisations and groups and how we can work together within these communities. See below model for linking this work with well-being benefits.

### Linking Barnet's Ageing Well programme with well-being benefits



*“ It makes me feel less selfish as a person ”*

*“ It broadens my experience of life ”*

*“ I had spare time to get involved ”*

*“ The cause was really important to me ”*

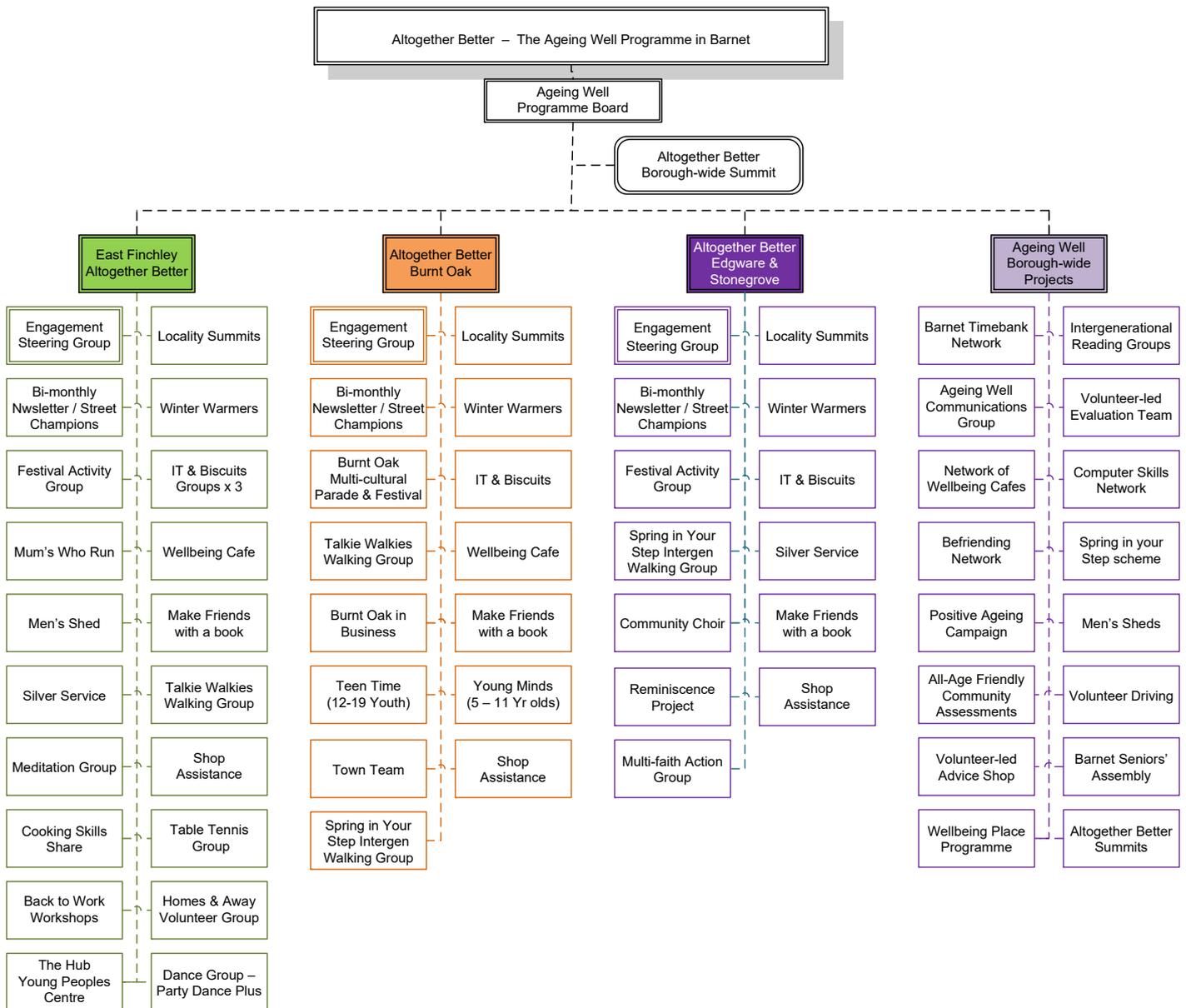
*“ I meet people and make friends ”*

*“ It gives me a chance to do things I'm good at ”*

*“ It's part of my philosophy of life to help people ”*

# ALTOGETHER BETTER – THE AGEING WELL PROGRAMME IN BARNET 2014/15

## GROUPS AND PROJECTS



### Note:

A tremendous amount of energy and support has been given to the Ageing Well / Altogether Better project from local people across Barnet, in particular those from Burnt Oak, East Finchley and Edgware. In the following pages, we have attempted to provide a flavour of this activity, however in an attempt to keep the report succinct, we have not been able to feature all of the above groups and activity. This also means that the number of volunteer hours given, contact hours with participants and hours of venue space donated across the programme will be higher and therefore the social value created will be greater than quoted on page 5.

## WHAT HAS BEEN ACHIEVED - ALTOGETHER BETTER (Borough-wide)

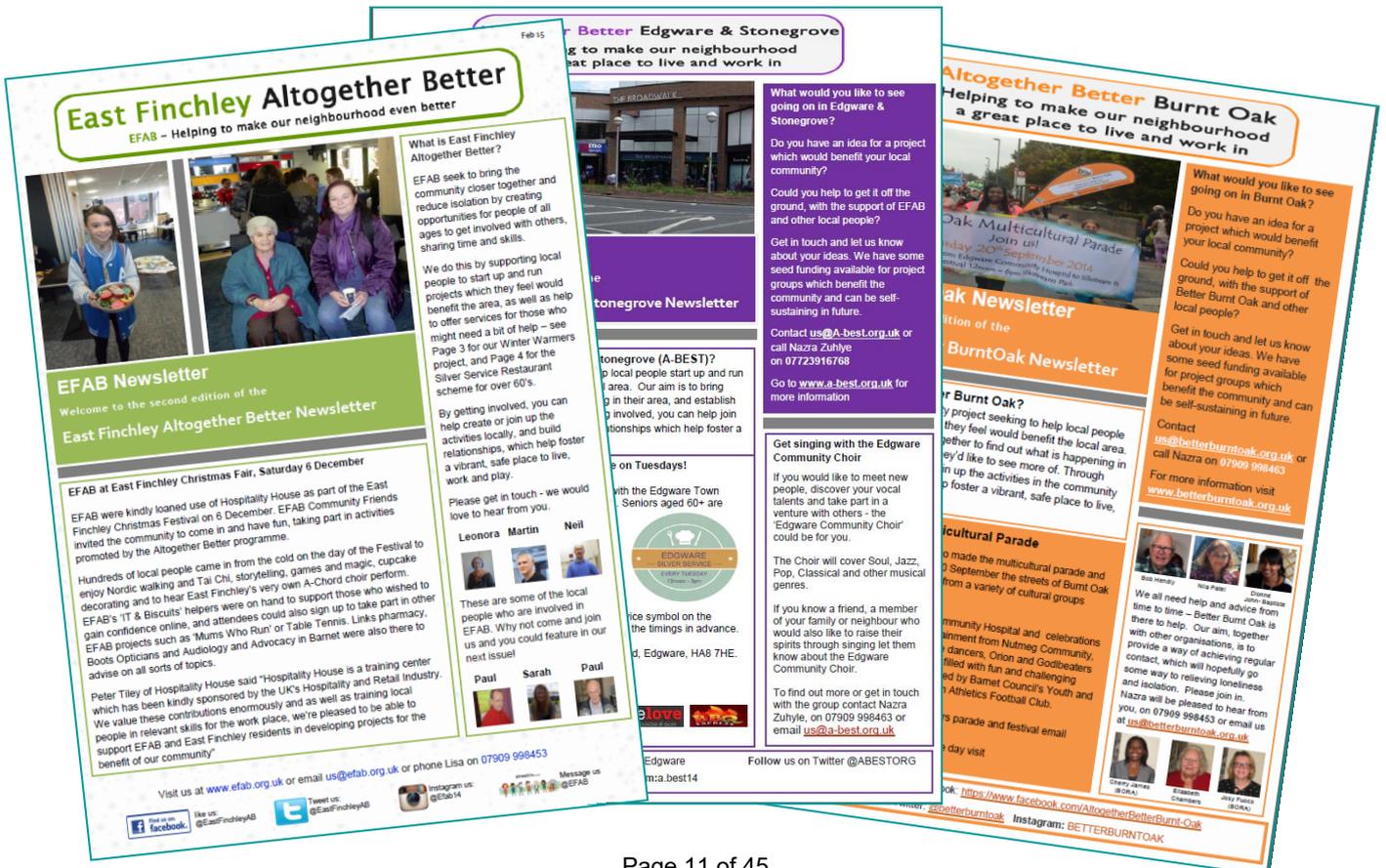
### Altogether Better Websites

All the Altogether Better localities are creating their own website which provides information on the project, Events that are being started as well as a calendar of events. Local businesses and organisations able to include their information on the relevant local site each with their own log-in to keep their information up-to-date as well as adding events and activities to the calendar.



### Altogether Better Newsletters

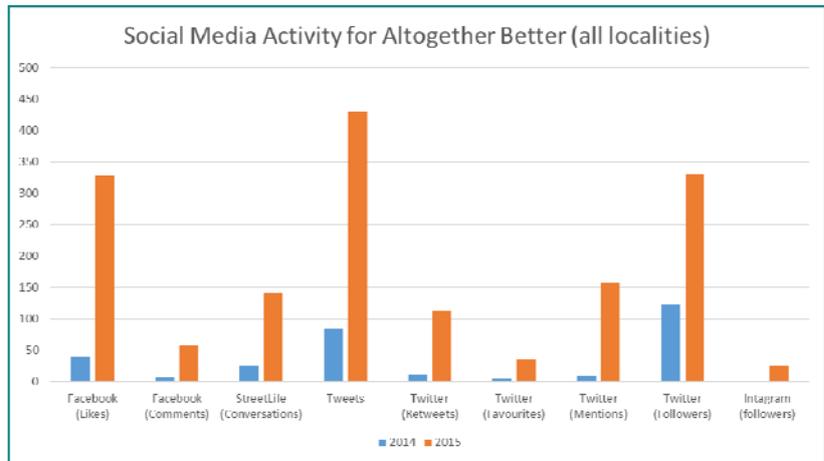
Newsletters were launched at the end of 2014 in all three Altogether Better localities.



## Social Media

Social media is integral part of Altogether Better. The table below shows the social media activities across the three localities with Facebook receiving 328 likes which has octupled from last years (plus 288).

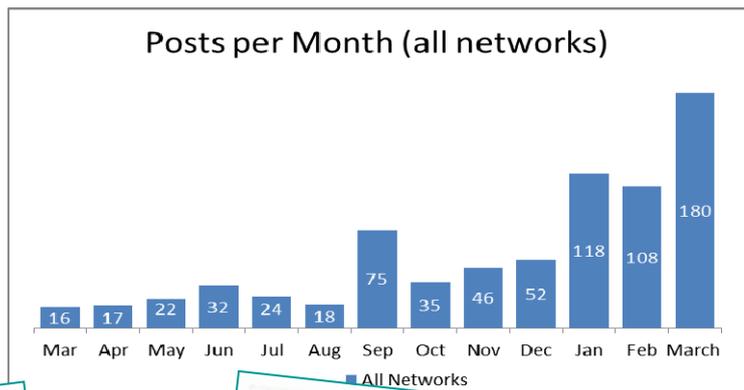
StreetLife a neighbourhood based social networking platform allows us to connect with residents who are part of that particular locality. Over the past year there has been 141 (conversations) comparing to last years 26.



- Twitter mentions (retweets, favourites and conversations) have significantly increased to 334 across all three localities which last year were 29.
- The followers on Twitter have almost trebled (331) since last year (125).

Since September 2014 there has been an increase in social media posting per month.

The new year has seen new peaks of for posting where there has been over 100 posts per month on social media.



**betterburntoak**  
Sep 20, 2014, 10:45am via Twitter for Android  
Take a guess who this group is?  
That's right, Rocco is flying  
#multiculturalparade #BurntOak

**Shared Reading Group**  
Local Conversations in East Finchley  
★ EastFinchley Altogether Better  
Don't forget shared reading group  
The Bald Faced Stag!

**EastFinchleyAB**  
Jan 06, 8:21 pm via Hootsuite  
Mums Who Run is back! This Thursday meet@9.30am@Cherry Tree Wood for a run or jog. At your Own Pace. See you there!  
4 retweets

**Hill Homes** a day ago  
Two of us, activities coordinator and a volunteer, have joined this group for its first session and we thoroughly enjoyed it, even if you are not a "bookworm", it's the reading on the day and lively discussion "in between" reading that makes it stand out from other book clubs.

**Altogether Better Burnt Oak**  
Jan 08, 9:40pm  
After success in 2014! Burnt Oak multicultural Festival is back #BOMCF2015. Want to be part of it? Contact us@betterburntoak.org.uk  
6 likes 2 comments

**Michelle Burke** Jan 09, 4:35pm  
Thats good news! :-)

**Josie Santangelo** Jan 08, 10:49pm  
Yipee!

## Media Coverage

The Altogether Better – the Ageing Well Programme in Barnet has received positive press coverage over the past year. Below are a number of positive media stories:

1. East Finchley Altogether Better works with volunteers to help people get into work  
[http://www.times-series.co.uk/news/11170242.Workshop\\_to\\_help\\_people\\_get\\_into\\_work/](http://www.times-series.co.uk/news/11170242.Workshop_to_help_people_get_into_work/)
2. Join in on table tennis club in East Finchley  
[http://www.times-series.co.uk/news/11412184.Join\\_in\\_on\\_table\\_tennis\\_club/](http://www.times-series.co.uk/news/11412184.Join_in_on_table_tennis_club/)
3. Pitch ideas on how to improve East Finchley  
[http://www.times-series.co.uk/news/11435772.Pitch\\_ideas\\_on\\_how\\_to\\_improve\\_your\\_area/](http://www.times-series.co.uk/news/11435772.Pitch_ideas_on_how_to_improve_your_area/)
4. Computer skills, ping pong and running [www.the-archer.co.uk/archive/2014/2014Aug04.pdf](http://www.the-archer.co.uk/archive/2014/2014Aug04.pdf)
5. Pop in with your ideas [www.the-archer.co.uk/archive/2014/2014Aug04.pdf](http://www.the-archer.co.uk/archive/2014/2014Aug04.pdf)
6. Workshops at East Finchley Library to help people back into work  
[http://www.times-series.co.uk/news/11461889.Workshops\\_to\\_help\\_people\\_back\\_into\\_work/](http://www.times-series.co.uk/news/11461889.Workshops_to_help_people_back_into_work/)
7. Parade and festival to take place in Burnt Oak next weekend  
[http://www.times-series.co.uk/news/11469988.Parade\\_and\\_festival\\_to\\_take\\_place\\_next\\_weekend/](http://www.times-series.co.uk/news/11469988.Parade_and_festival_to_take_place_next_weekend/)
8. Multicultural parade and festival takes place in Burnt Oak  
[http://www.times-series.co.uk/news/11499537.Multicultural\\_parade\\_and\\_festival\\_takes\\_place/](http://www.times-series.co.uk/news/11499537.Multicultural_parade_and_festival_takes_place/)
9. Sit down for IT and biscuits [www.the-archer.co.uk/archive/2014/2014Sep04.pdf](http://www.the-archer.co.uk/archive/2014/2014Sep04.pdf)
10. Confidence to get back to work [www.the-archer.co.uk/archive/2014/2014Sep07.pdf](http://www.the-archer.co.uk/archive/2014/2014Sep07.pdf)
11. Elderly urged to keep warm to stay well this winter  
<http://www.hendon-today.co.uk/news.cfm?id=44060&searchWord=EFAB&searchYear=2014>
12. Become a winter friend [www.the-archer.co.uk/archive/2014/2014Dec07.pdf](http://www.the-archer.co.uk/archive/2014/2014Dec07.pdf)
13. A warm place to go [www.the-archer.co.uk/archive/2015/2015Jan12.pdf](http://www.the-archer.co.uk/archive/2015/2015Jan12.pdf)
14. Talkie Walkies [www.the-archer.co.uk/archive/2015/2015Feb07.pdf](http://www.the-archer.co.uk/archive/2015/2015Feb07.pdf)
15. Meditation meeting [www.the-archer.co.uk/archive/2015/2015Feb10.pdf](http://www.the-archer.co.uk/archive/2015/2015Feb10.pdf)
16. Winter warmers at the ready! [www.the-archer.co.uk/archive/2015/2015Feb11.pdf](http://www.the-archer.co.uk/archive/2015/2015Feb11.pdf)
17. Meditation <http://www.the-archer.co.uk/archive/2015/2015Mar01.pdf>
18. Silver service <http://www.the-archer.co.uk/archive/2015/2015Mar02.pdf>
19. Risk IT for a biscuit <http://www.the-archer.co.uk/archive/2015/2015Mar09.pdf>

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## WHAT HAS BEEN ACHIEVED - EAST FINCHLEY ALTOGETHER BETTER

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Development of East Finchley Altogether Better (EFAB) has been supported by volunteers who have offered their experience and support throughout the year.

**Particular thanks go to: Roger Chapman, Peter Cragg, Gillian Jordan, Shirley Rodwell, Laura Roberts, Stepan Stepanenko, Celia Robbins, Paul Nikiel, Kanaiyalal Depala, Neil Kaufman, Himat Jagani, Robert Stern, Sarah Glennon, Leonora Samuel, Martin Aberdeen and Paul Saunders.**

**Apr 2014:** Launched EFAB's website [www.efab.org.uk](http://www.efab.org.uk)

**May 2014:** Launched Men's Shed and Table Tennis club.

**June 2014:** Launched IT & Biscuits at East Finchley Library

**22 June:** Hosted marquee at East Finchley Festival, promoting new and existing projects. IT helpers were on hand with tablet devices, and children could decorate cupcakes at the stand.

**July 2014:** Launched second IT & Biscuits group at Wilmot Close.  
Launched Back to Work sessions at Newstead Children's Centre.  
Mums Who Runs started running weekly.

**Aug – Oct:** Two weeks of Pop Up Shops at The Phoenix Cinema and in the Finchley Youth Theatre, engaging with 20 new Community Friends.  
Launched Back to Work workshop in East Finchley Library.

**Nov 2014:** Launched first edition of EFAB Newsletter, with updates on projects, local news, Winter Warmers, and an invite to the Christmas Festival.

**6 Dec:** EFAB had a big presence at East Finchley Christmas Festival, taking over the ground floor of local venue Hospitality House and showcasing EFAB aims and projects such as healthy eating workshops, IT & Biscuits, Nordic walking and physical exercise.

**Dec - Feb:** Launched Winter Warmers - inviting individuals to a warm venue for some company and a cuppa - 40 new Community Friends engaged.  
Launched Talkie Walkies. Launched Meditation Group.

**Jan 2015:** Launched third IT & Biscuits group at Homefield Gardens.  
Printed and distributed second EFAB newsletter.

**Mar 2015:** Launched Silver Service lunch deal for over 60's at six restaurants.  
Winter Warmer engagement events for new community friends



## EAST FINCHLEY ALTOGETHER BETTER (EFAB) PROJECTS UNDERWAY:

During the past year over 1000 local people have engaged with EFAB, with over 150 new Community Friends and organisations becoming actively involved, offering their experience and support. The following projects are at different stages of delivery, with some projects underway, others about to start or in the planning stages.

IT & Biscuits Groups (x3)		
<b>Scope</b>	To tackle digital exclusion of older people through peer to peer learning.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Increased confidence in use of ICT, including using email, phone calls, search for information, access public services and use social networking sites</li> <li>Reduced isolation and loneliness</li> <li>Enhanced health and wellbeing</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year – 34 (library) 30 (Wilmot Close) 12 (Homefield Gardens)</li> <li>Number of hours per session</li> </ul>	76 2
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	9 5 23
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	60 8 60
<b>Social Value</b>	<b>£20,035</b>	



*“ Many people have turned up for computer help at EFAB’s free IT and Biscuits groups, and no one has yet gone away disappointed ”*

(Paul, IT & Biscuits Community Friend)

Wellbeing Café		
<b>Scope</b>	To provide accessible information to support and leisure groups in a social setting, helping to build relationships in the local community	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Signposting to prevention services</li> <li>Improved wellbeing, with social interaction increasing confidence and reducing depression or anxiety</li> <li>Reduced loneliness, feeling valued and being treated with respect</li> <li>A ‘good fit’ with informal sources of support</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> </ul>	5 2.5
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	30 3 33
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	5 5 5
<b>Social Value</b>	<b>£1,105</b>	



*“ Anything which helps to bring the community together is great, and this is warm and welcoming ”*

(Judith, Community Friend)

*“ I really enjoy meeting new people, especially over a cup of coffee! I think Wellbeing cafes are a great idea ”*

(Celia, Community Friend)

Table Tennis Club		
<b>Scope</b>	To empower people to improve their mobility and mental health, through providing fun, exercise, laughter and social interaction	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>To boost wellbeing and mental health whilst breaking down social isolation.</li> <li>Improved health, particularly in relation to decreased risk of CVD and diabetes and a positive effect on bone health</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> </ul>	34 1.5
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	2 2 3
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	8 10 30
<b>Social Value</b>	<b>£4,705</b>	

*“ The table tennis sessions are going extremely well. There's a good core of 8-10 players, all of a fairly good standard and we enjoy our Tuesday afternoons. There's good, friendly banter as well and for me it's an opportunity to do some physical exercise ”*

(Tony, participant)

*“ I've been going to play table tennis almost every Tuesday. It's good for me to meet other people...I'm deaf and must get used to communicate with hearing people...at the same time, table tennis keeps me active at my age. It's good for me to get out of the house during the week other than doing my shopping. The table tennis is a good ice-breaker for the active matured people to meet, socialise and to communicate with each other. ”*

(Neil, Table Tennis Community Friend)



*“ Years ago I had to give up badminton and tennis due to a neck/back problem. Since then I have been looking for something which suits my competitive nature but does not involve overarm action. Reading about EFAB's table tennis reminded me that I had been pretty good at that as a teenager (all that time ago!) so decided to try it out. The good news is that I can still play quite well and I have met a nice crowd of people who enjoy the game and can have a laugh too. Only three women so far, but we can hold our own with the men! A few of us had to relearn the rules as they have changed since our time and there is often banter over the correct score, but this all adds to the fun (as do some of the double entendres made). I look forward to these Tuesday sessions and walk to and from the venue to add to exercise value. Plus I know that I am now reaching and hitting back shots I would not have even tried to get a few months back. The provision of drinks and biscuits adds to the friendly atmosphere. Thanks for organising this! ”*

(Diana, participant)

Winter Warmers		
<b>Scope</b>	Warm and friendly venues opened for those living in isolation or who have difficulty heating their homes.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Vulnerable adults are able to keep warm and safe</li> <li>• Increase in community spirit</li> <li>• Reduced isolation and loneliness</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> </ul>	4 4
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	40 5 40
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	10 2 10
<b>Social Value</b>	<b>£1,738</b>	

*“ As an organisation, we are supporting the Winter Warmers project as there are too many older people on their own and suffering, especially during the winter months. It is hoped that this will bridge the gap for those that become more isolated during the winter months ”*

(Amanda, The Finchley Charities)

Talkie Walkies		
<b>Scope</b>	Meet and walk together whilst having a chat	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Exercise together in company and safety</li> <li>• Increase in community spirit</li> <li>• Reduced isolation and loneliness</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> <li>• Number of planning sessions</li> </ul>	10 1.5 1
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	2 2 2
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	10 5 10
<b>Social Value</b>	<b>£784</b>	

*“ As a newcomer to the area, the Talkies Walkies group was a wonderful way to find the many interesting areas in East Finchley and with pleasant fellow walkers – an added boon! ”*

(Esther, participant)

Shop Assistance		
<b>Scope</b>	To provide assistance to those who are unable to go out and do their shopping alone, either via lifts, shopping on their behalf or assisting with internet orders and deliveries.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Reduced loneliness and isolation through weekly contact</li> <li>Signpost to other organisations if needed</li> <li>Improvement in undertaking the ability to self-care</li> <li>Regular monitoring of physical deterioration or a crisis (for example, hospital admission)</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> </ul>	4 2
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	1 1 4
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	2 1 2
<b>Social Value</b>	<b>£161</b>	



*“ I wanted to help others I know that its something that people need and can't always do for themselves. I really wanted to help, it's a small things for me but means a lot to her ”*

(Laura, Community Friend)

Silver Service		
<b>Scope</b>	To encourage older people to be social and have an affordable meal outside of the home	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Reduced loneliness and isolation</li> <li>Increased connections in local community</li> <li>Improvement in daily living functions</li> <li>Affordable hot meal available once a week</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> </ul>	5 3
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	6 6 6
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	35 8 35
<b>Social Value</b>	<b>£2,232</b>	



*“ I was sitting alone, until others taking part in the silver service scheme joined the table. The food was delicious and I would definitely come again ”*

(Pauline, participant)

The Silver Service is catching people’s imagination with one social media post attracting half a dozen users engaging in conversation amongst themselves with people who didn’t know each other sharing contacts in order to go for lunch together on Silver Service day.



Mums Who Run		
<b>Scope</b>	To encourage mums to be social in a fit and healthy way	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Improved physical and mental health including weight-loss and increased self-esteem</li> <li>Increased community spirit</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> <li>Number of planning sessions</li> </ul>	28 1 2
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	3 1 3
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	2 5 9
<b>Social Value</b>	<b>£1,012</b>	



*“I enjoy running with others as its much more fun to run and chat, and it helps to motivate me to carry on when I might give up on my own. It's also feels safer to run in a group particularly if running in the evening ”*  
(Sarah, Community Friend)

Meditation Group		
<b>Scope</b>	To facilitate meditation practise for beginners or improvers, bringing people together to find some time for themselves.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Positive effect on physical and mental wellbeing<sup>12</sup></li> <li>Reduced symptoms of insomnia, fatigue, depression and anxiety<sup>13</sup>.</li> <li>Increased use of local library space</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of events this year</li> <li>Number of planning meetings</li> <li>Number of hours per session</li> </ul>	10 1 1
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	2 2 3
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	12 8 12
<b>Social Value</b>	<b>£643</b>	



*“I have really enjoyed the meditations and actually setting aside time to do it helps immensely ”*  
(Sri, participant)

*“I really enjoy the guided meditation ”*  
(Jan, participant)

*“I truly enjoy the sessions”*  
(JR, participant)

**‘The Hub’ - young people’s centre.** Work continues in developing a safe place to ‘hang out’ and take part in activities or do homework, with snacks and adult support available – with young people included in decision making and running of the centre.

<sup>12</sup> Martins, C. (2014). Mindfulness-based Interventions for Older Adults: Evidence for Practice. Jessica Kingsley Publishers

<sup>13</sup> ibid.

Locality Summits		
<b>Scope</b>	To share achievements and learning from the various project groups being supported	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• A shared vision and future direction for EFAB</li> <li>• Improved ability to 'champion' the priorities and needs of the local area</li> <li>• Increased community spirit</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> </ul>	<p>1</p> <p>2</p>
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	<p>3</p> <p>22</p> <p>150</p>
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	<p>0</p> <p>0</p> <p>0</p>
<b>Social Value</b>	<b>£750</b>	

*“At the EFAB Summits I’ve met some very interesting people from all walks of life. I was also delighted to meet the whole Altogether Better team, including the chair, who shared his vision of creating a community which improves the wellbeing of its members ”*

(Leonora, IT & Biscuits Community Friend)

Bi-monthly Newsletter / Street Champions		
<b>Scope</b>	To provide information to local people about a range of local initiatives that are likely to be of interest.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• More active participants in local community</li> <li>• Improved access to information, consultation and co-production</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> </ul>	<p>2</p> <p>2</p>
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	<p>8</p> <p>4</p> <p>12</p>
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	<p>700</p> <p>700</p> <p>700</p>
<b>Social Value</b>	<b>£3,058</b>	



### Community Engagement Festivals

Working with local businesses and organisations, this group co-ordinates local volunteers to deliver action-packed activities for local community events and festivals. The group encouraged, co-ordinated and delivered over 20 activities in the East Finchley Winter Festival and is planning to deliver even more volunteer-led activities for the East Finchley Summer Festival on 21 June 15.



The East Finchley Altogether Better project is supported by Lisa Smith, Altogether Better Officer and Stephen Craker, Ageing Well Programme Manager.

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## WHAT HAS BEEN ACHIEVED - ALTOGETHER BETTER BURNT OAK

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Throughout 2014 / 2015 further development of Altogether Better Burnt Oak has been supported by community friends who have offered their experience and support. **Thanks go to Bob Hendley, Dulcie Burnett, Nila Patel, Molly Hennesy, Inas Ibrahim, Dionne Baptiste, Beatrice Kissiedu-kotei, Rabia Gul, Josy Fuoco, Cherry James, Alessandra Di Leo, Fiona Braley and Fr. Simon.**

**Apr - Sept:** Planned and launched Burnt Oak's first multicultural parade and festival.

Better Burnt Oak worked in partnership with other local community groups including Burnt Oak Residents Association (BORA), North Road Community Centre, Multilingual Wellbeing Services, the Met Police and Nutmeg Community.



There were 300 participants from over 25 cultural and community groups, including Woodcroft and Orion Primary Schools took part in the parade.

Over 4,000 local residents attended the festival at Silk Stream Park.

**Nov 2014:** Launched first edition of Better Burnt Oak Newsletter, with update on projects, local news, Winter Warmers and call out for more residents to get involved with project.

**Dec - Feb:** Launched winter warmers inviting individuals to warm venue for a friendly chat and a cuppa. 20 new Community Friends engaged.

**Feb 2015:** Launched Wellbeing Cafe

**Mar 2015:** Launched Talkie Walkies

*I got involved with Better Burnt Oak as most of my friends in the local area have moved and I thought this would be a great way to meet new people as well as get more involved in the community. Burnt Oak is very multicultural and often people tend to interact with those from the same or similar ethnic background. Better Burnt Oak has taken a great step forward to break down cultural barriers and bring people together."*

**ALTOGETHER BETTER BURNT OAK PROJECTS UNDERWAY:**

During the past year over 4500 local people have engaged with Altogether Better Burnt Oak, with over 20 new Community Friends and organisations becoming actively involved. The following projects are at different stages of delivery, with some projects underway, others about to start or in the planning stages.

<b>Burnt Oak Multi-Cultural Parade and Festival</b>		
<b>Scope</b>	To help build relationships between ethnic and cultural groups and increase involvement in the local community through a celebration and sharing of culturally diverse traditions, dance, food, performances, exhibitions, concerts and information.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Increase in informal community networks / spirit</li> <li>• Greater interaction between people of different cultures and backgrounds</li> <li>• Multiculturalism is acknowledged and promoted; different cultural values are respected</li> <li>• Increased number of people who do not tolerate racism</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of events this year</li> <li>• Number of planning meetings</li> <li>• Number of hours per session</li> </ul>	<p>1 15 2</p>
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	<p>300 22 322</p>
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	<p>4000 4000 4000</p>
<b>Social Value</b>	<b>£27,246</b>	
 <p style="text-align: center;">Better Burnt Oak Multicultural Parade &amp; Festival</p> <p style="text-align: center;"><a href="https://www.youtube.com/watch?v=Qlhf1zn3ySY">https://www.youtube.com/watch?v=Qlhf1zn3ySY</a></p>		
 <p><i>“ It was great to get different community groups in Burnt Oak to come out and get together in one space ”</i> (Lachchya, Nepalese Community)</p> <p><i>“ This helps to get people talking to each other - they don't usually as they think they are from different countries and they don't think to talk to them and get to know them ”</i> (Neil, St. Alphage Church)</p> <p><i>“ It was lovely walking with my church group. As the parade was moving slowly I got to speak with so many people I would otherwise never have spoken with. It was really great to see so many people from different communities in their national dress. It felt like one Burnt Oak that day. You could feel the happiness around you ”</i> (Brenda, St. Alphage Church)</p>		

Wellbeing Cafe		
<b>Scope</b>	To provide accessible information to support and leisure groups in a social setting, helping to build relationships in the local community	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Opportunity to be signposted and referred to valuable preventive services</li> <li>• Improved wellbeing, with social interaction increasing confidence and reducing depression or anxiety</li> <li>• Reduced loneliness, feeling valued and being treated with respect</li> <li>• A 'good fit' with informal sources of support</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> </ul>	5 2.5
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	3 1 6
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	5 5 5
<b>Social Value</b>	<b>£702</b>	



*“ This has enabled us to get together with our peers and enabled us to get vital information from the local authority ”*  
(Violet, participant)

### Case Study – Wellbeing Café:

Sarah is an older lady who has lived in Burnt Oak most of her life. Over the years Sarah has seen many changes in the local area - her friends and family moving away and the growth of Burnt Oaks ethnic diversity. Being white British she now feels like the minority and often hesitates or avoids going into shops unfamiliar to her. She recently visited the Better Burnt Oak wellbeing cafe - here's what she had to say after her first visit.

*" I think this is a great way of breaking down cultural barriers. Especially in Burnt Oak. I would never have come in to this café, Mansour's, if not for the Better Burnt Oak wellbeing cafe. The lady who sells coffee is lovely and it was lovely to have a chat with her and learn about her Iranian background. The coffee is superb and the biscuits are very different to what I am used to! It was lovely to try something new.*

*Often in Burnt Oak I pass by many places and feel like I might not be welcomed as I am not from the same ethnic background. But that was not so today. I would come back again and bring friends along too! "*

Winter Warmers		
<b>Scope</b>	To develop warm and friendly venues for those living in isolation or have difficulty heating their homes, reduce loneliness and isolation through activities and develop community spirit.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Vulnerable adults and older people living with long term health conditions are able to keep warm and safe</li> <li>• Increase in community spirit</li> <li>• Reduce isolation and loneliness</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> </ul>	2 4
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	15 2 4
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	2 2 2
<b>Social Value</b>	<b>£482</b>	



*“ We needed a meeting place and winter warmer has given us a place ”*

(Dulcie, Community Friend)

Young Minds		
<b>Scope</b>	Increased communication between parents and children, develop skills and reduce social isolation through activities	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Children make new friends and are engaged outside school hours</li> <li>• Children develop skills through group activities</li> <li>• Parents spend time with children and develop communication</li> <li>• Volunteers develop skills</li> <li>• Increase in community spirit</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> </ul>	3 2
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	1 5 5
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	45 15 45
<b>Social Value</b>	<b>£964</b>	



*“ There's so much in the area for toddlers that 6 - 12 years old's tend to get left out. This group is all about giving this age group a fun place to meet other children their age and develop new skills ”*

(Dionne, Community Friend)

Talkie Walkies		
<b>Scope</b>	Meet and walk together whilst having a chat	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Exercise together in company and safety</li> <li>• Increase in community spirit</li> <li>• Reduced isolation and loneliness</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> <li>• Number of planning sessions</li> </ul>	<p>0</p> <p>2</p> <p>1</p>
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	<p>2</p> <p>3</p> <p>3</p>
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	<p>0</p> <p>0</p> <p>0</p>
<b>Social Value</b>	<b>£117</b>	



*“ As you are parent you are mainly at home and looking after the kids, this activity allows us to get of the house and also the kids as well. In which helps us get to know other mums and also keeps us fit and active ”*

(Josie, participant)

Burnt Oak in Business		
<b>Scope</b>	To develop local business networks to help break down cultural barriers and increase involvement in the local community.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Local business owners and professionals able to network and share skills and experiences in the local area</li> <li>• Increase number of work experience placements</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> </ul>	<p>2</p> <p>2</p>
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	<p>2</p> <p>2</p> <p>2</p>
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	<p>11</p> <p>11</p> <p>13</p>
<b>Social Value</b>	<b>£385</b>	



*“ As a professional in the local area it has been very useful meeting like-minded people and I've made some new networks ”*

(Cherry, Community Friend)

Locality Summits		
<b>Scope</b>	To share achievements and learning from the various project groups being supported	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>A shared vision and future direction for developing Altogether Better locally</li> <li>Improved ability to 'champion' the priorities and needs of the local area</li> <li>Increased community spirit</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> </ul>	1 2
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	3 22 22
<b>Social Value</b>	<b>£926</b>	



*“ Better Burnt Oak is bringing local people and organisations together and has introduced a different aspect of communicating to each other ”*

*“Bob, Community Friend”*

Bi-monthly Newsletter / Street Champions		
<b>Scope</b>	To provide local information about the range of local initiatives that are likely to be of interest.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>More active participants in local community</li> <li>Improved access to information, consultation and co-production</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> </ul>	2 2
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	8 4 9
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	700 700 700
<b>Social Value</b>	<b>£3,058</b>	



Community Cleanup		
<b>Scope</b>	In partnership with Burnt Oak Residents Association (BORA), to clean up the local area.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Improved look of the local area</li> <li>Improved hygiene by reduced litter</li> <li>Increased community spirit</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> </ul>	1 2.5
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	3 8 8
<b>Social Value</b>	<b>£323</b>	



*“ It's great to see the community getting proactive about Burnt Oak ”*

*(Deborah, Community Friend)*

Teen Time - activities for teenagers aged 12 - 19		
<b>Scope</b>	Young people have opportunities to get involved in and develop skills outside school hours.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Teenagers are engaged outside school hours</li> <li>• Develop skills through group activities</li> <li>• Volunteers develop skills</li> <li>• Increase in community spirit</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> <li>• Number of planning sessions</li> </ul>	0 2 6
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	4 5 5
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	0 0 0
<b>Social Value</b>	<b>£1,208</b>	



*“ This project is a much needed initiative in Burnt Oak as it gives teenagers and young people something to do and a place to go to after school. Meeting other people their age makes a big difference ”*

(Jenny Community Friend)

### Other activities being planned in Burnt Oak

Shop Assistance	
<b>Scope</b>	To provide assistance to those who are unable to go out and do their shopping alone, either via lifts, shopping on their behalf or assisting with internet orders and deliveries.
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Reduced loneliness and isolation through weekly contact</li> <li>• Signpost to other organisations if needed</li> <li>• Improvement in undertaking the ability to self-care</li> <li>• Regular monitoring of physical deterioration or a crisis (for example, hospital admission)</li> </ul>

Residents and Business Association	
<b>Scope</b>	Establishing and Communicating a shared local vision and action plan for Watling Avenue and Burnt Oak Broadway
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Address unsightly property issues</li> <li>• Create and enable high profile events to drive footfall</li> <li>• Creation of relevant pop up shops and markets</li> <li>• Help to improve customer service</li> </ul>

Spring in Your Step Intergenerational Walking Group	
<b>Scope</b>	To facilitate a social activity that enrich lives, reduce isolation and loneliness and encourage active participation
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Develop a strong community spirit and improved community cohesion</li> <li>• Greater feeling of wellbeing in older people</li> <li>• Increased mutual respect and understanding between the generations</li> <li>• Younger people develop better interpersonal skills.</li> </ul>

Altogether Better Burnt Oak is supported by Nazra Zuhyle, Altogether Better Officer and Stephen Craker, Ageing Well Programme Manager.

## WHAT HAS BEEN ACHIEVED - ALTOGETHER BETTER EDGWARE & STONEGROVE

Special thanks go to the Edgware Town Team, Larches Community Trust and restaurants that signed up to the Edgware Silver Service for their advice and support throughout the year.

**May:** Launched A-BEST website [www.a-best.org.uk](http://www.a-best.org.uk)

**Sept 2014:** Launched Edgware Silver Service  
Six restaurants now offer seniors a two or three course meal every Tuesday for five pounds.  
Plans are underway to develop other activities for seniors on Tuesday's which include discounts at a recently opened Thai Spa, Story Telling and another IT & Biscuits group.

**Nov 2014:** Launched first edition of the A-BEST Newsletter, with updates on projects, local news and Winter Warmers.

**Dec - Feb:** Launched Winter Warmers - inviting individuals to a warm venue for some company and a cuppa.

**Dec – Mar:** Regular "Pop up Stands" at the Broadwalk Shopping Centre, engaging with the local community.



## ALTOGETHER BETTER EDGWARE & STONEGROVE PROJECTS UNDERWAY

Edgware Silver Service		
<b>Scope</b>	To encourage older people to be social and have an affordable meal outside of the home	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Reduced loneliness and isolation</li> <li>• Increased connections in local community</li> <li>• Improvement in daily living functions</li> <li>• Affordable hot meal available once a week</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> </ul>	<p>29</p> <p>4</p>
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	<p>8</p> <p>5</p> <p>5</p>
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	<p>10</p> <p>4</p> <p>10</p>
<b>Social Value</b>	<b>£13,531</b>	



*“ I sometimes come on my own because it allows me to get out of my home and meet new people ”*

(Phyllis, participant)

Community Choir		
<b>Scope</b>	To encourage both the young and older generations to be social and take part in regular singing activity to promote wellbeing and health.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Reduced isolation and loneliness</li> <li>• Improved community spirit and cohesion</li> <li>• Increased mutual respect and understanding between the generations</li> <li>• Increased confidence in self and community</li> <li>• Greater feeling of wellbeing through increased lung capacity, better posture, self-esteem etc</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> <li>• Number of planning sessions</li> </ul>	2 10
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	5 3 5
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	0 0 0
<b>Social Value</b>	<b>£1,368</b>	



*“ I love to sing - and what better way to make new friends! ”*

(Margaret, Community Friend)

Winter Warmers		
<b>Scope</b>	To develop warm and friendly venues for those living in isolation or have difficulty heating their homes, reduce loneliness and isolation through activities and develop community spirit.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Vulnerable adults and older people living with long term health conditions are able to keep warm and safe</li> <li>• Increase in community spirit</li> <li>• Reduce isolation and loneliness</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> </ul>	1 4
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	18 2 20
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	3 3 3
<b>Social Value</b>	<b>£257</b>	



*“ It is good to help elderly people during winter time and see people smiling instead of people suffering in the cold period ”*

(Silvia, Community Friend)

Reminiscence Project		
<b>Scope</b>	To deliver intergenerational reminiscence sessions to remember past events, lifestyles and activities	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Improved emotion, wellbeing and happiness</li> <li>Improved perceptions of own health and optimism</li> <li>Positive impact on relationships between generations</li> <li>Improved community cohesion.</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> </ul>	1 4
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	2 2
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	12 12 12
<b>Social Value</b>	<b>£401</b>	



*“ There are few chances for people from different generations to meet and talk. For me, a regular short-term commitment is a good way to be more involved in the community.”*

(Peter, Community Friend)

Bi-monthly Newsletter / Street Champions		
<b>Scope</b>	To provide information to local people about a range of local initiatives that are likely to be of interest.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>More active participants in local community</li> <li>Improved access to information, consultation and co-production</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> </ul>	2 2
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	1 2 2
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	700 700 700
<b>Social Value</b>	<b>£2,929</b>	



IT & Biscuits		
<b>Scope</b>	To tackle digital exclusion of older people through peer to peer learning.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Increased confidence in use of ICT, including using email, phone calls, search for information, access public services and use social networking sites</li> <li>Reduced isolation and loneliness</li> <li>Enhanced health and wellbeing</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> <li>Number of planning meetings</li> </ul>	1 2 3
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	2 2 2
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	2 2 2
<b>Social Value</b>	<b>£370</b>	



*“ I am also able to ask what help we can get to improve the community, as well as getting some IT tips ”*

(Marge, participant)

Spring in your Step		
<b>Scope</b>	To facilitate a social activity that enrich lives, reduce isolation and loneliness and encourage active participation	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Develop a strong community spirit and improved community cohesion</li> <li>Greater feeling of wellbeing in older people</li> <li>Increased mutual respect and understanding between the generations</li> <li>Younger people develop better interpersonal skills.</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year</li> <li>Number of hours per session</li> <li>Number of planning meetings</li> </ul>	0 2 2
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	4 4 4
<b>Users</b>	<ul style="list-style-type: none"> <li>New participants this year:</li> <li>Average number per session:</li> <li>Total number of participants:</li> </ul>	0 0 0
<b>Social Value</b>	<b>£129</b>	



*“ Such a great local community initiative ”*

(Ian, Community Friend)

<b>Engagement Group</b>		
<b>Scope</b>	Improve residents' aspirations, confidence and involvement in community life	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Improved communication with communities</li> <li>• Give voice to the broadest range of interests, perspectives and agendas</li> <li>• Increased level of influence of the local people in the community</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of sessions this year</li> <li>• Number of hours per session</li> </ul>	<p>7</p> <p>2</p>
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	<p>15</p> <p>15</p> <p>15</p>
<b>Users</b>	<ul style="list-style-type: none"> <li>• New participants this year:</li> <li>• Average number per session:</li> <li>• Total number of participants:</li> </ul>	<p>15</p> <p>15</p> <p>15</p>
<b>Social Value</b>	<b>£1,459</b>	



*“ It's all about the community and getting everyone together ”*  
(Paul, Community Friend)

#### Other activities being planned in Edgware:

<b>Multi-faith Community Group</b>	
<b>Scope</b>	To promote a positive and harmonious relationship with people of all backgrounds and faiths
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Increased mutual respect, understanding and communication between faith groups</li> <li>• Enhanced community confidence</li> <li>• Effective and resilient networks</li> <li>• Strengthened pathways of information exchange</li> </ul>

<b>Shop Assistance</b>	
<b>Scope</b>	To provide assistance to those who are unable to go out and do their shopping alone, either via lifts, shopping on their behalf or assisting with internet orders and deliveries.
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Reduced loneliness and isolation through weekly contact</li> <li>• Signpost to other organisations if needed</li> <li>• Improvement in undertaking the ability to self-care</li> <li>• Regular monitoring of physical deterioration or a crisis (for example, hospital admission)</li> </ul>

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## WHAT HAS BEEN ACHIEVED - ALTOGETHER BETTER HIGH BARNET & UNDERHILL

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A range of local people and businesses in **High Barnet & Underhill** areas came together to form Altogether Better High Barnet & Underhill. Mapping the local area, including making contact with, and collecting contact details of, businesses, community groups and buildings had started at the beginning of 2014, however due to a reduction of in-year funding this project was slowed down. Regular contact continued with key stakeholders and the Susi Earnshaw Theatre School continues to agree to host the meetings of the engagement steering group. Partnership have been developed with Brookhill infant school who have agreed to host a 'spring in your step' activity and a small steering group has been developed to take forward a Men's Shed project.

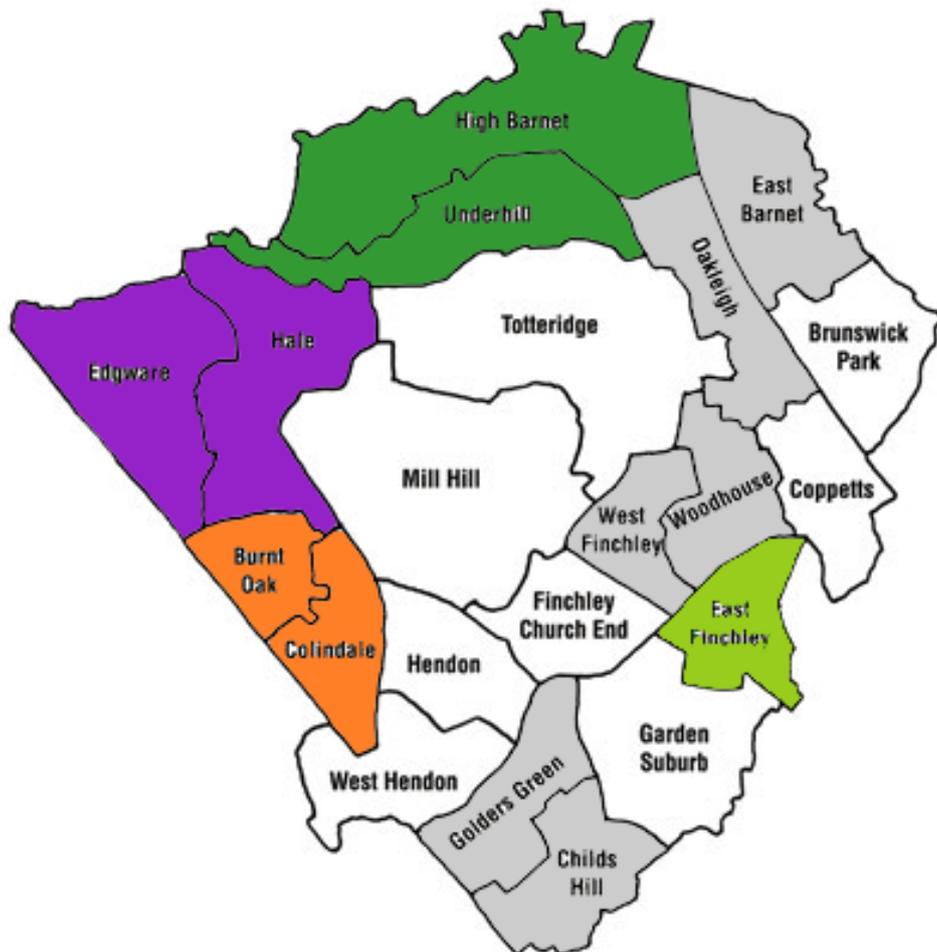
Altogether Better High Barnet & Underhill is supported by Stephen Craker, Ageing Well Programme Manager.

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## EMERGING ALTOGETHER BETTER LOCALITIES

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Local people in other areas are also coming forward to get involved. Conversations and meetings continue with a number of local people in **New/East Barnet, North Finchley, Cricklewood** and **Golders Green**.



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## WHAT HAS BEEN ACHIEVED - DELIVERING A BOROUGH-WIDE APPROACH

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Altogether Better - the Ageing Well programme in Barnet has started to deliver a bottom-up, asset based approach to make a significant contribution to older people's well-being which will have beneficial knock-on effects for social care and other health services. From the outset it was recognised that the model would need the support and action at both a local and borough-wide level. To support the locality based working, a number of borough-wide initiatives have, and continue to be, developed. These have included:

### **All-Age Friendly Community Assessments**

An age-friendly community is suitable and empowering for people of all ages, with a design and facilities that assist people to enjoy health, wellbeing and quality of life. The WHO Age-friendly cities programme was adapted and a survey (both paper and online) was developed and since October have been distributed to enable people to assess how age-friendly their local community is.

A report will be drafted during 2015/16 which will aim to:

- Provide a snapshot evaluation of the ten factors of an age friendly community
- Present the issues raised by people, in their own words
- Identify any specific issues which hinder our communities' ability to be age-friendly
- Increase awareness of and commitment to ensuring the characteristics of age-friendly communities are a reality across Barnet.

The ten factors of an age friendly community are:

1. Local amenities
2. Public transport
3. Public seating and places to rest
4. Public toilets
5. Pavements
6. Neighbourhood safety
7. Places to meet
8. Information and advice
9. Your home
10. Your voice

To the end of March 2014, 60 surveys have been completed.

As part of encouraging local people to get involved, we created a conversation 'your views on Edgware' in regards to Age Friendly survey. The response has been great with lots of comments from residents who have been living in the area for a long time. So far, the conversations have incurred mixed views where people described how the area has changed since they have been living there also what the issues and the positives coming out of the area.

## BARNET TIMEBANK NETWORK

Barnet Timebank Network is part of the council's Ageing Well programme. Timebanking UK are involved as the main provider, employing the project manager locally in Barnet to engage local people, publicise and promote the project, using the software and resources in order to create a sustainable and successful network.



Timebanking is a means of exchange used to organise people and organisations around a purpose, where time is the principal currency. For every hour participants 'deposit' in a timebank, perhaps by giving practical help and support to others, they are able to 'withdraw' equivalent support in time when they themselves are in need. In each case the participant decides what they can offer. Everyone's time is equal, so one hour of my time is equal to one hour of your time, irrespective of whatever we choose to exchange. Because time banks are just systems of exchange, they can be used in an almost endless variety of settings.

One to one exchanges continue to grow and exchanges have included CV help, gardening, befriending, DIY, plumbing, basic electrics, Thai cookery, Fitness advice, mural painting, art classes, IT help, languages and many more.

**Case Study 1** - The Timebank continues to be able to fulfil most requests from organisations and members. For example, a resident of Barnet Homes had recently left hospital and was unable to leave the house without significant support. Due to this the warden got in touch with the Timebank and asked for extra support for the resident. An email was sent out which received five email responses. A Timebank member is now supporting this resident and using the hours to learn Italian.

**Case Study 2** - Abi, who has been bedbound for 15 years and is very isolated was keen to learn the skills required to be a remote PA as well as help running the Timebank. Abi has since prepared a presentation for the Timebank and is keen to start with a broker role. To this Abi will be attending the Timebanking UK broker training event. Whilst there are obviously limitations due to Abi's mobility, the role not only will bear fruit for the Timebank but speaks directly to the asset based community development principle of the project

Description	End of year 1 (Dec 14)
Number of people who have joined the Barnet Timebank network across the two year pilot	173
Number of credits exchanged across the network	501
Members who have earned at least one credit	65%
Number of hours of venue space	453
Social Value: £17,171	

## VOLUNTEER-LED INTERGENERATIONAL SHARED READING GROUPS

Three of the agreed five volunteer-led intergenerational reading groups in areas identified for the first year were set up at the launch of the project at the beginning of June 2014. A fourth group in East Finchley was set up at the beginning of October. This group moved venue at the start of January 2015. The fifth group was due to start at the beginning of December in Burnt Oak. However, due to Force Majeure this group was unable to start as planned and eventually launched in the second week of February at its new location.

All the groups are co-facilitated by two volunteers, recruited, trained and supported by The Reader Organisation and are delivered in a variety of settings: libraries, a community centre and a public house. In addition to the above five groups, two volunteer-led dementia reading groups for people living with Dementia and their Carers will be established in Spring 2015.

Volunteer-led Intergenerational and Dementia Shared Reading Groups		
<b>Scope</b>	To create sustainable reading groups that bring people of different age groups together to foster well-being, improve mental health across a range of social, educational and cultural boundaries.	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Improved wellbeing and quality of life</li> <li>Increased social inclusion and circle of friends</li> <li>Increased sense of making a positive contribution</li> <li>Increased skills and employment opportunities</li> <li>Improved sense of community cohesion</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>Number of sessions this year – 41 (High Barnet) 41 (Hendon) 41 (Colindale) 24 (East Finchley) 3 (Burnt Oak)</li> <li>Number of hours per session</li> </ul>	154 2
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>New Friends this year:</li> <li>Average number per session:</li> <li>Total number of community friends:</li> </ul>	7 2 7
<b>Users</b>	<ul style="list-style-type: none"> <li>New users this year:</li> <li>Average number per session:</li> <li>Total number of users:</li> </ul>	29 7 29
<b>Social Value</b>	<b>£19,752</b>	



*“ Great to express complex thoughts in an informal setting and meeting people from varied backgrounds ”*

*“ I learn a great deal and it makes me think”*

*“ I love coming to the reading group and sharing. It also gets me out of the house ”*

*“ When I moved to Barnet in 2014, I didn't know much about the area or things going on here. I checked the London Borough of Barnet website and found a link to the Reader Organisation and their Reading groups from the libraries page. I go to one of their groups in East Finchley. The first time was an amazing experience! I had never read aloud in a group. There were so many different kinds of people of different age groups. After reading a bit, group members shared their views and opinions about the bit that we had read. That was the most amazing bit! I learned never to judge people from their outside appearance. When we shared our views I saw how much bigger people are inside than what they look.*

*(Anusha, participant)*

## SUPPORTING THE DEVELOPMENT OF THE FIRST MEN'S SHED IN BARNET

Men's Sheds have a role in promoting the health and wellbeing of men who participate in them by supporting their engagement in activities they enjoy and find meaningful. This, in turn, provides a sense of purpose and identity. The social environment of Men's Sheds can lead to the development of positive social relationships with other men and a sense of belonging.



The Friern Barnet Men's Shed is open to all men over 18. There are an average of 50 men attending each week. There is a particular emphasis on the reuse, refurbish and recycle of wood and materials donated or collected from building projects and it is a model that the Friern Barnet Men's Shed steering group are keen to promote and will provide a definable objective for the Shed and its members for its sustainable future. The North London Woodturners Association have agreed to the use of their turning equipment by the shed. In addition, two large DIY stores and Ikea have agreed to supply the shed with wood and materials on an ongoing basis.

Men's Shed		
<b>Scope</b>	To provide a space for men to meet, socialise, learn new skills and take part in activities with other men	
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• reduction in social isolation</li> <li>• the opportunity to pass on skills and to maintain their own independence</li> <li>• feeling valued as individuals</li> <li>• remaining active</li> <li>• to improve access to services for older men</li> <li>• Improved wellbeing by reducing depression, anxiety and social isolation</li> </ul>	
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• Number of events this year</li> <li>• Number of hours per session</li> </ul>	192 5
<b>Community Friends</b>	<ul style="list-style-type: none"> <li>• New Friends this year:</li> <li>• Average number per session:</li> <li>• Total number of community friends:</li> </ul>	2 3 6
<b>Users</b>	<ul style="list-style-type: none"> <li>• New users this year:</li> <li>• Average number per session:</li> <li>• Total number of users:</li> </ul>	60 10 60
<b>Social Value</b>	<b>£84,854</b>	



*“ It's great to have a place where men can meet and share experiences and socialise together. It's our own space, we can take part in activities we enjoy and learn something at the same time ”*

(Chris, Community Friend)

Due to the success of the Friern Barnet Men's Shed, a group of men in High Barnet area have formed a group and, with the support of the Ageing Well Programme Manager, are in the process of identifying a suitable venue to launch a second men's shed in the borough.

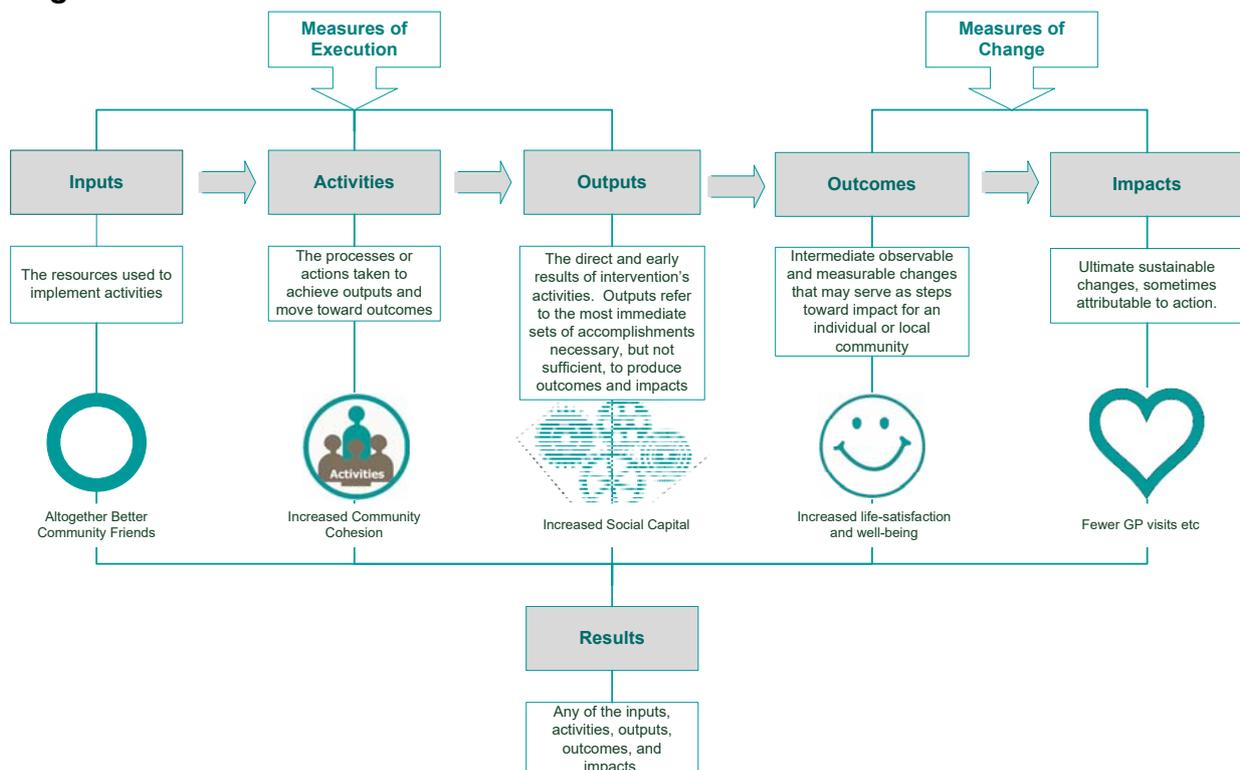
## EVALUATING PROGRESS

Evidence on the economic paybacks of investing in community assets is as yet limited. However, there is strong and growing evidence that social networks and social capital increase people’s resilience to and recovery from illness.

Social exclusion has emerged as a major issue because of the adverse impact it can have on health and wellbeing. There is abundant evidence, particularly from epidemiological studies, that social and productive activities have a beneficial impact on wellbeing, quality of life, morbidity and mortality. Seven determinants of good quality of life for older people were identified in an in-depth, multidisciplinary research study.<sup>14</sup> These included having good social relationships with family, friends and neighbours; participating in social and voluntary activities, and individual interests; maintaining independence and control over one’s life; and having a positive outlook and psychological wellbeing.

Evaluating the effectiveness and impact of the projects is central to the approach of delivering the ageing well programme. A base-line measurement using the Friendship Scale Tool which measures social isolation has been included in Barnet’s Annual Residents Survey for each locality. In addition, evaluation of each locality project is included within the planning process and volunteer members are asked to develop ideas on how they will be able to demonstrate outcomes achieved. A Volunteer-led Evaluation Group has been established to support and provide some independence to the evaluation process.

**Fig 1. How do we measure...?**



<sup>14</sup> Adding quality to quantity: Older people’s views on quality of life and its enhancement (2003) Age Concern Reports.

Social capital is a comprehensively researched phenomenon which is widely understood to relate to social interactions<sup>15</sup>, networks<sup>16</sup> and activities.<sup>17</sup> Volunteering has been identified as one contributor to developing social capital which is particularly influential to the social capital of older people as it encourages them to leave the confines of their homes and engage in the community which many otherwise lack the opportunity to do<sup>18</sup>.

There is evidence on some of the individual components of a local strategic approach to building and utilising community assets<sup>19</sup>. For example, every £1 spent on health volunteering programmes returns between £4 and £10, shared between service users, volunteers and the wider community.<sup>20, 21</sup>

### **Calculations used to determine Social Value**

#### **Community Friend's time**

Volunteering England method<sup>22</sup> of calculating the economic value of volunteering =

$$\text{The number of volunteers} \times \text{average number of hours} \times \text{average hourly wage } \pounds 16.13 =$$

This approach does have the advantage of being based on data specifically related to Barnet but includes weaknesses such as all types of volunteering activities have been valued at the same rate. This approach has been taken for simplicity but means that leading a group has been valued at the same rate as visiting people.

#### **Participants / Users**

Age UK Kensington and Chelsea have calculated that the cost of the trips is around £15, or £4 per hour, per client.<sup>23</sup>

$$\text{The number of participants} \times \text{average number of hours} \times \text{average hourly rate of } \pounds 4 =$$

#### **Community Assets**

An average hourly rate to rent a room has been used of £20.

$$\text{The average number of hours} \times \text{average hourly charge of } \pounds 20.00 =$$

<sup>15</sup> Hanifan, L. J. (1916). The Rural School Community Center. *Annals of the American Academy of Political and Social Science*. 67(1): 130-138.

<sup>16</sup> Putnam, R. D. (2000) *Bowling alone*. New York: Simon & Schuster Paperbacks.

<sup>17</sup> Onyx, J. and Bullen, P. (2000) Measuring Social Capital in Five Communities in NSW. *Journal of Applied Behavioural Science*. 36(1): 23- 42

<sup>18</sup> Cox, A. (2011). Age of Opportunity: Older people, volunteering and the Big Society. <http://www.respublica.org.uk/item/Age-of-Opportunity-Older-people-volunteering-and-the-Big-Society>

<sup>19</sup> Knapp M, Bauer A, Perkins M, Snell T (2011). *Building Community Capacity: Making an economic case*

<sup>20</sup> Naylor C, Mundle C, Weaks L, Buck D (2013). *Volunteering in Health and Care: Securing a sustainable future*. London: The King's Fund.

<sup>21</sup> Hex N, Tatlock S (2011). *Altogether Better: Social Return on Investment (SROI) Case Studies*. York: York Health Economics Consortium.

<sup>22</sup> [www.volunteering.org.uk/component/gpb/is-there-any-way-of-measuring-the-economic-value-of-the-work-our-volunteers-are-doing](http://www.volunteering.org.uk/component/gpb/is-there-any-way-of-measuring-the-economic-value-of-the-work-our-volunteers-are-doing)

<sup>23</sup> Jopling, K (2015) Promising approaches to reducing loneliness and isolation in later life. Age UK and The Campaign to End Loneliness

	Total Social Value	Community Friends	Participants / Users	Community Assets
<b>East Finchley</b>				
IT & Biscuits	£20,035	£12,259	£4,736	£3,040
Winter Warmers	£1,738	£1,290	£128	£320
Table Tennis Club	£4,705	£1,645	£2,040	£1,020
Talkie Walkies	£784	£484	£300	-
Wellbeing Cafe	£1,105	£605	£250	£250
Shopping Assistant	£161	£129	£32	-
Silver Service	£2,232	£1,452	£480	£300
Mum's who run	£1,012	£452	£560	-
Meditation Group	£643	£323	£320	-
Locality Summits	£750	£710	-	£40
Bi-monthly Newsletter / Street Champions	£3,058	£258	£2,800	0.00
<b>Burnt Oak</b>				
Multicultural Parade & Festival	£27,246	£10,646	£16,000	600.00
Winter Warmers	£482	£258	£64	£160
Wellbeing Cafe	£702	£202	£250	£250
Bi-monthly Newsletter / Street Champions	£3,058	£258	£2,800	-
Locality Summits	£926	£710	£176	£40
Young Minds	£964	£484	£360	£120
Burnt Oak in Business	£385	£129	£176	£80
Talkie Walkies	£117	£97	-	£20
Teen Time	£1,208	£968	-	£240
Community Cleanup	£323	£323	-	-
<b>Edgware and Stonegrove</b>				
Silver Service	£13,531	£9,355	£1,856	£2,320
Community Choir	£1,368	£968	-	£400
Winter Warmers	£257	£129	£48	£80
Reminiscence Project	£401	£129	£192	£80
Bi-monthly Newsletter / Street Champions	£2,929	£129	£2,800	-
IT & Biscuits	£370	£194	£16	£160
Spring in your Step	£209	£129	-	£80
Engagement Steering Group	£1,459	£339	£840	£280
<b>Borough-wide Projects</b>				
All-Age Friendly Community Assessments	£476	-	£476	-
Timebanking Network	£17,141	£8,081	-	£9,060
Intergenerational Reading Groups	£19,752	£4,968	£8,624	£6,160
Men's Shed	£84,854	£46,454	£38,400	-
<b>Ageing Well Programme Total</b>	<b>£214,381</b>	<b>£104,686</b>	<b>£84,724</b>	<b>£25,100</b>

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## **ALTOGETHER BETTER PROJECTS AND HOW THEY RELATE TO DELIVERING THE PROGRAMME'S STRATEGIC OBJECTIVES**

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**OBJECTIVE 1: To ensure that older people can obtain the information they need when they need it to enable them to more effectively access services.**

- Altogether Better Summit - borough wide
- Burnt Oak in Business - Altogether Better Burnt Oak
- Cross-sector Communications Group – borough wide
- IT & Biscuits Group - Altogether Better Burnt Oak
- IT & Biscuits Group - Altogether Better Edgware & Stonegrove
- IT & Biscuits Groups x 3 - East Finchley Altogether Better
- Locality Summit - Altogether Better Burnt Oak
- Locality Summit - East Finchley Altogether Better
- Wellbeing Café - Altogether Better Burnt Oak and Objective 5
- Wellbeing Café - Altogether Better Edgware & Stonegrove and Objective 5
- Wellbeing Café - East Finchley Altogether Better and Objective 5

**OBJECTIVE 2: To support access to, and increase the range of, social and community activities available in order to help tackle social isolation and loneliness.**

- Community Choir - Altogether Better Edgware & Stonegrove
- Cooking Skills Group - East Finchley Altogether Better
- Dance Group, Party Dance Plus - East Finchley Altogether Better
- Homes & Away Volunteer Group - East Finchley Altogether Better
- Intergenerational Reading Groups - borough-wide
- Little Minds (5 – 11 year olds) - Altogether Better Burnt Oak
- Meditation Group - East Finchley Altogether Better
- Mum's who run - East Finchley Altogether Better
- Reminiscence Project - Altogether Better Burnt Oak
- Silver Service - Altogether Better Burnt Oak
- Silver Service - East Finchley Altogether Better
- Spring in Your Step Intergenerational Walking Group - Altogether Better Burnt Oak
- Spring in Your Step Intergenerational Walking Group - Altogether Better Edgware
- Street Champions / Bi-monthly Newsletter - Altogether Better Burnt Oak
- Street Champions / Bi-monthly Newsletter - Altogether Better Edgware & Stonegrove
- Street Champions / Bi-monthly Newsletter - East Finchley Altogether Better
- Table Tennis Group - East Finchley Altogether Better
- Talkie Walkies Walking Group - East Finchley Altogether Better
- Teen Time (12 – 19 year olds) - Altogether Better Burnt Oak
- The Hub – Young People's Centre - East Finchley Altogether Better

**OBJECTIVE 3: To ensure there are the means to develop ways of providing “that bit of help “ at the right time, for example a listening ear, help with gardening and home maintenance.**

- Back to Work Confidence workshops – East Finchley Altogether Better
- Shop Assistance - East Finchley Altogether Better
- Winter Warmers - Altogether Better Burnt Oak
- Winter Warmers - Altogether Better Edgware & Stonegrove
- Winter Warmers - East Finchley Altogether Better

**OBJECTIVE 4: To help people plan for a fulfilled older age.**

- Men’s Shed – borough-wide, based in Friern Barnet
- Positive Ageing Campaign – borough-wide

**OBJECTIVE 5: To identify opportunities to reach out into communities. This includes engaging hard to reach and help isolated people.**

- Barnet Timebank – borough-wide
- Community Assessments - Altogether Better Burnt Oak
- Community Assessments - Altogether Better Edgware & Stonegrove
- Community Assessments - East Finchley Altogether Better
- Fairs Activity Group – Altogether Better Burnt Oak
- Fairs Activity Group - Altogether Better Edgware & Stonegrove
- Festivals and Fairs Activity Group - East Finchley Altogether Better
- Multicultural Parade and Festival – Altogether Better Burnt Oak
- Town Team – Altogether Better Burnt Oak

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## LOOKING FORWARD

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During 2014/15 a number of suggestions for borough-wide projects had been received. These suggestions were collated and discussed at the Ageing Well Programme Board meeting. In order to further prioritise the suggestions into a pipeline of potential projects an online survey was undertaken to create a list of emerging priorities. A total of 84 responses (compared to 22 last year) were received with 81% over the age of 55. The outcome of the survey was discussed at the Ageing Well Programme Board and Together with the existing on-going borough-wide projects six new projects and one new Altogether Better locality have been included in the 2015/16 action plan, each linked to one of Ageing Well's five strategic objectives:

**OBJECTIVE 1:** To ensure that older people can obtain the information they need when they need it to enable them to more effectively access services.

### **Improved Information Provision**

- Further develop a **Network of Wellbeing Cafes** utilising existing Cafes to act as hubs
- Develop a Barnet-wide **Charter for Ageing Well**

### **Improved Access to Information, Advice & Guidance**

- Further develop Barnet-wide **Befriending Network**
- Continue to develop and support the **volunteer-led Evaluation Team**

**OBJECTIVE 2:** To support access to, and the range of, social and community activities available for older people, in order to help tackle social isolation and loneliness.

### **Build bridges with young people**

- Assess impact of Volunteer Led **Intergenerational Shared Reading Project**
- Further develop '**Spring in your step**' scheme for older people who are teamed up with a student from a local school for a regular short walk.

### **People have choice to be engaged**

- Further develop **Silver Service scheme** where older people enjoy a 2-3 course meal for £5.
- Develop an **Older People Volunteer Programme**.

**OBJECTIVE 3:** To ensure there are the means to develop ways of providing "a bit of help" at the right time, such as a listening ear, help with gardening and home maintenance.

### **Improving opportunities and challenging attitudes**

- Assess impact of Barnet **Timebank**
- Deliver Barnet's 'Years Ahead' **Positive Ageing Campaign**

### **Personal Safety**

- Further develop **Computer Skills network** to promote and increase community based IT classes for older people
- Develop borough-wide **Shop Assistance Scheme**

**OBJECTIVE 4:** To help people plan for a fulfilled older age.

**More Involved**

- Support capacity building programme for **Barnet Seniors Assembly**
- Further Develop **Winter Warmers**

**Older Men**

- Promote **volunteer driving** opportunities for men
- Support development of a small network of **Men's Shed**

**OBJECTIVE 5:** To identify opportunities to reach out into communities. This will include engaging hard to reach and isolated people.

**EFAB (East Finchley Altogether Better)**

- Continue to support and develop activities / projects

**Altogether Better Burnt Oak**

- Continue to support and develop activities / projects

**Altogether Better Edgware & Stonegrove**

- Continue to explore issues, agree goals, projects, outcomes
- Continue to support and develop activities / projects

**High Barnet & Underhill Altogether Better**

- Community Leadership / Map area
- Explore issues, agree goals, projects, outcomes
- Develop locality action plan and launch projects

# Warm and Well this Winter

Why not become a Community Friend this winter - strengthen our community and enrich the lives of people living in East Finchley

There are over 3,000 people aged 60+ in East Finchley, many of whom will spend winter alone and lonely, with only the television as their main form of company.



EFAB is working with local organisations who will open their doors to the community on the coldest days of winter to make sure everyone is safe and warm. Hot drinks, soup, blankets and of course a friendly chat will be on offer.

When the cold weather sets in you can make a difference

We need people to:

- telephone people let them know a venue is going to open
- help at venues by making hot drinks and enjoy a friendly chat
- provide transport or just offer an arm to help them walk there?



To become involved contact Lisa on 07909 998453 or More information can be found [www.efab.org.uk](http://www.efab.org.uk)

## ALTOGETHER BETTER EDGWARE

ALTOGETHER BETTER LOCAL ENGAGEMENT (ABLE) PROJECT

Welcome to A.B.E.

WHAT IS ALTOGETHER BETTER EDGWARE & STONEGROVE?

Altogether Better Edgware & Stonegrove is a local membership organisation for all the people in the neighbourhood. Altogether Better is about joining up the activities in the community and building relationships which help foster a vibrant, safe place to live, work and play.

\*Get involved - join our mailing list or one of our projects - more info

Featured groups

Altogether Better Edgware is about connecting people groups - programmes - organisations to great places to live and work in.

Silver Scheme Edgware: Edgware Silver Scheme offers services aimed at improving the lives of older people in Edgware.

Soul Sounds: A.B.E. & Stonegrove along with Larches Community will be putting together a choir.



One of EFAB's sessions at East Finchley Library helping people learn about computers.

## Computer skills, ping pong and running

Sessions on computer and internet skills, under the guidance of local volunteers, organised by EFAB (East out July at East Finchley Library).

Those attending the 'IT and Biscuits' project learn, among other things, how to get online, send attachments, and troubleshoot problems, followed by tea and biscuits. Anyone who would like to attend future sessions or volunteer to help those less confident should call Lisa on 07909 998453 or email [us@efab.org.uk](mailto:us@efab.org.uk)

**Table tennis**  
Another EFAB project is a Table Tennis club which meets between 2.30 and 4pm days at the Shree Aden Mitra Mandal Centre on Church Lane.

**Mums who run**  
The Mums Who Run also meet weekly on Thursday mornings from 9.30am at Cherry Tree Woods. All women are welcome and runs can be tailored to suit different abilities. New runners are asked to check on Thursday mornings that the run is happening, on [www.efab.org.uk](http://www.efab.org.uk) for more information. Updates on EFAB can also be found on Twitter @eastfinchleyab or on the Facebook page: 'eastfinchleyab' or call Lisa on 07909 998453 or email [us@efab.org.uk](mailto:us@efab.org.uk)

### Altogether Better Edgware & Stonegrove

Helping to make our neighbourhood even better

#### How all-age friendly is my community?

Factors that make a place desirable to work and live in can change as we get older.

People remain active into older age however others experience poverty, problems and isolation. Lack of services and poor design of neighbourhoods can sometimes lead to older people being cut off within communities. It is vital that the needs of older people are considered in a community to ensure everyone enjoys health, wellbeing and quality of life.

Fill in the Community Checklist coverleaf to help us find out what improvements and maintenance are needed to make your community age friendly.

Rate each factor out of ten on the next page. The higher the score you give, the closer your community is to being suitable for people of all ages. The lower the score you give each factor, the more we need to do to make it age friendly.

Define the area of your community as you wish. It could be your street, village, town etc.



**Seniors Dine for £5 on Tuesdays**

Edgware the place to be on Tuesdays!

Every Tuesday for (60+)

Available at selected restaurants and cafes that display the Silver Service symbol on their window.

Customers can bring a guest or carer along

Please check with the venue for the timings in advance

Participating restaurants and cafes are:

Izgara, me love, THE GREEN MAN, Loving Hut

All Participating restaurants and cafes are located in Station Road, Edgware, HA8 7HE

Altogether Better Edgware & Stonegrove  
Helping to make our neighbourhood even better

Edgware Town Team

**Burnt Oak Multicultural Parade & Festival!**

Saturday 20 September 14

Parade starting at 11am from Edgware Community Hospital, proceeding down the A5 to Silkstream Park

Festival 12noon - 6pm at Silkstream Park - FREE ENTRY

ENTERTAINMENT | FOOD STALLS  
MEGA SLIDES | BOUNCY CASTLES  
YOUTH SPORTS | RAFFLE DRAW

Altogether Better Burnt Oak  
Helping to make our neighbourhood even better

### FURTHER INFORMATION

For more information or to get involved, please contact:

Stephen Craker, Ageing Well Programme Manager,  
Email: [stephen.craker@barnet.gov.uk](mailto:stephen.craker@barnet.gov.uk) Tel: 07932 716437

Nazra Zuhyle, Altogether Better Officer (Burnt Oak and Edgware & Stonegrove)  
Email: [nazra.zuhyle@barnet.gov.uk](mailto:nazra.zuhyle@barnet.gov.uk) Tel: 07909 998463

Lisa Smith, Altogether Better Officer (East Finchley)  
Email: [lisa.smith@barnet.gov.uk](mailto:lisa.smith@barnet.gov.uk) Tel: 07909 998453