



## Information and advice: Adult Social Care web pages

### 1. What was the aim of the group?

The aim of the group was for residents to improve and change the Barnet website. To start this work we focused on web pages specifically for Carers.

- Barnet Council asked Orange Bus (an external company) to lead User Experience (UX) workshops. These workshops were to gather feedback from people who use social care services on their thoughts about the current website and what they would like to change.
- The project worked in a flexible way. We were able to gain feedback on what people wanted, build it and then test it in a very short amount of time. This method of working allows for quick changes and adaptations to easily reach the desired result of a website that works for users.

### 2. How many times did the group meet and how many members?

The group met 3 times:

- Thursday 17 November – Barnet Independent Living Centre session 1
- Thursday 1 December – Barnet Independent Living Centre session 2
- Thursday 23 February – Barnet Independent Living Centre session 3

Testing was also done in the wider community:

- Monday 21 November – Age UK coffee morning
- Thursday 24 November – Carers Centre coffee morning
- Tuesday 6 December – Mencap coffee morning

The first group had 5 attendees. Orange Bus asked residents what they expect from a website, what they want from a website and what a website should do.

The second group had 6 attendees. Orange Bus showed residents a prototype of the carers' pages, which had been created based on the comments from the previous workshop. The attendees were individually asked to complete two tasks. One of the tasks was *'Imagine you're a carer and you need a break. Where, on the website, would you go to look?'*

The third group had 6 attendees. Orange Bus showed residents the live carers' page. The attendees were given print outs of the pages to look at in closer detail. Although this was the final workshop, Orange Bus continued to ask the residents what they thought, what we could improve or what they thought has been missed.

### 3. What were the overall outcomes of the group and how will they feed into the service? What plans are there for sustainability?

New pages for carers have been co-produced with residents and council officers. The overall outcome showed an excellent example of co-produced work which has been appreciated by the people who took part in the workshops, Orange Bus and by the Council. Some of the feedback was:

*'Making an impact on Barnet Council can be quite difficult, but today I feel that I have made an impact, I found the day really rewarding, it's great to see that you are interested in*



*improving the service for the people that use it.'*

*'I can see alterations have been made as a result of us sharing our own past experiences and learned knowledge'*

The long term plan is for the rest of the adult social care pages to follow the same format as the carers pages. We will continue to do user testing in this way to make sure we reach the best result.

The website will be a fantastic example of co-produced work and we would like to thank everyone who has contributed so far, together we are on the road to something great.





https://www.barnet.gov.uk/ Welcome to Carers in Barnet... barnetwork - Home

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## I am a carer, family member or friend

A carer is a person who is unpaid and looks after or supports someone who needs help with their day-to-day life due to reasons such as their age, a long-term illness, disability, mental health or substance misuse.

**carerstrust**  
Barnet Carers Centre  
action · help · advice

**Did you know?**  
You can access information, advice, emotional and practical support from Barnet Carers Centre.

Barnet Carers Centre

I want to know what's available to me as a carer

Details of local and national support available to you as a carer.

Get support

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Support for carers in an emergency

Apply for a Barnet Emergency Card to keep the people you are caring for safe in the event something happens to you.

Find out more

Carers allowance

Find out if you are eligible for an allowance to help you look after someone who needs to be cared for.

Find out more

Carer's assessment

We can review your needs as a carer and help you find out what additional support you are entitled to.

Assessing your needs

**Your comments**  
Let us know how we have done - send us

**Get involved**  
Find out how you could support someone in their own home and help them

**Events and activities**  
Search for an event or activity in your

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## I want to know about my rights as a carer

**Did you know?**  
A carer is a person who is unpaid and looks after or supports someone who needs help with their day-to-day life due to reasons such as:

- their age
- a long-term illness
- disability
- mental health
- substance misuse

**What the Care Act says**  
From April 2015, care and support in England changed for the better.

Find out more

**Free carer health checks**  
Get a free NHS Health Check to maintain and improve your health.

Find out more

**Free leisure pass for carers**