



Adults and Communities
Working Groups – You Said, We did

Assessment Hubs

May – June 2016

You Said	We Did
Having hubs open in the evenings and at weekends would make them more accessible to a range of people and their carers	We will talk to staff working at the hubs about how we can have different opening times, and have ensured the Independent Living Centre (one of the main hubs) is available at these times.
Hubs should be based within existing community buildings	The locations that we are proposing are: <ul style="list-style-type: none"> • The Independent Living Centre, Colindale, which is above a library • The Anne Owens Centre, North Finchley, which is where Age UK work from • A library or community centre in the north of the borough, to make sure as many people as possible is able to access hubs.
It is important that Hubs will have a wide range of information from a variety of sources that can be tailored towards the individual.	There will be a full range of information and advice on offer for people, covering a range of subjects. We will have dedicated officers at each of the hubs who will be responsible for researching local resources.
It is important that as well as social care there is also a focus on health and wellbeing to support people who may not meet the criteria for social care	There will be a direct link to the Wellbeing Centre that is being developed by the NHS and Clinical Commissioning Group. Everyone who comes to a hub for an appointment will work with social care staff on a wellbeing support plan that will have actions to promote positive health and wellbeing People that drop in for information and advice will be able to receive this online, by email, or in a paper format depending on what is most suitable for them.

<p>Leaflets are a good way of providing information about hubs as this is something that people can refer back to.</p>	<p>Leaflets will be provided where people are not able to access information on their computer or via email.</p>
<p>It is important that when people leave a hub that they have information they need and a document that sets out clearly what will happen next</p>	<p>Everyone that comes to the hub for an appointment will work with the practitioner on a wellbeing support plan that will have actions to promote positive health and wellbeing.</p>
<p>There should be links between the hubs and different community groups so that people can be directed to receive more specialist information</p>	<p>We will have dedicated officers at each of the hubs who will be responsible for researching local resources.</p> <p>Community groups will be asked to attend drop ins at the hubs to provide information and advice to people who visit and also to work jointly with social care staff.</p>
<p>Hubs should be situated at fixed venues and not move around the borough as this will be easier for people to know where to come</p>	<p>We will start with three fixed venues where the assessment hubs will be based. We will promote these venues widely so they are well known.</p> <p>These venues will remain fixed, however if they do need to change there will be clear publications and communications about this</p>
<p>Recommend 4 different names, 4 tag lines and advised on the logo</p>	<p>We have looked at the 4 options for names and logos and have used these to choose the final design.</p>
<p>Advised that the logo should incorporate some elements of the corporate colour or logo to ensure that people are aware this is a council run service</p>	<p>The new logo will be in Barnet's corporate colours and the Barnet logo will remain on all our printed information.</p>
<p>How will residents of Barnet know about the hubs? Suggestions included using leaflet drops, bus stop adverts and advertising in newspapers.</p> <p>There should be a wider use of partners to advertise the hubs.</p>	<p>We will look at having posters and leaflets and share these in places such as GP surgeries and libraries and our partners. We will also have information on the website.</p> <p>It may not be possible to do adverts on a wide scale basis such as papers and bus stops due to budget constraints.</p>