

NEIGHBOURHOOD SERVICES PROVIDER GROUP
YEAR ONE REPORT
SUMMER 2014



A word from the independent chair:

I was appointed as the independent chair of the Barnet Provider Group in the summer of 2013 and have spent the months since learning about the many activities of the seventeen voluntary sector and community organisations who are its members.

Led by Age UK Barnet, this group came together in 2013 to make their shared vision of neighbourhood services a reality. They are providing a flexible service, responding to the needs of older people across the borough to provide day opportunities for them. These opportunities range from exercise classes, befriending, digital inclusion sessions, lunch clubs, social groups and other activities. Some also provide practical help through good neighbour schemes helping older people with shopping, trips to the bank or post office and carrying out small jobs around the house.

Age UK Barnet and the other organisations asked older people to complete a questionnaire identifying what they would like to see on offer across the borough. They've responded by setting up new groups and activities so there really is something for everyone, wherever you are. The handy booklet, 'What's On', provides details of all these and I highly recommend getting hold of a copy from your local library or Age UK Barnet centre. Alternatively you can look at the Neighbourhood Services section of Age UK Barnet's website or call 0208 432 1418 to ask for a copy of What's On.

The first year of neighbourhood services has not been without its challenges, not least in managing the needs and expectations of such a diverse group of organisations. As it draws to a close, I am looking forward to working more closely with the group and finding out more about their work with the borough's older people.

On behalf of the Provider Group, I would like to thank those older people who have taken part in activities this year, especially those who have tried something for the first time, and those who have contributed to this report in any way.



Gillian Jordan

Moving to the Neighbourhood Services model:

The Barnet Provider Group has been at the forefront of transforming day opportunities for older people this year. The group of seventeen voluntary sector and community organisations came together in April 2013 to deliver a new vision of neighbourhood services with Age UK Barnet as lead contractor.

The group recognised that a wider choice of provision was required in more localised areas of the borough. They believed this should be responsive to the needs and aspirations of older people to help them fulfil their potential in a safe and supportive environment as well as play an essential role in reducing isolation.

The Provider Group is tasked with delivering activities and sessions for older people focusing on areas including Information and Advice, exercise classes, falls prevention, health and wellbeing, befriending, digital inclusion and lunch clubs. Intergenerational interaction was also recognised as a valuable element of these services.

As Cllr Sachin Rajput, Cabinet member for Adults and Communities summed up:

“The introduction of the new neighbourhood model in April last year was aimed at making sure that as many older people as possible benefit from the services on offer and to provide a wider choice of services to meet people’s changing expectations for retirement.

I appreciate change can be unsettling for some people but we have found that the change to the neighbourhood model is proving popular. Services are now being provided at more than 40 locations across the borough.”

Whilst some of the traditional day services are continuing, new activities and groups have been established across Barnet benefitting more than 2000 new clients over the last twelve months. Many of these came after older people gave their views through questionnaires and taster days, telling the Provider Group what was important to them.

People using these services have told us why they like coming out to activities. “I have made new friends and I am enjoying life again,” said one lady who is attending a new exercise class in Cricklewood and Digital Inclusion sessions at Whitefields School. “It keeps me young!” said a 90 year-old Tai Chi regular, whilst another told us her activity was “good for isolated people, a vital resource in the area.”

YEAR ONE HIGHLIGHTS

Age UK Barnet as lead provider has embraced the challenge of moving to the neighbourhood model and has sought to increase its presence with activities across the borough. A questionnaire put out across the Provider Group identified digital inclusion as well as fitness opportunities as a major area of interest for older people

in Barnet and so these have been a focus for the organisation. Almost 300 people have been able to sharpen up their IT skills or learn new ones by attending sessions at ten secondary schools and sixth forms, two primary schools, five libraries and several other community venues during the last year. Accessing the internet remains a key issue for older people as so many essential services are online. Channel shift is becoming more and more of a necessity.

Older people have been no less shy about lacing up their trainers and getting active with over 100 people a week attending exercise classes ranging from seated exercise, to tai chi, dance and Zumba gold. Age UK Barnet is looking to extend these services still further in year two.

Older people also expressed interest in social opportunities, particularly for groups and in areas where these were lacking to help prevent and combat social isolation. Age UK Barnet has responded to this by establishing new groups – a coffee morning at Burnt Oak Library, a games afternoon at St. Agnes Parish in Cricklewood and an LGBT (Lesbian, Gay, Bisexual and Transgender) group which meets regularly in High Barnet.

Other members of the Provider Group are also looking to expand their services to benefit more older people and firmly establish Neighbourhood Services as a reality in the borough.

The group has made links with other organisations and is working closely with Ageing Well, particularly in East Finchley where the EFAB project is gaining momentum.

The Provider Group is also closely linked with Barnet Carers. The two organisations have recently joined forces to provide carers' peer support for BME groups and these will begin with BACA this summer. Barnet Carers will also be working with the group on digital inclusion in the coming year.

Similarly Barnet Homes has developed a link with the Provider Group and is opening up the doors of its sheltered housing schemes to older members of the community for social activities such as darts tournaments, snooker and quizzes.

Housing associations have also teamed up with the Provider Group with activities taking place in the communal areas of The Retail Trust, Willow Housing, Catalyst Housing and Eleanor Palmer Trust properties.

Waitrose has supported Age UK Barnet's cooking classes for men with its green tokens scheme and in providing volunteers on 'Give and Gain Day' at the Meritage Centre. Similarly Home Instead Senior Care Barnet is a wonderful supporter of Age UK Barnet's Falls Awareness programme and they will be working together on the Think Jessica campaign, raising awareness of scams targeting older and vulnerable people.

Bluebird Care and Geeks on Wheels have also supported the provider group with digital inclusion as have Saracens with exercise opportunities including dance classes at the Eversfield Centre.

CHALLENGES

The major challenge facing each organisation has been to continue to meet the needs of legacy service users whilst introducing new services intended to reach out to new clients. This has been easier for some groups than others.

Friend In Need operated a very traditional day service from its home at the Baptist Church in East Barnet and has worked on changes to this over the last twelve months. It is now running a lunch club alongside an activity centre, offering a varied programme including games, crafts and quizzes. The intention is to provide social opportunities for legacy clients whilst also bringing in new ones.

RSVP is an example of Neighbourhood Services at their best. Volunteers from the organisation are active throughout the borough and despite limited resources, they have expanded their reach into more sheltered housing schemes and community groups. Using simple ideas such as art and craft groups, dominoes, indoor bowls, quizzes, book clubs and knitting groups there is no doubt they have made a positive impact on the lives of many and there is no doubt they have, for some, reduced the risk of social isolation.

YEAR TWO AND BEYOND:

Age UK Barnet is leading by example in the transformation of day opportunities. The organisation has spent the last year developing its services in the community and will continue to extend provision to meet the needs of older people across the borough.

The focus this year has been on filling the gaps in the legacy service particularly in the targeted areas of Burnt Oak, Cricklewood. Not only are these areas of high deprivation but also areas with notable gaps in service provision. Concerned about the high levels of social isolation this often causes Age UK Barnet has established social groups, exercise classes and opportunities for digital inclusion in these areas.

The traditional day centre at the Ann Owens Centre will remain open until April 2015 and Age UK Barnet expects that the Meritage Centre will also operate until then. All clients will be encouraged and supported in their move towards neighbourhood activities closer to their homes.

Other organisations will also be expanding their services further to reach more older people and to meet demand in the areas where they operate. Working together the Provider Group will continue to improve the lives of Barnet's older people with their services, reducing social isolation by increasing social opportunities and opportunities to learn other channels of communication through increased use of the internet, social media and email.

Our aim next year is to build on existing relationships with organisations outside the Provider Group and to create new links with groups where possible. Next year will see Neighbourhood Services working closely with Later Life Planners, the Carers' Hub and the Dementia Hub to meet the needs of older people across the borough.

Our other priorities for the next year are:

- Ensuring equality of access and increased numbers of older people using neighbourhood services
- Greater inclusion of service users in service design – we will be talking to older people across the borough to find out how we can meet their needs.
- Utilisation of expertise across the Provider Group eg opportunities for joint training.
- Further expansion of services
- Reducing social isolation and loneliness

Over the next year we will be seeking to evaluate the services and thoroughly assess the value and impact of the Provider Group's work. We are confident the outcomes for older people are positive.

APPENDIX 1:

WHO IS IN THE PROVIDER GROUP?

The Anand Centre run by ASRA Housing Association is a specialist service helping meet the needs of older people from the Asian communities within Barnet. Based on Mondays and Thursdays in Whetstone and on Wednesdays in North Finchley, it offers flexible and culturally appropriate services for Asian older people in Barnet. Lunch is provided and activities on offer include fitness classes (yoga and movement to music), health promotion and language support.

New clients this year	5	Total number of clients	40
New volunteers this year	0	Total number of volunteers	2

Barnet African Caribbean Association (BACA) is a specialist day centre service helping to meet the needs of people from African and Caribbean communities within the borough. Operating on Tuesdays and Fridays, BACA has moved away from the traditional day centre model to establish a drop-in service and a schedule of activities including art groups, games and exercise classes. BACA also offers specialist support for stroke sufferers, which includes the services of a trained massage therapist.

New clients this year	3	Total number of clients	47
New volunteers this year	4	Total number of volunteers	4



“I like coming here. It is a good place to socialise and make new friends.”

Colindale Community Club was established in 1980 and is based at The Hyde Church where it meets every Tuesday morning for Tai Chi followed by refreshments and a catch up. Other activities, including knitting, are also on offer and the group arranges outings to places of interest throughout the year. A visiting nurse also conducts monthly health checks and the club regularly invites speakers to come in and talk on subjects of interest.

New clients this year	4	Total number of clients	32
New volunteers this year	0	Total number of volunteers	4

The Cultural and Recreational Organisation for Tamil Elders (CROFTE) is based at Watling Community Centre and meets on Mondays and Fridays for exercise, activities, celebrations and talks. In addition some annual outings and secular and religious events are also organised for members.

New clients this year	5	Total number of clients	64
New volunteers this year	5	Total number of volunteers	22



“I enjoy coming here for the exercise, the nice food and to avoid feeling lonely.”

The Retired and Senior Volunteer Programme (RSVP) was set up in 1988 by Community Service Volunteers to enable older people to feel valued and to enjoy life by becoming active in their community. The Barnet and Outer London North branch has expanded its activities to include more people, especially those within sheltered housing and residential care settings where volunteers support residents in socialising, exercising and remaining independent. RSVP volunteers are also very active in Barnet's schools where they support children in their learning.

New clients this year	75	Total number of clients	200
New volunteers this year	15	Total number of volunteers	88



“I would be dead if RSVP had not befriended me and encouraged me to join in.”

Barnet Elderly Asians Group (BEAG) meets at Friary House on Mondays, Wednesdays and Thursdays, although men's activity club and women's social group meets more frequently. The group, established in 1978, provides activities emphasising physical and mental wellbeing such as yoga, other physical activities, quizzes and games as well as freshly cooked lunches. Through bringing in speakers on issues such as welfare and its telephone help line, BEAG also provides information and support for members to stay independent and physically sound.

New clients this year	10	Number of clients	130
New volunteers this year	3	Number of volunteers	25

Barnet Asian Women's Association (BAWA) BAWA was set up in 1978 and is based at Friary House in Friary Park. The organisation is looking to expand its work into the west of the borough and will soon be offering services in Hendon. The organisation meets on Tuesdays and Fridays and members come together for exercise, lunch and social activities. This year BAWA has celebrated events including Diwali and International Women's Day.

New clients this year	15	Total number of clients	85
New volunteers this year	0	Total number of volunteers	10

Chipping Barnet Day Centre provides a club like atmosphere where older housebound people can enjoy a day out in a friendly, relaxed and cheerful environment. Activities on offer include board and card games with students from nearby Queen Elizabeth Boys' School and occasional entertainment. The Day Centre also arranges outings and events such as day trips to the seaside, visits to the local theatre, the Dutch nurseries and occasional pub lunches/cream teas.

New clients this year	8	Total number of clients	30
New volunteers this year	2	Total number of volunteers	28

“Without this encouragement and friendship life would indeed have been bleak. This is an oasis for us all.”

Friend in Need (FIN), based in East Barnet, has several strands to its Neighbourhood Services provision:

FIN Activities Centre: From exercise classes and art groups to complimentary therapies and lunch clubs, the activities centre at Friend in Need has replaced the day centre. It is open to older people living primarily in New and East Barnet.

Good Neighbour Scheme: The FIN GNS provides neighbourly support and friendship to people in East and New Barnet. They offer befriending, emergency shopping, shopping bus, help with gardening and odd jobs as well as transport to hospital and other services including form filling.

Helping Hands: A borough wide scheme to assist older people (who do not meet FACS eligibility criteria for service but are seen as having low - moderate risk levels) by providing shopping, pension collection, bill payment, banking and prescription collection.

New clients this year	145	Total number of clients	288
New volunteers this year	23	Total number of volunteers	78

“It’s a very relaxed atmosphere here, which I like and it’s good to have the company of other people.”

High Barnet Good Neighbour Scheme (HBGNS) befriends and provides practical help to anyone in need in the High Barnet area. Services include:

- transporting clients to hospitals, clinics, dentists, opticians, day centres and shops
- shopping with, or on behalf of, clients and running other errands, such as collecting pensions and prescriptions
- gardening (using paid helpers)
- befriending and visiting

“The support I get from this service means I can stay living at home.”

New clients this year	22	Total number of clients	99
New volunteers this year	3	Total number of volunteers	18

The Monday Club was based at Holy Trinity Church in East Finchley and moved this year to the John Grooms estate in Edgware. The club has worked closely with the Rotary Club, Edgware branch who take an active part in serving the members with day trips, theatre trips and social events. Thanks to the generosity of the John Grooms charity, the Monday Club now have no financial overheads and no longer require Provider Group funding.

New clients this year	0	Total number of clients	12
New volunteers this year	0	Total number of volunteers	6

New Barnet Community Association provides lunch for older people twice a week (Tuesday and Friday) from the community centre in Victoria Road. As well as a hot meal there’s an opportunity for people to meet and talk as well as participate in other group activities such as bingo.

New clients this year	8	Total number of clients	34
New volunteers this year	7	Total number of volunteers	10

Jewish Care: Sam Beckman Special Day Care Centre in Hendon has been partly funded by Neighbourhood Services and offers a programme of stimulating activities for people who have memory impairment and/or a diagnosis of a type of dementia.

New clients this year	20	Total number of clients	46
New volunteers this year	3	Total number of volunteers	13

The Good Neighbour Scheme for Mill Hill and Burnt Oak provides services to older people in both these areas, signposting them to appropriate agencies; befriending the lonely and isolated; help with form filling and letter writing; access to a small gardening service; a weekly shopping bus to a supermarket with volunteer driver and escort; transport by volunteers to medical centres and local hospitals. The scheme also operates thriving weekly lunch clubs at the Wilberforce Centre in Mill Hill and at the Church of the Annunciation in Burnt Oak. It is looking to expand its services further to include a third lunch club and a foot care clinic.

“We look forward to coming every week, to have a natter and see friends.”



New clients this year	20	Total number of clients	150
New volunteers this year	7	Total number of volunteers	64

PROVIDER GROUP TOTALS

New clients this year	368	Total number of clients	1208
New volunteers this year	54	Total number of volunteers	339

Weekly staff hours	572.5
Weekly volunteer hours	739
Clients receiving practical support	378
Safeguarding incidents investigated and concluded	10

AGE UK BARNET (LEAD CONTRACTOR)

Age UK Barnet is a voluntary organisation which exists to serve and promote the interests of all older citizens of the London Borough of Barnet, from all walks of life and ethnic communities. It has provided services for older people in the borough for over 40 years.

As the lead contractor in the Barnet Provider Group, the organisation is responsible for managing the members of the group, supporting them as they deliver services and ensuring they are reporting on their activities. In turn, Age UK Barnet meets quarterly with officers from the local authority to provide reports on the work of the group as a whole.

Age UK Barnet has embraced the vision of Neighbourhood Services and has focussed on expanding its services as widely as possible across the borough. This has been made possible by developing strong relationships with key community partners such as schools, libraries and local groups to jointly deliver activities.

Neighbourhood Services	New clients this year	Total number of Clients	Outline
Digital Inclusion	245	299	Age UK Barnet works with nine secondary schools and sixth forms, two primary schools and Mapledown School. They also offer one off workshops and digital clinics, as well as volunteer-led drop in sessions at five libraries.
Ageing Well: Includes exercise classes, falls awareness and health promotion	100	412	Eg. Tai Chi, Zumba and dance classes at 26 different venues across Barnet. Falls Awareness days throughout the year, health promotion talks on topics such as footcare.
Lunch Clubs and food related activity	95	125	The Green Man in East Finchley and the Muslim Ladies' Lunch Club. Cooking classes for men and cooking workshops.
Special interest	67	98	Music and art

groups			appreciation groups which meet to share their interests and visit exhibitions or attend concerts together.
Handyperson Service	340	626	Providing practical help to older people in their homes. The service helps older people maintain their independence at home. Adjustments can be made to homes to prevent falls and assistance given to keep homes safe. The service also aids hospital discharge.
Befriending	139	199	Providing companionship and support for the elderly who are lonely and isolated, especially due to frailty and physical disability. There are currently 80 matches.
Information and Advice	317	344	Later Life Planners Service offers a holistic approach to helping older people living in Barnet to manage and plan for the challenges that ageing brings, whilst retaining independence, choice and control in their lives
Day services	10	101	Age UK Barnet currently operates two traditional day centres but these services will be changing over the next twelve months as more services move into the community. We are working with current clients to

			ensure a smooth changeover.
Coffee Mornings	12	12	Social opportunities in libraries, specifically Burnt Oak.
Nail Cutting	11	46	A service for older people who find it difficult to cut their own toe and fingernails

AGE UK BARNET TOTALS

Number of clients	2262	New clients this year	1360
Number of volunteers	190	New volunteers this year	96

Weekly staff hours	458
Weekly volunteer hours	423
Clients receiving practical support	626
Safeguarding incidents investigated and concluded	0

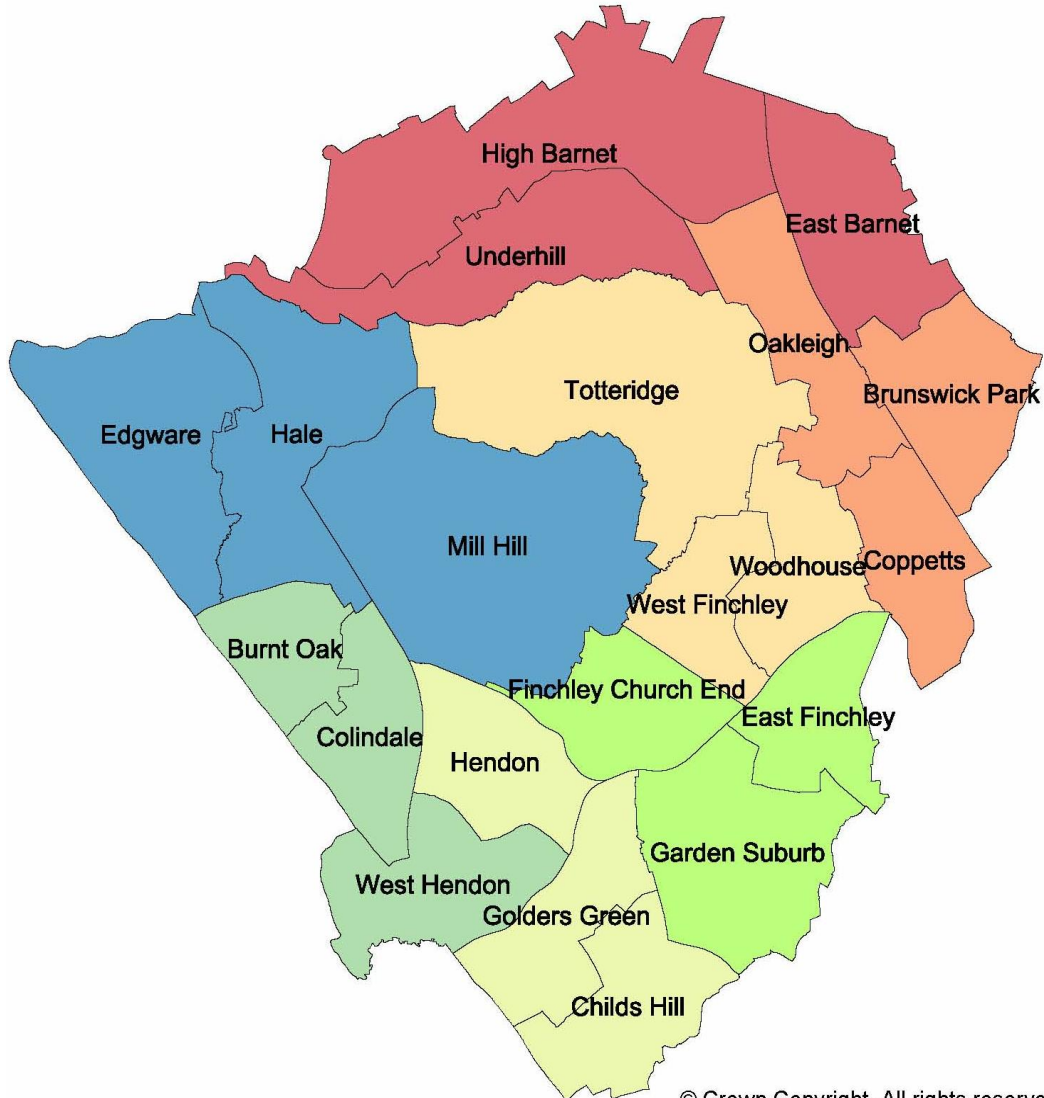


“My husband passed away recently and it was then I joined the keep fit. Now I have made new friends and am enjoying life again thanks to Age UK Barnet.”

APPENDIX 2:

WHERE DOES THE PROVIDER GROUP DELIVER SERVICES?

In the seven neighbourhoods identified by the local authority.....



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High Barnet, East Barnet, Underhill.

Provider Group Activities	FIN
	Alzheimer's Society Barnet – Dementia Cafe
	High Barnet Good Neighbour Scheme
	New Barnet Community Association
	Chipping Barnet Day Centre
	RSVP
Age UK Barnet Activities	
Digital inclusion	Queen Elizabeth Girls School
	East Barnet Library Drop in

Exercise	Chipping Barnet Library
	St. Stephen's Church Hall
	Eleanor Palmer Trust
Social	Queens Arms OLGBT

Oakleigh, Brunswick Park, Coppetts.

Provider Group Activities	Anand Centre @ Manor Drive Methodist Church
	Barnet Asian Women's Association
	Barnet Elderly Asians Group
Age UK Barnet Activities	
Digital inclusion	South Friern Library Drop in
	St. John's CE Primary School
Exercise	St John's Parish Centre
	Friary Park

Totteridge, Woodhouse, West Finchley.

Provider Group Activities	Anand Centre @ Chand House
Age UK Barnet Activities	
Digital inclusion	Woodhouse College
	Wren Academy
	St. Andrew's CE Primary School
	Geeks on Wheels training centre
Exercise	Trinity Church
	Woodside Park Club

Finchley Church End, East Finchley, Garden Suburb.

Provider Group Activities	Age UK Barnet
	Alzheimer's Society Barnet Dementia Cafe, Carers Support Group
	The Monday Club
Age UK Barnet Activities	
Digital inclusion	Ann Owens Centre
	Christ's College Finchley

	Bishop Douglass School
Exercise	Ann Owens Centre
	St. Mary at Finchley
Social	Reading Group
Lunch Clubs/Food activity	The Green Man Community Centre
	Muslim Ladies LC at Ann Owens Centre
	Cooking Classes for Men
	Cooking Workshops

Hendon, Golders Green, Childs Hill.

Provider Group Activities	Jewish Care
	Alzheimer's Society Barnet Dementia Cafe
Age UK Barnet Activities	
Digital inclusion	Meritage Centre
	Whitefield School
	Mapledown School
	Hendon Library
Exercise	Meritage Centre
	St. Agnes Parish Centre
Social	Mapledown School
	St. Agnes Parish Centre

Burnt Oak, Colindale, West Hendon.

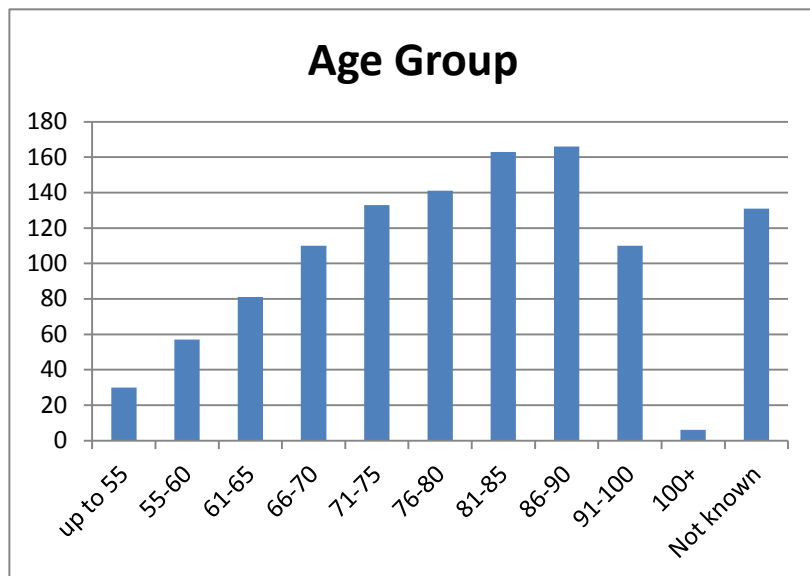
Provider Group Activities	Barnet African Caribbean Association
	Colindale Community Club
	CROFTE
	Good Neighbour Scheme for Mill Hill and Burnt Oak
Age UK Barnet Activities	
Digital inclusion	St. James' High School.
	Burnt Oak Library Drop In
	Burnt Oak Resource Centre
Exercise	Annunciation Church
	Barnet Multicultural Centre
Social	Burnt Oak Library Coffee Morning
Lunch/Food activity	Cooking Classes for Men @ Barnet College.

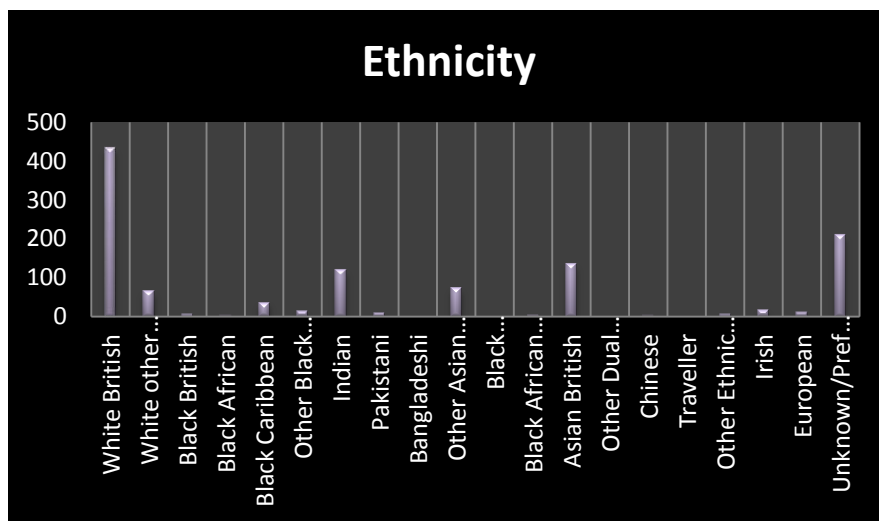
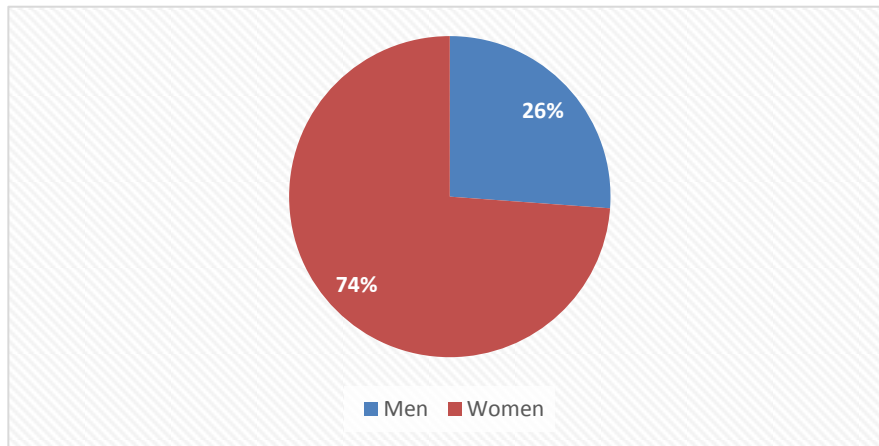
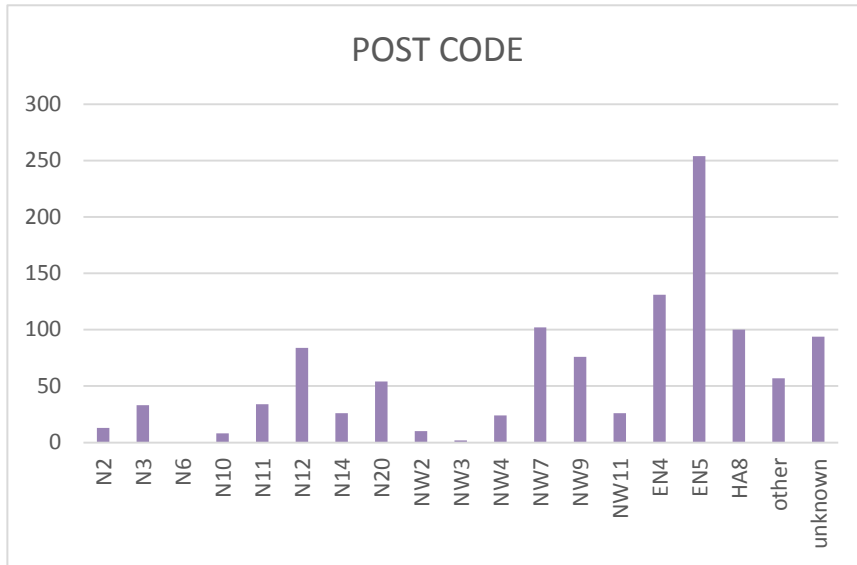
Edgware, Hale, Mill Hill.

Provider Group Activities	Good Neighbour Scheme for Mill Hill and Burnt Oak
	Alzheimer’s Society Barnet – Dementia Cafe, Marillac Centre, Singing For The Brain
Age UK Barnet Activities	
Digital inclusion	Copthall School
	Mill Hill School
	Kingsley Court
	Edgware Library Drop In
	Mill Hill Library Drop In
Exercise	Eversfield Centre
	Kingsley Court
	Gadsbury Close
	Retail Trust
	Edgware Hospital
Social	Edgware Library Coffee Morning

APPENDIX 3:

PROVIDER GROUP CLIENT DATA





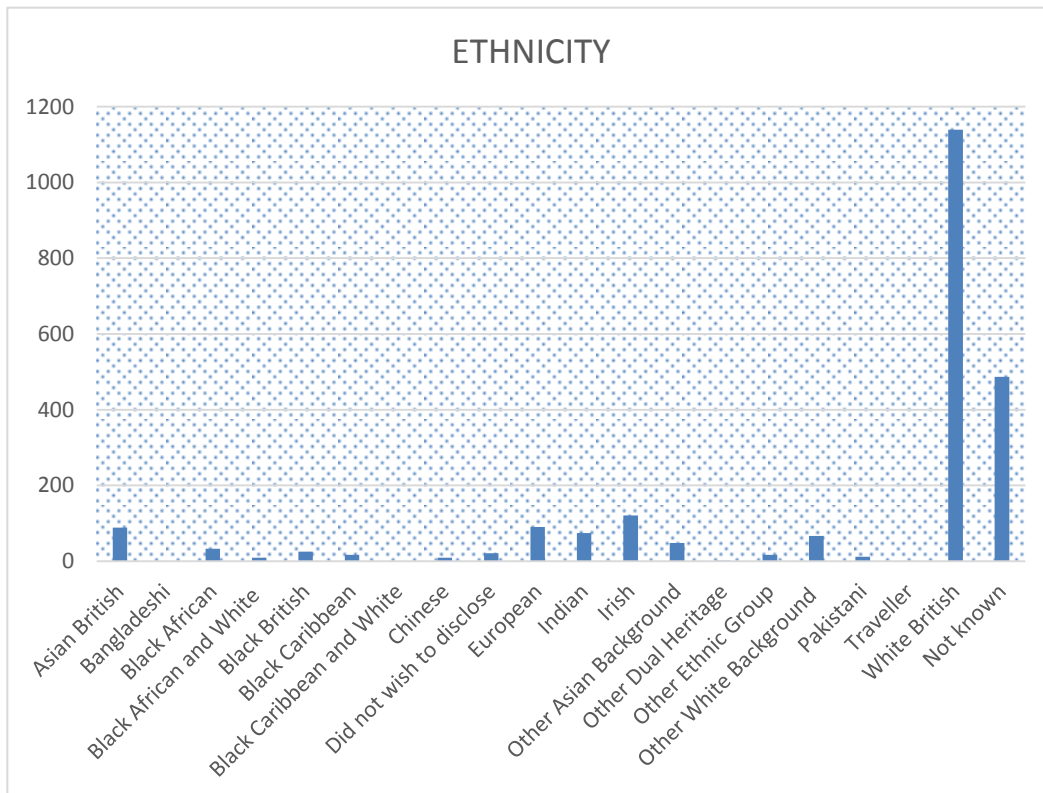
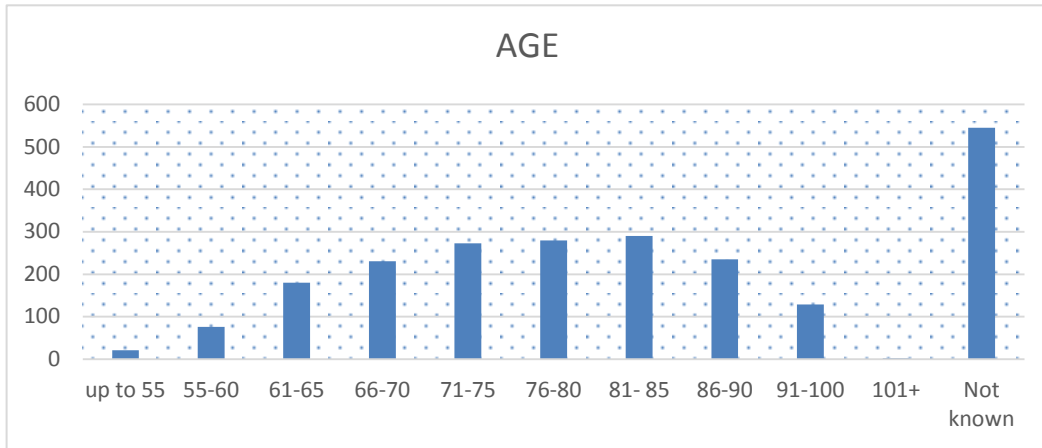
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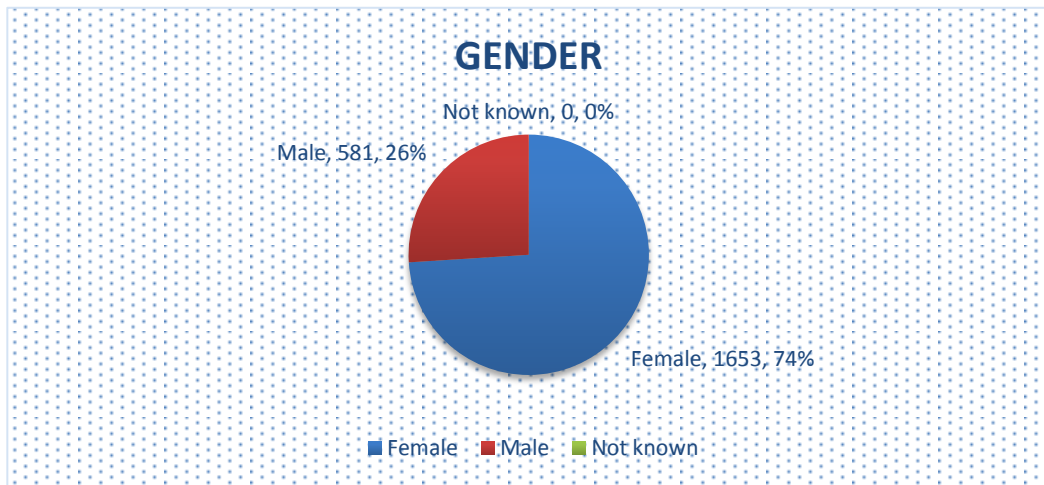
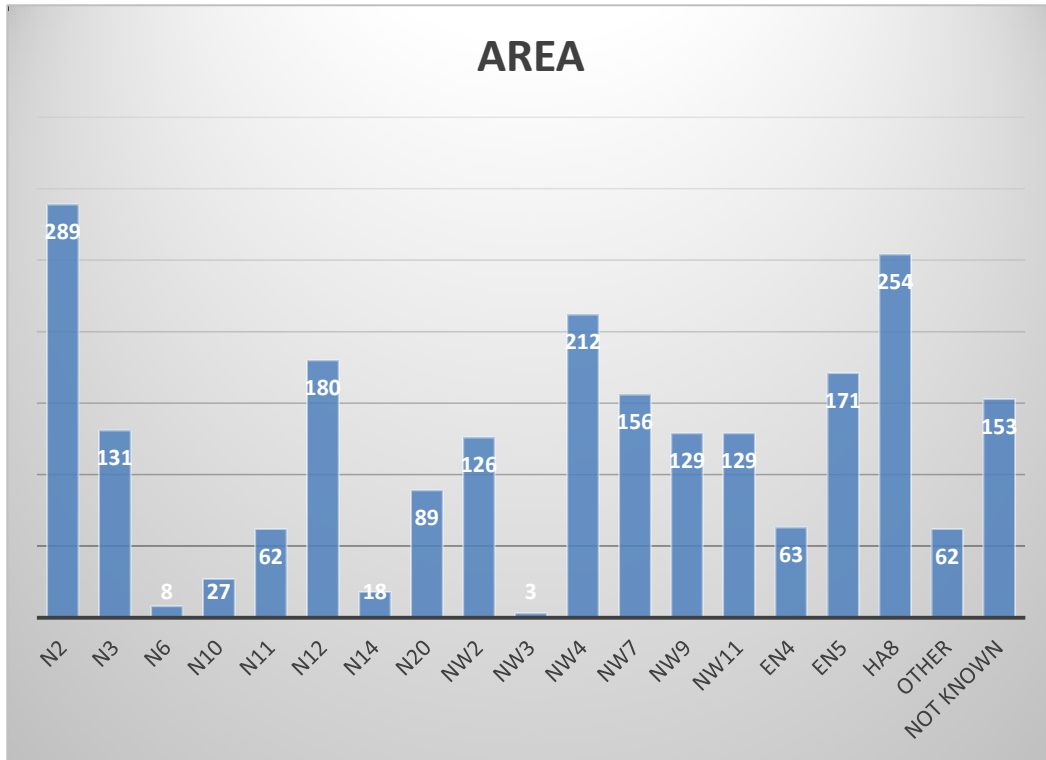
Provider Group Feedback is overwhelmingly positive.

The staff and volunteers are helpful	100%
Very satisfied with their experience	75%
Satisfied with their experience	25%
I feel better for the exercise	75%
It means I get out of the house	84%
I enjoy meeting my friends	94%
Coming to this activity is important to me	94%

APPENDIX 5:

AGE UK BARNET CLIENT DATA





The numbers of unknown clients can be explained by one-off events such as Falls Awareness days, IT group events and anonymous clients attending I&A sessions and some exercise classes. Every effort will be made to reduce the number of unknowns in Age UK Barnet data over the next year.

APPENDIX 6:

AGE UK BARNET FEEDBACK

We asked 154 clients, aged from 53 to 96 and involved in our Ageing Well project—exercise classes, health promotion etc –the following questions after one of their classes.

I feel fitter as a result of this activity	100%.
I would recommend this class	100%
The level is right for me	98%

We asked 21 clients attending our lunch clubs at The Green Man Community Centre and the Muslim Ladies' Lunch Club if they agreed with the following statements:

The food tastes good here.	84%.
I come here to get out of the house.	46%
I would recommend this lunch club.	100%

We asked 38 clients taking part in our Digital Inclusion project MiCommunity these questions:

I am happy with the session I attended today	100%
I feel more confident with IT	100%.
I would recommend this activity	100%