



November/December 2016

Web design working group



Throughout November and December, we have been working with residents of Barnet to design and test some new pages for carers on the Barnet website.

We held three working group sessions with a selection of people from our People Bank database.

Residents have been able to tell Orange Bus, the company we are working with, what they think is important in a website.

The team have also worked with residents to look at what language we should use and how information should be grouped together.

Following these working groups, Orange Bus have built the trial pages and residents were able to use the website to find their way around.

Alongside the working groups Raf Jankos, a User Experience tester from Orange Bus, and Amy Stainton, Customer Care Apprentice from Adults and Communities, have been taking the website to existing groups in the borough.

This has given people, who have not seen the website before, an opportunity to test out how well it works.

Raf, User Experience tester with Orange Bus, said about the work with residents:

“It is crucial, we wouldn't be able to do anything half decent without them.”

We have also had positive feedback from those involved about the work we are doing, with one resident saying:

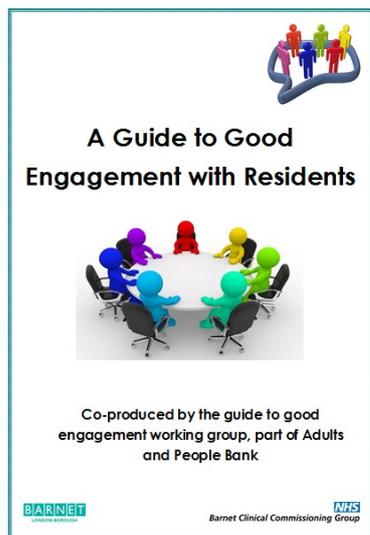
“I feel rewarded as considerable interest was shown in providing improved service to visually-impaired people and their carers.”

Look out on the Barnet website for the new carers pages after the new year.



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Guide to good engagement working group



Two sessions of The Guide to Good Engagement working group have now taken place at Barnet House.

The group decided during its first session that they wanted the guide to be written for all professionals who want to engage with the public.

They also identified their vision for the document. The group said they want the document used across Barnet by as many people as possible.

Everyone worked together to ensure the document will help people who do not have experience in working with residents, to plan good quality engagement opportunities.

The group also made sure that not too much “jargon” ended up in the document. By the end of the second session, they had completed the first half of the work.

After Christmas, the group will work on developing a section on making sure engagement is accessible to everyone with specific advice for working with individuals with disabilities.

We will also be running a separate session with Mencap for a group of people with Learning Disabilities. They will write a section on how to make engagement accessible for people with Learning Disabilities.

We expect the guide to be finished in February 2017 and we will make sure a copy is available on the website.



Barnet Council's General Budget Consultation 2017/18



Barnet Council would like to hear views from Barnet residents, and local community groups, on their overall budget for 2017/18.

In particular, the council are giving residents the opportunity to comment on:

- the council's budget as a whole for 2017/18
- proposed options for Council Tax next year
- potential savings that have been identified within each Theme Committee budget for 2017/18.

The results of this consultation will help to inform the final decision on the council's 2017/18 annual budget, which will be taken at Full Council on Tuesday 7 March 2017.

How to have your say

To tell us your views on the proposed budget, you can:

- visit our [Engage Barnet website](#)
- complete a paper copy of the consultation.

If you have any questions regarding the consultation, or you would like to request an alternative format of the consultation, please contact the Consultation and Research Team on:

- telephone: 020 8359 7016
- email: budgetconsultation@barnet.gov.uk



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Work starting in 2017



Following on from the progress of the working groups in 2016, we have agreed with our Involvement board on the next three working groups that will start in 2017.

In January and February we will be aiming to start working groups on:

- dementia information in Barnet
- telecare services
- Crash Pad - emergency respite service for people with Learning Disabilities and Autism.

We will also be working with Healthwatch Barnet to provide a training session for our Resident Representatives on our Involvement Board.

Healthwatch will also be delivering training sessions for members of the People Bank who want to develop their skills and confidence when taking part in council events.

We will also be running the annual NHS Digital (formerly HSCIC) Adult Care Survey. This is a national survey where we contact a random sample of people in receipt of adult social care to ask them to tell us about their experiences.

If you or someone you know receives this survey we would encourage you to complete it as the information we receive helps us improve the services we deliver.



Time to say goodbye



Hannah Ufland, our Engagement Lead in Adults and Communities, will be leaving the team at the beginning of February 2017.

Hannah has worked with Barnet for the last nine years and has been working in the Customer Care team for the past two years.

Many of you will know Hannah through her work on developing the Partnership Boards into the current structure.

Hannah will be leaving the council to take up consultancy opportunities to share the good practices she has learnt from working with residents in Barnet.

Hannah said about her time working here, "Working in the Customer Care team has been a great experience for me and I have really enjoyed learning so much from the residents of Barnet."

Although Hannah will be missed by the team, we are currently advertising her role and will hope to have the post filled as soon as possible in 2017.