

# SOCIAL PRESCRIBING

Hub Connections in partnership with Healthwatch Barnet

20th February 2020

**healthwatch**  
Barnet



Barnet Wellbeing Service



# Welcome & Introduction

**CHAIR: MICHAEL WHITWORTH**

CEO of Barnet Federated GPs

**healthwatch**  
Barnet



Barnet Wellbeing Service

# Openina Remarks

**COUNCILLOR CAROLINE STOCK**

The Worshipful The Mayor of the London Borough  
of Barnet

**healthwatch**  
Barnet



Barnet Wellbeing Service

# Update on Barnet Wellbeing Service

**JULIE PAL**

C.E.O of CommUNITY Barnet

**healthwatch**  
Barnet



Barnet Wellbeing Service



Timebank Barnet



Barnet Wellbeing Hub



Sangam



LET'S TALK

TALKING YOUR WAY TO  
BETTER MENTAL HEALTH





# The Story So Far...



\*(April 2019 – To date)

# New Updates to the Barnet Wellbeing Service





Barnet Wellbeing Service



# High Intensity User Pilot Programme





# The Future

Continue work with Public Health to deliver a Mental Health campaign across Barnet

Launch a Bespoke Young People's Programme

Continue to develop the Wellbeing Cafe







# Working together



# Thank you



**Barnet Wellbeing Service**



Barnet Wellbeing Service



# Overview on Social Prescribing

**LILY BARNETT**

Acting Public Health Strategist

**healthwatch**  
Barnet



Barnet Wellbeing Service



# An Introduction to Social Prescribing

**Lily Barnett**

*Acting Public Health Strategist*

*20<sup>th</sup> February 2020*

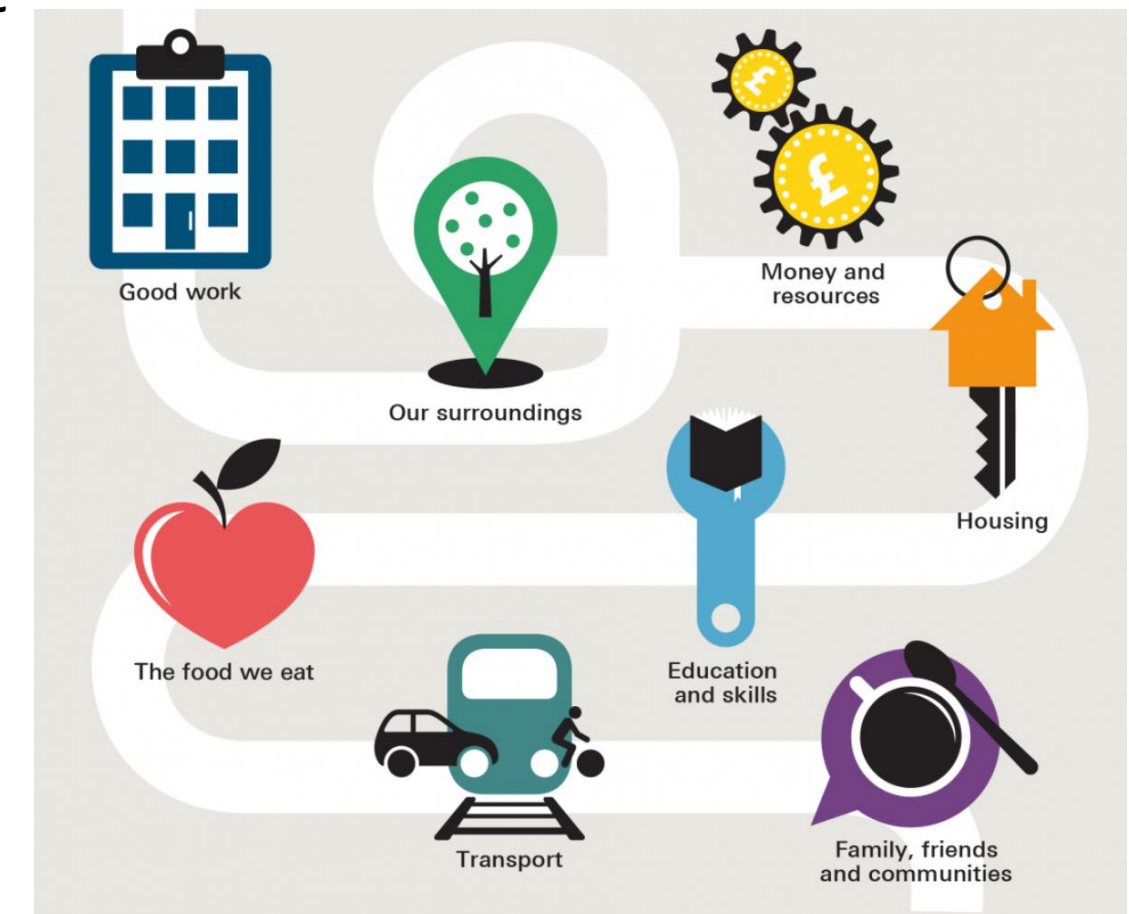
# Social, economic and emotional needs have an impact on people's health

- People are facing problems such as isolation, loneliness, work-related stress, unemployment, money or housing problems which clinical services alone cannot cure
- At least 20% of people visit their GP for non-medical reasons
- High volume of avoidable attendance and admissions to A&E

**If managed differently, they can often be improved, alleviated or even prevented**

There is a national movement to, where possible:

- move away from delivering services in hospital to more community and home-based care
- utilise a community's individual, organisational, cultural and physical resources
- encourage and empower people to find solutions which will improve their own health and maintain independent living



*Infographic taken from The Health Foundation:  
[What makes us healthy?](#)*

# Social prescribing addresses people's needs in a holistic way

Sometimes referred to as a community referral



It enables GPs and other frontline health and care professionals to connect people to a range of local **non-medical support** often provided by voluntary, community and social enterprise sector

[Play video](#)

# Social prescribing can lead to a range of positive health and wellbeing outcomes for people

There is [emerging evidence](#) that point to improvements in areas such as:

- quality of life
- emotional wellbeing
- mental and general wellbeing
- levels of depression and anxiety

Social Prescribing may also lead to a reduction or more appropriate use of [NHS services](#), including GP attendance

[59% of GPs](#) think social prescribing can help reduce their workload.



# There are a number of social prescribing models but the fundamentals are the same



# People should have choice and control over their mental and physical health

NHS Long Term Plan aims to make personalised care business as usual across the health and care system

There is a drive to:

- shift to a more **personalised approach** to health and care
- base solutions on **what matters to patients**
- help people **stay well for longer**
- make the most of the **expertise, capacity and potential** of people, families, and communities in delivering better health and wellbeing outcomes

**Social prescribing is one of the vehicles for change**

# NHS England have committed to building the infrastructure for social prescribing in primary care

In the Long-Term Plan, NHS England stated there will be:

- **1,000 new social prescribing link workers** in place by 2020/21 with more to come
- At least **900,000 people referred** to social prescribing by 2023/24
- Within five years over 2.5 million more people will benefit from SP, a personal health budget, and new support for managing their own health in partnership with patients' groups and the voluntary sector.'

**This is the biggest investment in social prescribing by any national health system**

# Social Prescribing has been operational to varying degrees in London over the years

## Positive factors to consider

Current provision is a positive foundation to build

Evidence of reducing NHS demand in London

Key to reducing health inequalities



Key elements underpinning good practice known

## Challenges that need addressing

Variation in local scope, capacity, capability and outcomes reported

Not all Londoners benefiting equally

Increased voluntary sector capacity AND infrastructure needed for scaling

Additional support needs for areas that had no previous provision

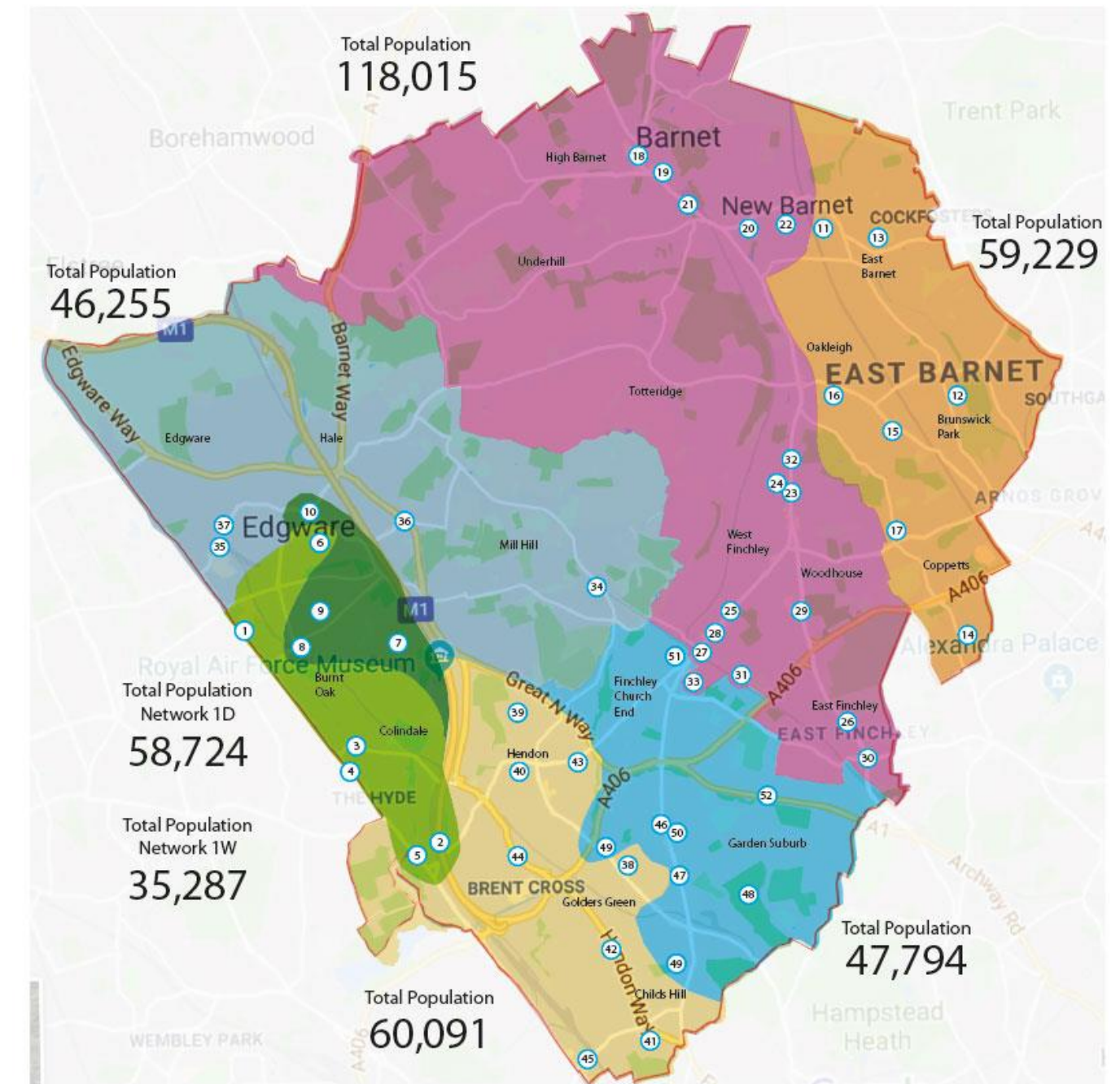


# Funding to employ Social Prescribing Link Workers made available to Primary Care Networks

- GPs in Barnet have formed **seven primary care networks (PCNs)**
- Each PCN is led by a **Clinical Director**
- There was funding available for **8 Social Prescribing Link Workers** in Barnet
- The Social Prescribing Link workers will be embedded within every PCN as part of a multidisciplinary team

PCN Clinical Directors chose to deliver this contract through the **Barnet Federated GPs** to:

- ensure the strong links to primary care
- maintain strong governance and focus in primary care of the social prescribing service model
- ensure equity of access and consistency of service offer across all of Barnet
- ensure roles deliver real value for money and benefits for General Practices



# We are building on strong and positive foundations in Barnet

Over **1,200** charities operating in Barnet (JSNA 2015)

A wide-range of Care Navigation, Link Working, Community Access, Coaching and Peer Support roles

Directory of Community Services (LBB)

Barnet Wellbeing Hub (Barnet CCG)

Practice Health Champions (Public Health)

Prevention and Wellbeing Co-ordinators (Adult Social Care)

There is a strong desire, through this work, to further develop the infrastructure to better integrate the public sector and third sector.

## Scenario: Andy

Andy is 76 years old. His wife passed away 2 years ago. She looked after the house and so he has been getting to grips with cooking and managing his bills. Lately he's struggling to make ends meet.

He has two children but one lives in Devon and the other in Australia. His neighbour drops in once every week or so, but apart from that and the staff in the corner shop he doesn't really see anyone.

He has a bad hip and often goes to the GP to ask about what else he can do. He has a dog, Alf, and has been finding it harder and harder to get out of bed in the morning to take him for his walk.



# RORY COOPER

Healthwatch Barnet Manager

**healthwatch**  
Barnet



Barnet Wellbeing Service



# Social Prescribing

**MICHAEL WHITWORTH &  
ADAM SUTHERST**

Barnet Federated GPs

**healthwatch**  
Barnet



Barnet Wellbeing Service

# **Barnet Federated GPs CIC**

## **Social Prescribing Service**

Thursday 20th February 2020  
9.30am – 4.00pm  
Meritage Centre, Hendon, London NW4 4J



### Barnet Federated GPs (BFG)

- Barnet Federated GPs is an organisation made up of the 52 general practices in the London Borough of Barnet constituted into a Community Interest Company.
- Our Corporate Objectives:
  - Share best practice and knowledge across Primary Care
  - Support and Sustain quality in General Practice
  - Create an environment for innovation and new ways of working
  - Single Organisation acting as the voice of Barnet Primary Care
  - At Scale provider for primary Care services across Barnet

### National – Social Prescribing

*“Social prescribing is a new way of helping people get better and stay healthy...”* Simon Stevens, CEO, NHS England

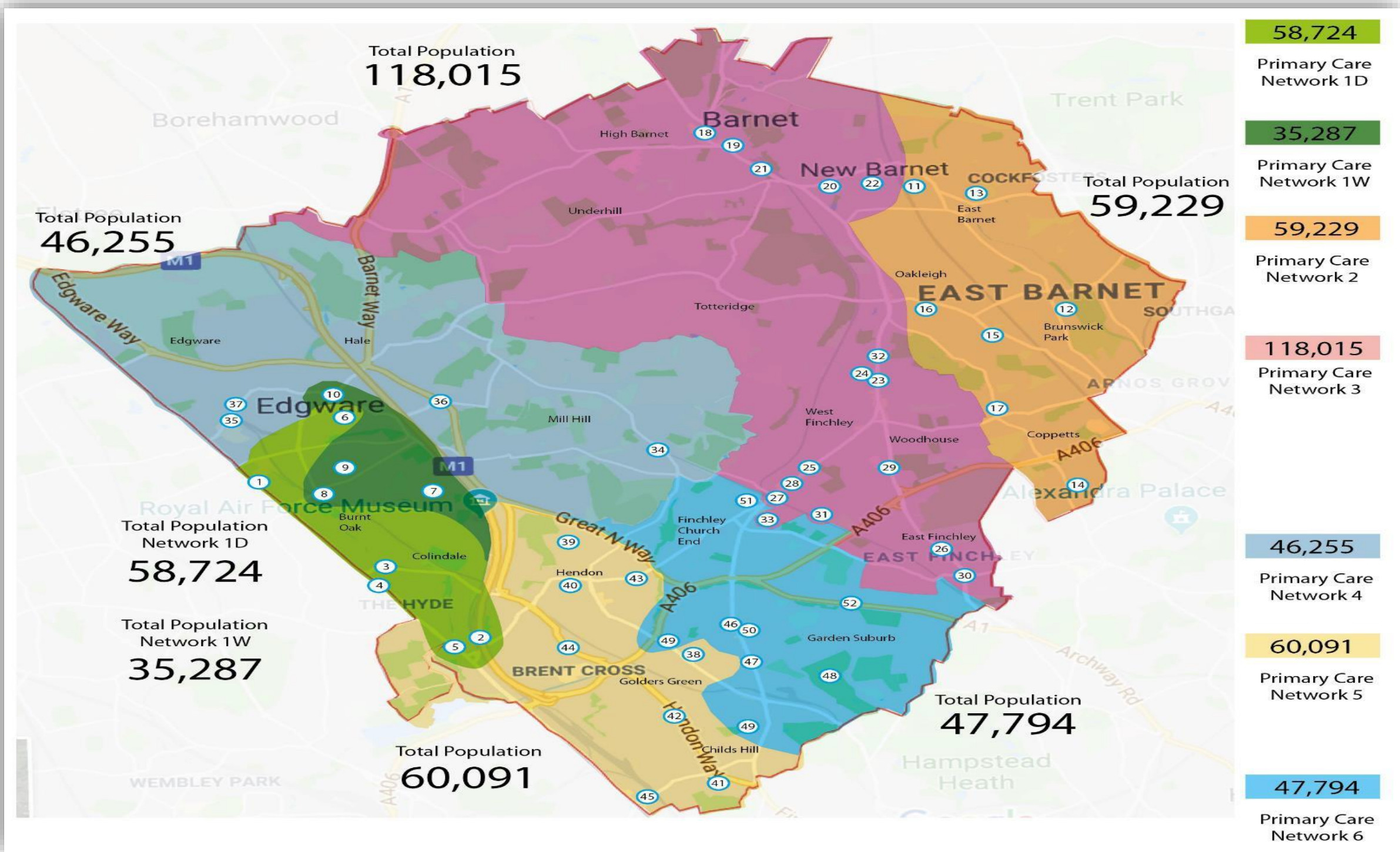
- The NHS Long Term Plan states that personalised care will become ‘business as usual’ across the health and care system.
  - One of the key commitments and action to deliver universal personalised care is that ‘over 1,000 trained social prescribing link workers will be in place by 2020/21 rising further by 2023/24
- July 2019 DES requirements to develop Primary Care Networks (PCNs), +50,000 registered population
- Funding available for additional roles which includes 100% reimbursement of Salary and On-Costs for Social Prescribing Link Workers





1.1 Background

Primary Care Networks (PCNs) in Barnet





## Remi Apata-Omisore (PCN 1D)



Remi possesses a MSc in Psychology alongside a BSc Honours in Law. She has extensive experience of working in a variety of settings. Her ability to work in different roles demonstrates that she is highly adaptable and committed to undertake her tasks in a competent and professional manner. Her experience of working as a Community Support Worker and Listening Volunteer enables her to deal with confidential information and show empathetic manners to patients.

## Berenice Odoffin (PCN 1W)



Berenice is a life science graduate who always challenges herself for personal and professional growth. She recently completed her master's in clinical neuroscience and with this knowledge aims to help people take control of their health and wellbeing. Her substantive administrative experience shows she has a high level of written and oral communication skills and will have no problem when it comes to referring patients to the appropriate people.

## Vacant (PCN 2)

Currently vacant out to recruitment.



## Maria Graham (PCN 3)

Maria's previous work experience within homelessness and also supporting migrants to learn English shows that she is very compassionate and will have no trouble building a rapport with the patients. Extensive experience with children.

Her roles as supervisor and head of music demonstrate leadership skills and that she is able to work on her own initiative.





## Bianca Ilii (PCN 3)



Bianca is an ambitious and enthusiastic individual Psychology graduate with already invaluable experience as a volunteer social prescribing link worker working with individuals in the community to create individual goal plans with clients and working within a short time limit to ensure clients follow the goals and reach their potential.

She also has knowledge of working with mental health through working with autistic children and the charity MIND.

## Bala Mere (PCN 4)



Bala is an extremely organised and motivated individual who is used to being compassionate when discussing delicate matters when dealing with clients. Bala has experience in administration and multi-tasking when dealing with a demanding and high-pressure workload.

Bala has experience working with people from all professional and cultural backgrounds and providing them with a tailored personalised service ensuring her clients receive the best possible care possible.

## Yeter Kuruovali (PCN 5)

Yeter is a BSc Honours Health Promotion graduate who enjoys helping those in need and aiding people to improve their health. She has worked with people of all ages including those with disabilities, mental health issues and learning difficulties which is experience that can be brought to the social prescribing team.

Yeter has worked in Health Care settings previously allowing her to have a thorough understanding of how to handle patients with sensitivity and maintain confidentiality.



## Lauren Dickson (PCN 6)

Lauren has a positive attitude and is always fully committed to any job role she takes on. Her experience of working for British Airways has allowed her to be able to communicate with a variety of people from different backgrounds and deal with unexpected situations in a calm and professional manner.

She is passionate about joining the NHS and passionate about care.



- Recruited 8 SPLW starting with the Federation on 2nd December
- Out for Recruitment SP Service Manager
- Recruited SP Administrator
- Commissioned “Elemental” as the Digital Social Prescribing Tool
  - Went ‘Live’ 11th December 2019
  - Electronic Link to EMIS GP Systems 31st January 2020
- Since December we have seen over 400 referrals to the service

### Top Referral Areas:

- Social Support - Isolation
- Housing advice - Evictions, Homeless Housing
- Benefits Support - Financial Support
- Employment Support - Applications, CVs
- Physical Exercise - Sport Clubs / Classes
- Carer support - Carer Groups
- Debt Support - CAB
- Diet & Nutrition - Healthy Eating
- Dementia – Support Groups and Organisations



## Referral criteria

- The service will be provided to the adult (18+) population of Barnet.
- The targeted approach will be for those with long term conditions and prevalence identified for each of the Primary Care Network areas.
- The service will be to support anyone with an unmet social need however levels are expected to be higher in the most deprived communities and the service will need to respond to this level of need appropriately.

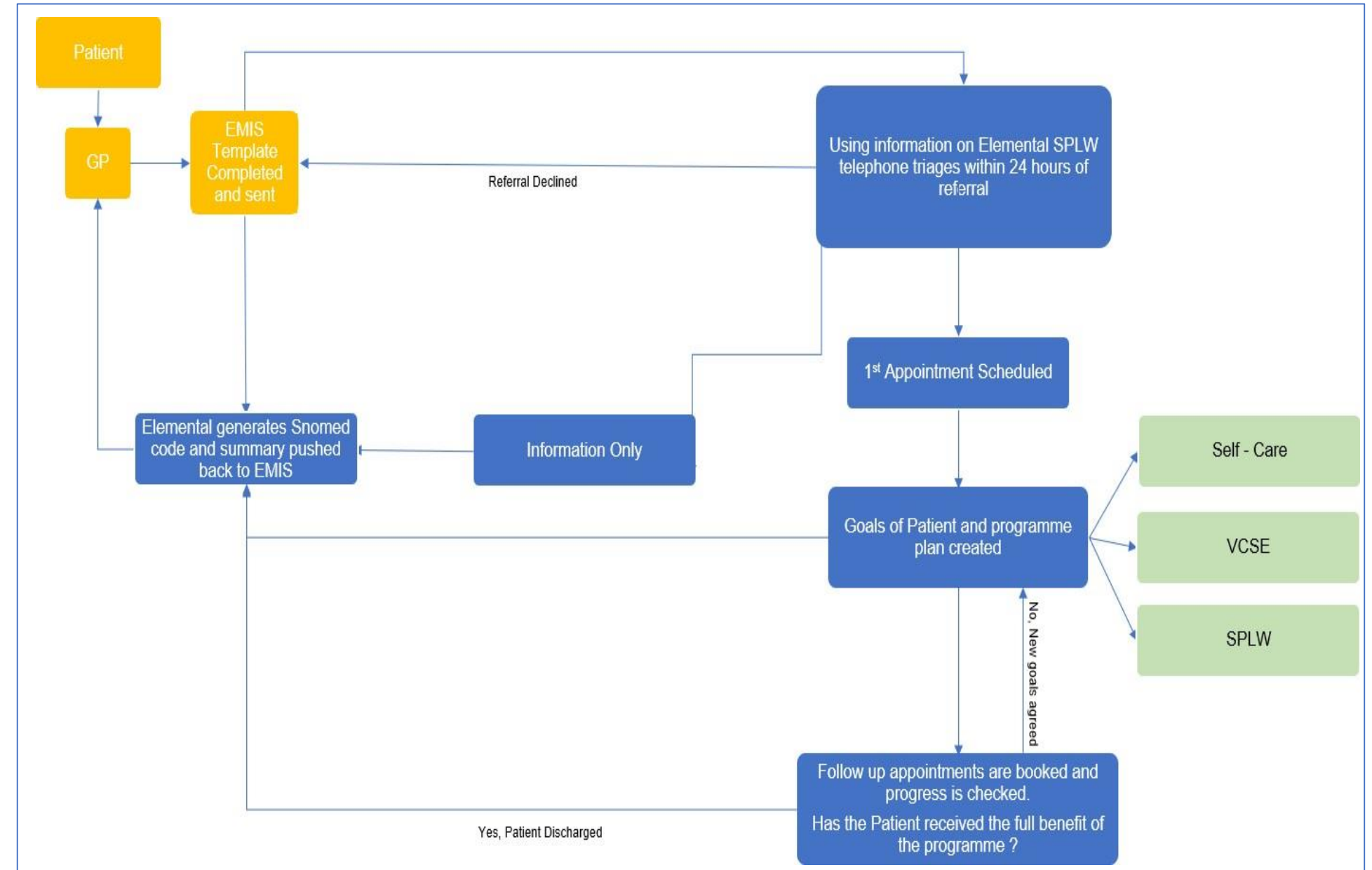
## Exclusion criteria / Rejection criteria

- Under the age of 18.
- Service users who are acutely ill at point of referral.
- Service users who display unreasonable behaviour deemed unacceptable to provider and staff.
- Service users who have not consented to care and support offered





- Referral sent in
- Telephone Triage within 24 hours of referral
- Appointment arranged in telephone call or follow-up telephone consultation
- Referral or Signposted to Voluntary Sector Organisation or Council, Care Plan and Baseline Data recorded in first appointment.
- Follow-Up Appointments and/or Telephone Consultations arranged monthly, Data is recorded to ensure patients are improving
- Once patients have hit their targets they will be discharged from the programme.

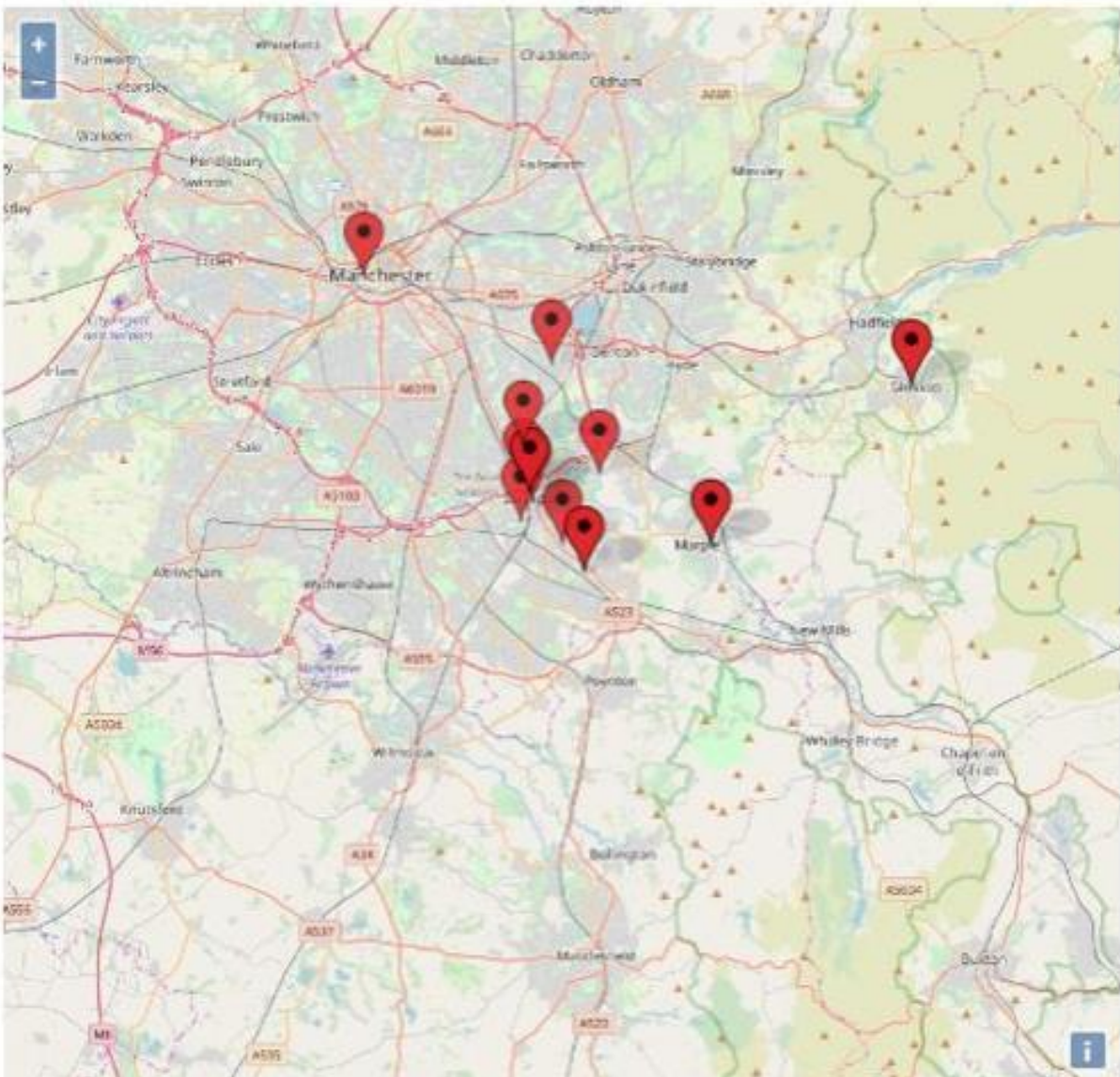




- The DOS will be centralised around the patients home address showing all interventions closest to them.
- You can filter the DOS by domain, for example the category of class e.g. Employment Classes, Physical Exercise and Budget Handling.
- You can also filter the DOS by class for example all walking, knitting and yoga.
- There is also the option to filter by cost: free, subsidised or cost.

Title	Capacity	Cost	Distance	Actions
» Zumba		Free	0 km	+ Add to case
» Drama For Fun	15	Free	0 km	+ Add to case
» Unicorn Dancing		Subsidised	0 km	+ Add to case
» hip hop knitting		Has Cost	0 km	+ Add to case
» zumba with Shaz		Free	0 km	+ Add to case
» Dog Walking Group		Free	0 km	+ Add to case
» Community Cafe		Has Cost	0 km	+ Add to case
» Scrabble		Has Cost	0 km	+ Add to case
» Heavy Metal Choir		Free	0 km	+ Add to case
» Zumba		Free	0 km	+ Add to case
» Health@Home		Free	0 km	+ Add to case
» Well being group	20	Free	0.34 km	+ Add to case
» Pilates		Has Cost	0.34 km	+ Add to case
» Craft Club		Has Cost	0.34 km	+ Add to case
» Knitting Group	20	Free	0.34 km	+ Add to case
» Art class		Has Cost	0.34 km	+ Add to case

Search...







**Lauren Dickson**



Bianca Ilii



- We have recruited 8 SPLWs
- Mobilised the service in 4 weeks, including a digital system that normally takes 12 weeks to implement.
- Majority of the 52 practices across Barnet have a digital link to Elemental and can electronically refer patients.
- Increase use of the service
  - 59 referrals in December 2019
  - 267 referrals in January 2020
- Positive feedback from clients and practices in a short time



- Mobilised the service in 4 weeks, including a digital system that normally takes 12 weeks to implement and would have liked more time to:
  - Engage with the wider Voluntary Sector
  - Engage with the 52 practices across Barnet
  - Communicate better about the Social Prescribing service
  - Ensure appropriate accommodation for SPLWs





# Next Steps

- Receptionist Referral Training
- Launch Self Referral Portal
- Develop The Directory of Service:
- Explore closer working with Voluntary Sector and Patient groups – engagement in developing the service going forward.
- Working with NHS Property Service

[https://www.property.nhs.uk/media/2271/nhs-property-services\\_csr\\_hartismere-hospital.pdf](https://www.property.nhs.uk/media/2271/nhs-property-services_csr_hartismere-hospital.pdf)

[https://www.property.nhs.uk/media/2272/nhs-property-services\\_csr\\_houghton-le-spring.pdf](https://www.property.nhs.uk/media/2272/nhs-property-services_csr_houghton-le-spring.pdf)



# Any questions?





# Primary Care Link Workers

**OLU ADEWUNMI**

Team Leader of Primary Care Linkworkers

**healthwatch**  
Barnet



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# Aim

- To offer direct support to GPs and other primary care staff with clients who experience Mental Wellbeing Ill-health
- Ensuring the Right Service is provided at the Right Time in the Right Setting.
- Prevention of duplication or improper referral pathways
- Effective step down care from Specialist Mental Health Services back into primary care and the community
- Improve better understanding and joint working between services.





# Team

The team is comprised of highly skilled and experienced mental health clinicians working alongside primary care.

Team includes:

- Social Worker (background)
- Occupational Therapists
- Mental Health Nurses
- Graduate Mental Health Workers

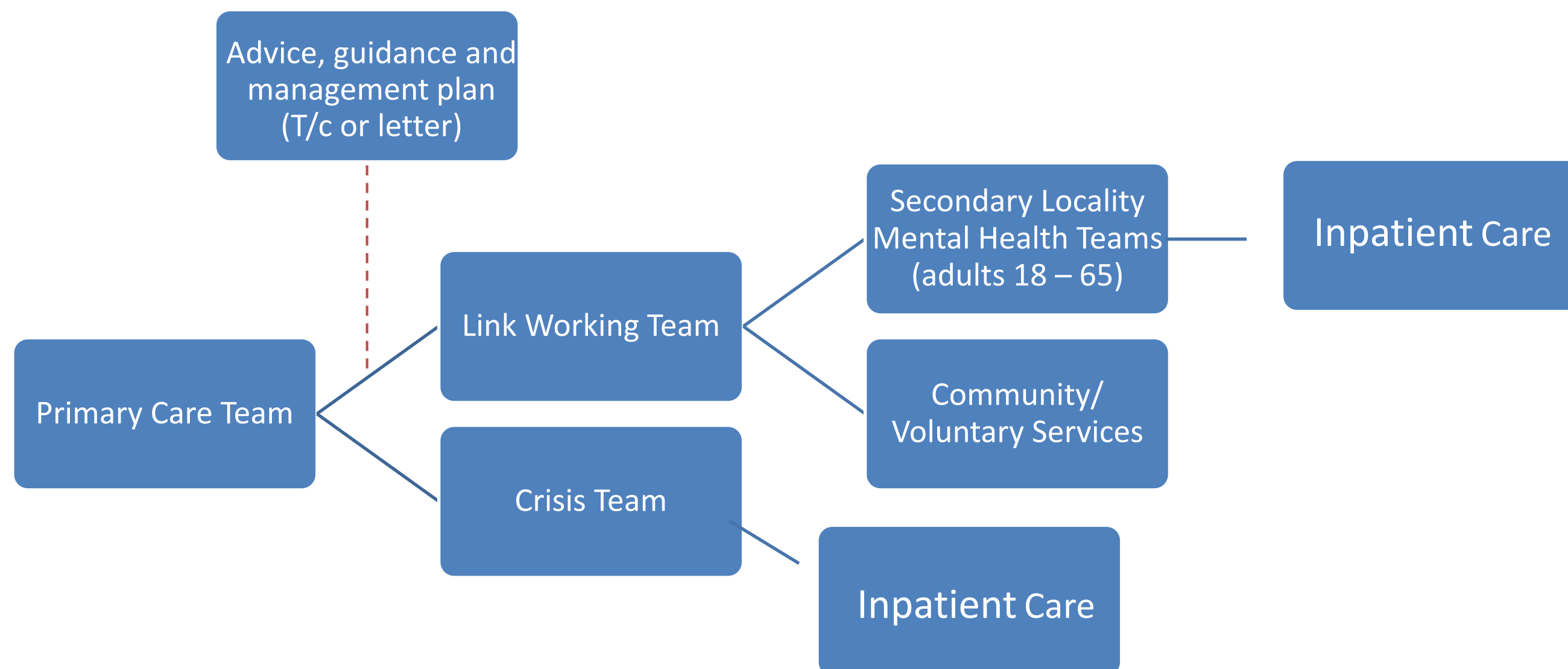


# Background

- Preventative work in Primary Care.
- Ensuring timely and effective access to secondary care
- Utilising and integrating the community voluntary services which offer amazing and extremely supportive interventions to service users.



# Service Pathway







# Criteria

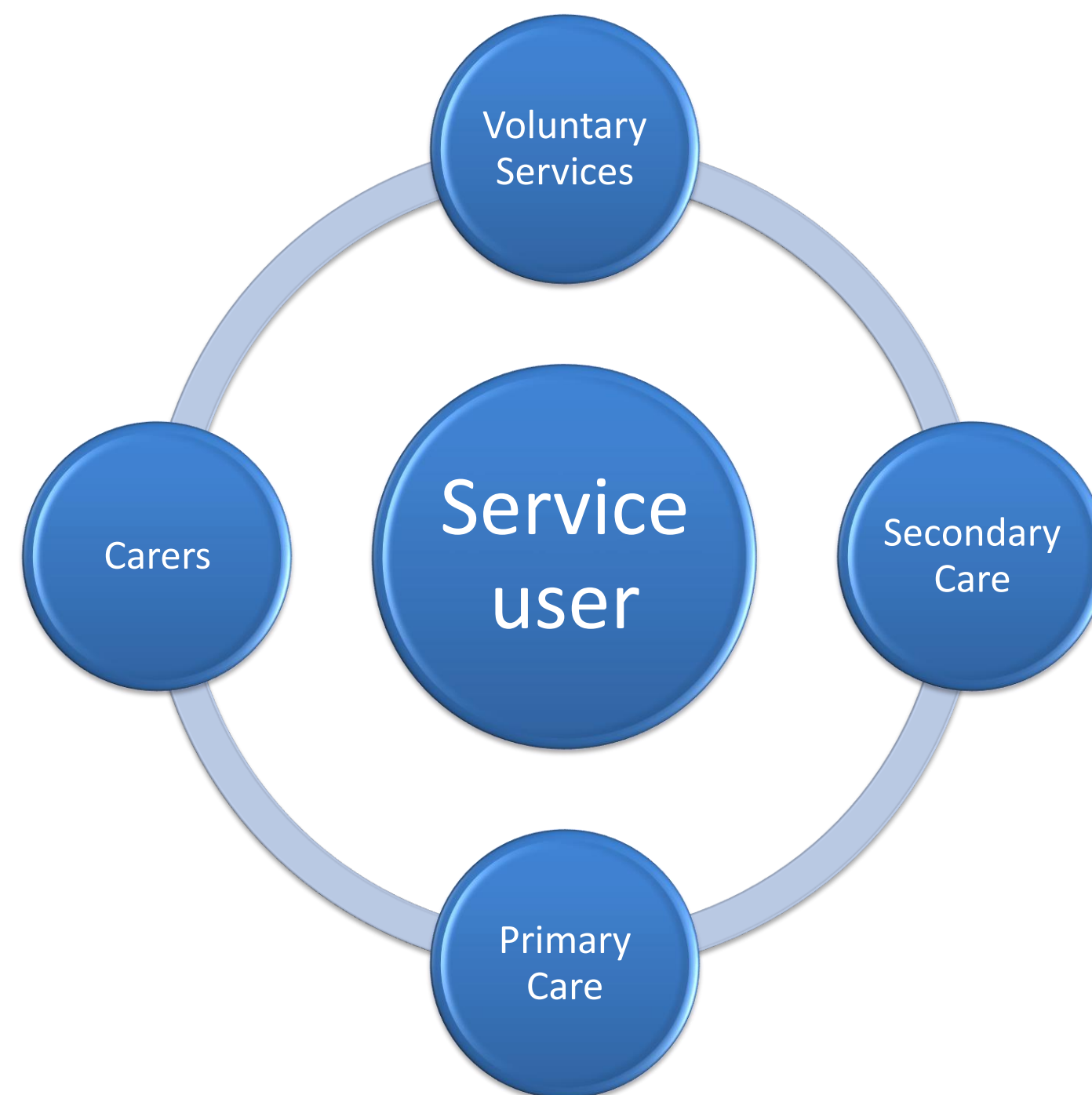
- London Borough of Barnet registered Service Users with a Barnet GP.
- 18 and above adults who are experiencing mental distress which impact on their wellbeing and requiring initial treatment in collaboration with Consultant Psychiatrist and GP.
- Service users requiring short term evidenced based psycho- social wellbeing support and education.
- Service users who require support and access to voluntary services, employment, social structure, housing and benefit advice.

# Interventions/ What can we support with?



- Direct support to GPs and the wider primary care team
- Identifying Service user and Carers Needs
- Preventative work
- Mental Health and Physical reviews
- Medication Management
- Ensuring successful access and re-access to secondary services.
- On hand to support GPs with clients who have recently been discharged from secondary locality teams.
- Short term interventions where appropriate and effective sign posting to local resources

# Service User Centred Care





# Referrals to the Link Working Team

<b>Reason for Referral- identifying current challenges</b>
Anxious ++ Needs psychiatric review

<b>What does the person hope to achieve? What has helped so far?</b>
Wants to feel better.

<b>Brief Risk Summary</b>

Please return this form by email with any supporting documentation:

[linkworkingteam@nhs.uk](mailto:linkworkingteam@nhs.uk)

# Referrals cont.

## **Reason for Referral- identifying current challenges**

Client is experiencing increase in anxiety and struggling to get out of the house. Is very isolated. Feels she is being watched and judged when they leave the house. Has been on the same medication for many years. Has experienced side effects from various medications in the past. Would benefit from review with psychiatry. Client has expressed symptoms of OCD and paranoid thoughts. Used to work but has been signed off sick since increase in anxiety levels.

## **What does the person hope to achieve? What has helped so far?**

Would like to access psychological interventions to manage anxiety and get back to work in the future.  
Review of medication to see if there are any other options that might be more helpful.

## **Brief Risk Summary**

Has taken an overdose 2 years ago. Denies any thoughts or plans at present. Is aware of crisis number.

Please return this form by email with any supporting documentation:

[Referrals@hsc.nhs.uk](mailto:Referrals@hsc.nhs.uk)

# Referrals cont.

<b>Reason for Referral- identifying current challenges</b>
Client would like to have assessment for Asperger's. They have struggling for many years in social interaction, understanding other and relationships. Client has also expressed increased use of alcohol and would like to reduce this as he feels it is getting out of hand.

<b>What does the person hope to achieve? What has helped so far?</b>
Understand why he is struggling with social interaction. Get support to manage alcohol consumption.

<b>Brief Risk Summary</b>
No current suicidal thoughts. Does have thoughts to self-harm but reports they will not act on this.

Please return this form by email with any supporting documentation:



*Any* questions?

# Comfort Break



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# Round Table Discussion

**RORY COOPER**

Healthwatch Barnet Manager

**healthwatch**  
Barnet



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# Social Prescribing Round Table Discussion

Led by Rory Cooper, Healthwatch Barnet Manager

# Sharing Concerns

# Funding

# Communication



# Working Together

# Moving Forward

# Round Table Feedback

**RORY COOPER**

Healthwatch Barnet Manager

**healthwatch**  
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# Lunch



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# Barnet's Local Plan

**JAMES GUMMERY &  
NGAIRE THOMSON**

Planning Policy

**healthwatch**  
Barnet



Barnet Wellbeing Service



# Presentation on Barnet's Local Plan (Reg 18)

James Gummery and Ngaire Thomson—  
Planning Policy

February 20<sup>th</sup> 2020



## PURPOSE OF THIS SESSION

- Set out the planning policy framework which the Council will use to make decisions about how Barnet will change as a place over the next 15 years,
- The Local Plan is one of the most important statutory documents that must be produced for the Borough.

To publicise, inform & seek feedback on the emerging Local Plan that looks ahead to 2036

Barnet's Development Plan consists of

- **Local Plan**
- **London Plan**

**Planning & Compulsory Purchase Act 2004**

**National Planning Policy Framework  
(NPPF)**





## A new Local Plan for Barnet

- **Purpose of Local Plan is to shape growth & change**
- **Replaces existing Local Plan adopted in 2012**
- **Covers a 15 year period - 2021 to 2036.**
- **Consists of 51 policies & 67 site proposals**
- **This is the preferred way forward – it can still be changed !**
- **Public consultation Jan 27<sup>th</sup> until March 16<sup>th</sup> 2020**
- **See: <https://engage.barnet.gov.uk/>**

# This is the start of a 2 year process involving at least 2 periods of public consultation

▼ We are here

## Regulatory Stages and Timetable

### **Evidence gathering and pre-preparation stage**

(Including consulting on sustainability reports where applicable)

**Summer 2017-ongoing**

### **Reg 18: Preparation of Local Plan and Consultation**

Opportunity for interested parties and statutory consultees to be involved at an early stage.

**Winter 2019/20**

### **Reg 19: Publication of Local Plan for making representation on soundness issues (NPPF para 35)**

The Council publishes the draft plan. There follows a period of at least 6 weeks for making representations.

**Autumn 2020**

### **Reg 22: Submission**

The Council submits the Local Plan to the Secretary of State with representations received.

**Winter 2020/21**

### **Reg 24: Examination in Public**

Conducted by independent Planning Inspector who will consider representations made at Reg 22 stage.

**Summer 2021**

### **Reg 26: Adoption**

Subject to outcome of examination, including consultation on main modifications, the Council formally adopt the plan.

**Winter 2021**

**Includes range of technical studies covering -**

- **Housing need & delivery**
- **Green Belt & Metropolitan Open Land**
- **Flood Risk**
- **Town Centre Uses**
- **Employment Land**
- **Residential Conversions**
- **Car Parking**
- **Integrated Impact Assessment – assesses social, environmental & economic effects as well as impact on health & equalities**



**Emerging studies on Viability & Infrastructure Delivery**

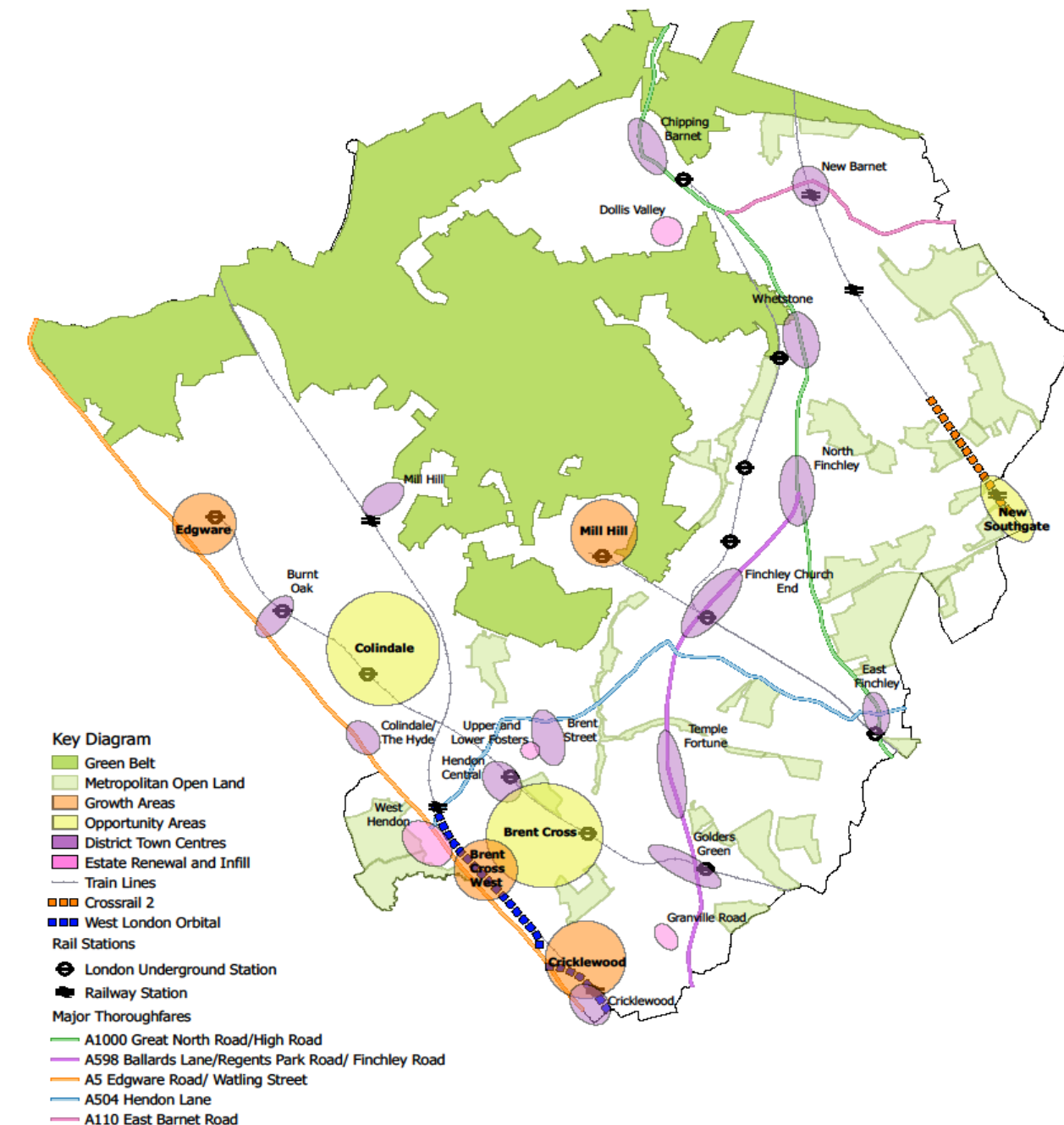
**All available on Local Plan webpages**

**<https://www.barnet.gov.uk/planning-and-building/planning-policies-and-local-plan/local-plan-review/local-plan-evidence-and>**

- Local Plan is the **spatial expression** of other Council strategies
- In particular the **Growth Strategy** which sets out where the Council will focus its interventions to support delivery of development & regeneration



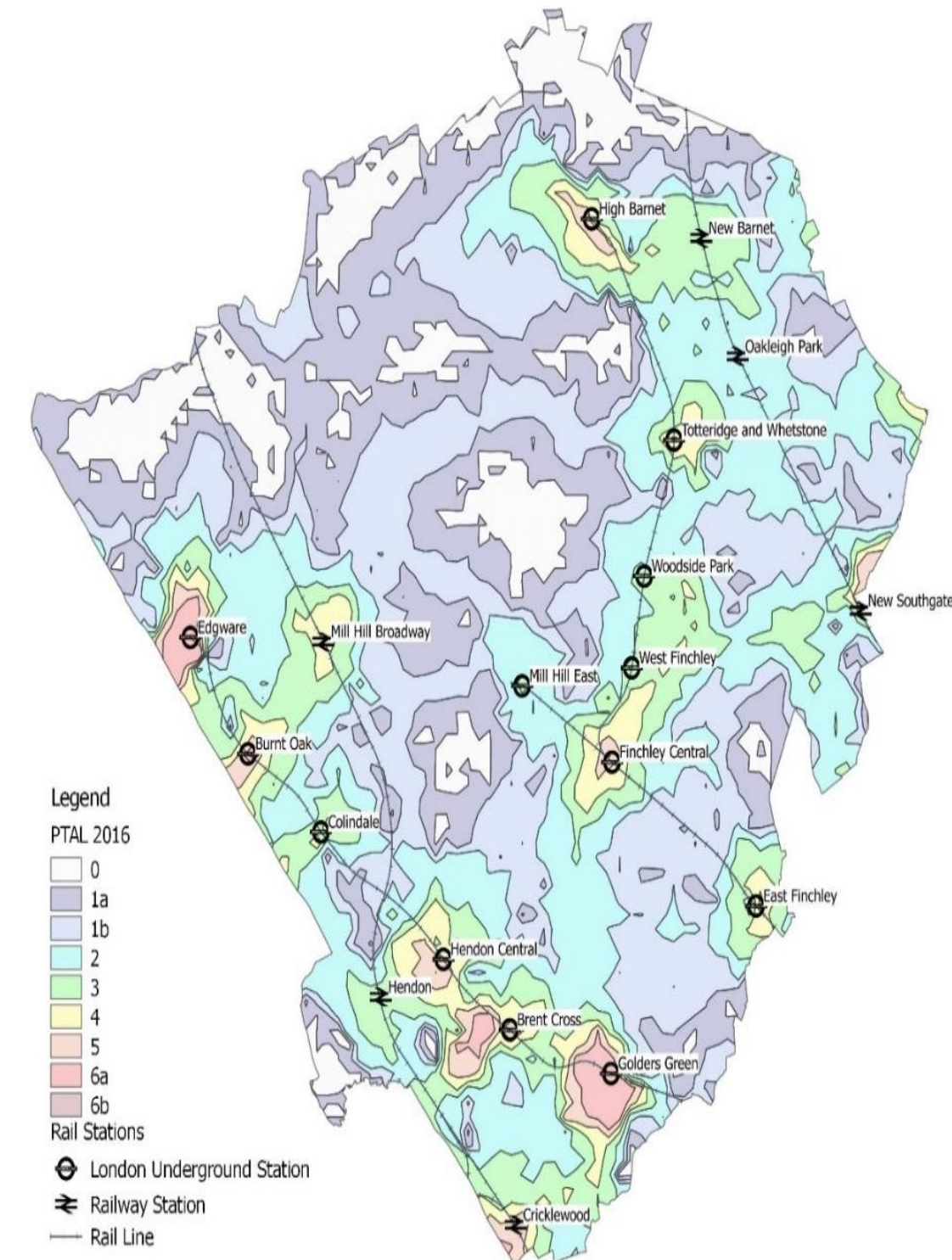
- **Sustainable Growth** focussed on 6 Growth Areas, Town Centres, Transport Nodes, Estate Renewal & Major Thoroughfares
- **Housing** - approx 46,000 new homes needed (i.e. around 3,000 per annum)
- **Officespace** – up to 67,000m<sup>2</sup> of new space across town centres (in addition to BX)
- **Retail** – up to 110,000m<sup>2</sup> of retail across town centres (in addition to BX)
- **Jobs** – growth to support 27,000 jobs
- **Parks & Recreation** – 3 new destination hubs & new Regional Park
- **Community Infrastructure (including schools)** – to keep pace with development
- **Transport** – new stations at Colindale & Brent Cross West





## Benefits of this Approach to Growth

- These areas generally have higher **public transport accessibility (PTAL)** & can be delivered with less car parking.
- **Town centres** need to adapt if they are to remain vibrant. Policy therefore permits a **wider range of uses** such as **community infrastructure, employment & housing** outside of the key primary retail area.
- Safeguards the **character & amenity** of existing **suburban neighbourhoods**.



- 67 specific sites identified for development.
- More extensive policy coverage (51 policies compared to 34 policies in 2012 Local Plan)

### New Policies on

- Residential Conversions (HOU03)
- Affordable Workspace (ECY02),
- Public Realm (CDH03),
- Hot Food Takeaways (TOW03),
- Protecting Pubs (CHW05)
- Night Time Economy (TOW04)
- Basements (CDH06)
- Extensions CDH05)

### More specific policies on

- Housing (HOU01 to HOU05)
- Mitigating Climate Change (ECC01)
- Local Jobs, Skills & Training (ECY03)
- Car Parking (TRC03)
- Tall Buildings (CDH04)
- Optimise benefits of green-spaces (ECC04)
- More flexibility in Town Centres (TOW02)



➤ **Policy CHW01 – Community Infrastructure**

- Provision of community facilities; e.g. community meeting places, facilities for younger and older people, libraries, cultural facilities, leisure centres, schools.
- Policy protects from loss unless a replacement facility is provided.

➤ **Policy CHW02 – Promoting Health and Wellbeing**

- Require development to be safe, accessible, sustainable, high-quality

➤ **Policy CHW04 – Making Barnet a Safer Place**

- Measures to design-out crime

### ➤ **Policy HOU01 – Affordable Housing**

- minimum of 35% Affordable Housing from developments of 10+ dwellings within context of strategic London Plan target of 50%

### ➤ **Policy HOU03 – Residential Conversions**

- Generally restrict conversion of large houses with original gross internal area of at least 130m<sup>2</sup> except within 400m of town centres or in an area with very good public transport
- Require family sized home (at least 74m<sup>2</sup> GIA) on ground floor

### ➤ **Policy HOU02 – Housing Mix**

- 3 bed homes - highest priority for most tenures
- Smallest 2 bed home to provide at least 4 bed spaces in accordance with Residential Space Standards

### ➤ **Policy HOU04 – Specialist Housing**

- More focus on helping people with health & social care support needs
- Addresses Purpose Built Shared Living Accommodation



### ➤ **Policy CDH03 – Public Realm**

- Safe and secure environment for a variety of appropriate uses;
- Relationship between building design and public realm - natural surveillance.

### ➤ **Policy ECC04 – Barnet's Parks & Open Spaces**

- Improving the quality of spaces of low quality and low amenity.

### ➤ **Policy TOW02 – Development Principles in Town Centres**

- To provide more flexibility for uses and support investment and activity in town centres the Local Plan removes secondary shopping frontages.

### ➤ **Policy TOW04 – Night Time Economy**

- Ensure that this growing sector is successful & contributes to safer & more welcoming town centres (in particular Chipping Barnet, Cricklewood, Edgware, Golders Green & North Finchley as well as Brent Cross) while managing impact on amenity & historic distinctiveness.



Local Plan sets out mechanisms for securing funding from growth to invest in infrastructure to support a growing population.

▪

**S106** – ie to fund new infrastructure linked to a new development and **Community Infrastructure Levy (CIL)** – boroughwide fund raised on a floorspace basis

The emerging **Infrastructure Delivery Plan** will set out needs, gaps and deficits in provision, along with the costs of providing the infrastructure

This helps to ensure Barnet has the schools, health facilities and transport infrastructure to support growth

- Sites identified as having potential for development
- Permission in principle for uses
- Sets basis for a more detailed planning application
  
- Sites rejected for number of reasons including
  - No realistic prospect of site coming forward between 2021 to 2036;
  - Considered important to retain existing use on site;
  - Development conflict with other Local Plan policies, eg Green Belt;
  
- Physical or environmental factors, e.g. flood risk, or conservation areas, can restrain development capacity



Find it at

<https://engage.barnet.gov.uk/>

- 
- **Reg 18: Public consultation – Winter/Spring 2020**
- **Reg 19: Publication of Local Plan & Consultation – Autumn 2020**
- **Reg 22: Submission – Winter 2020/21**
- **Reg 24: Examination – Summer 2021**
- **Reg 26: Adoption – Winter 2021/22**



## How to Respond

Use the online questionnaire at

Or

Send comments to

[forward.planning@barnet.gov.uk](mailto:forward.planning@barnet.gov.uk)

<https://engage.barnet.gov.uk/>

***Please give us your comments  
on what's in the Local Plan as  
well as what's not***



# Healthwatch Barnet

**RORY COOPER**

Healthwatch Barnet Manager

**healthwatch**  
Barnet



Barnet Wellbeing Service





## Hub Connections

Thursday 20 February  
2020



# healthwatch Barnet



## Our connections with Barnet Residents





# The new Healthwatch Barnet website



[Have your say](#) ▾ [News & reports](#) [Get involved](#) ▾ [What we do](#) ▾ [Advice & information](#) ▾

## Your story has the power to make a difference.

The more people share their ideas, experiences and concerns about NHS and social care, the more services can understand what works, what doesn't and what people want from care in the future.

[Find out more](#)

# Enter and View

Healthwatch Barnet undertook three Enter and View visits in November and December.

The following care homes were visited:

- Abbey Ravenscroft
- Catherine Lodge
- Friary Lodge

## Recent Work

- **Enhanced Access Services**
- **Referral Management Services**
- **Winter Communications**



# A&E Services Review in Barnet



May 2019

# GP Interpreting Services in Barnet



June 2019



# Contact us

We want to hear your views on Barnet health and social care, contact us by email at [info@healthwatchbarnet.co.uk](mailto:info@healthwatchbarnet.co.uk) or call us on 020 8364 8400.

## Your Local Health and Social Care Champion

Using your feedback, we can let services know what needs to change

## Information

Please visit our website for more information and resources



# Prevention & Wellbeing Services

**CLAIRE DESOUZA**

Service Manager

**healthwatch**  
Barnet



Barnet Wellbeing Service

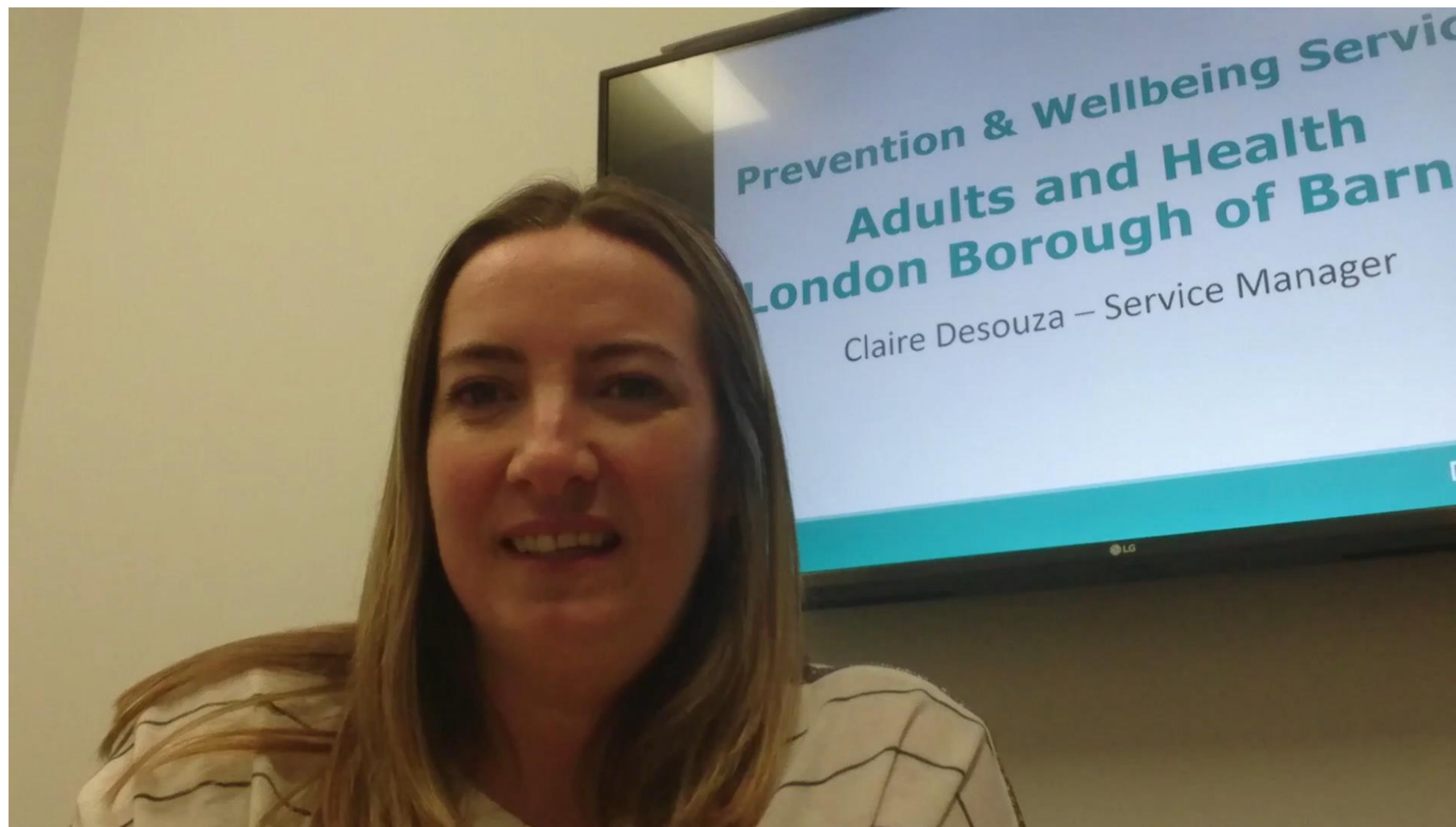
# **Prevention & Wellbeing Service**

## **Adults and Health**

### **London Borough of Barnet**

Claire Desouza – Service Manager







# LBB, Adults and Health, Prevention and Wellbeing Service

Service Manager & Carers Lead  
**Claire Desouza**

Prevention and Wellbeing  
Coordinators  
**Steve Bell**  
**Rowena Johnson**  
**Siobhan Martin**

Service  
Development  
Officer  
**Joyce Mbewe**

Specialist Dementia  
Support Service  
**Sally Larner**  
**Jo Kamanu**

- Led by Care Act 2014
  - Focus on Prevention and Wellbeing
  - Increased recognition and support for Carers
  - Provision of good quality information and advice

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# Prevention

**Many different types of support, services, facilities or other resources**

**Wide-scale whole-population measures aimed at:**

- **promoting health**
- **improve skills or functioning for a person or group**
- **lessening the impact on carer's health & wellbeing**

**PREVENT REDUCE DELAY**

# Wellbeing

**A broad concept, described as relating to:**

- **personal dignity**
  - **physical and mental health and emotional wellbeing**
  - **protection from abuse and neglect**
  - **control over day-to-day life**
  - **participation in work, education, training or recreation**
- **social and economic wellbeing**
- **domestic, family and personal life**
- **suitability of living accommodation**
- **contribution to society**



# Prevention and Wellbeing Service

Service Manager & Carers Lead  
**Claire Desouza**

Prevention and Wellbeing  
Coordinators (2017)

**Steve Bell** Finchley Church End

**Rowena Johnson** Mill Hill

**Siobhan Martin** Brunswick Park

Service  
Development  
Officer

**Joyce Mbewe**

Specialist Dementia  
Support Service

**Sally Larner**

**Jo Kamanu**

# Prevention and Wellbeing Team

## Coordinators work in 2 ways

1. Alongside individuals (referrals via social care staff ) to achieve objectives related to wellbeing
2. In local communities to coordinate what is on offer, develop new initiatives, collect useful information for adult social care

The team aim to work with 120 individuals,  
and set up 12 new initiatives a year.

“...I visited the Barnet Furniture Centre with Steve and found the perfect chair which was a blue leather armchair. It was very comfortable and I loved it! ...Thank you”.

Jo "Thanks for the exercise class, I'm loosing weight. You are a star"

“...I now attend a gentle exercise group once a week and although I find it difficult at times I am going to continue attending to help build up my strength. Thank you...”

# Prevention and Wellbeing Service

Service Manager & Carers Lead  
**Claire Desouza**

Prevention and Wellbeing  
Coordinators

**Steve Bell** Finchley Church End

**Rowena Johnson** Mill Hill

**Siobhan Martin** Brunswick Park

Service  
Development  
Officer (2013)

**Joyce Mbewe**

Specialist Dementia  
Support Service

**Sally Larner**

**Jo Kamanu**

# Prevention and Wellbeing Team

## Specialist Dementia Support Service

- Support people living with dementia and their informal carers by offering Assessments and Support Plans AND 8 week training programme.

This develops confidence, knowledge and aims to keep people living in their own homes for as long as possible.

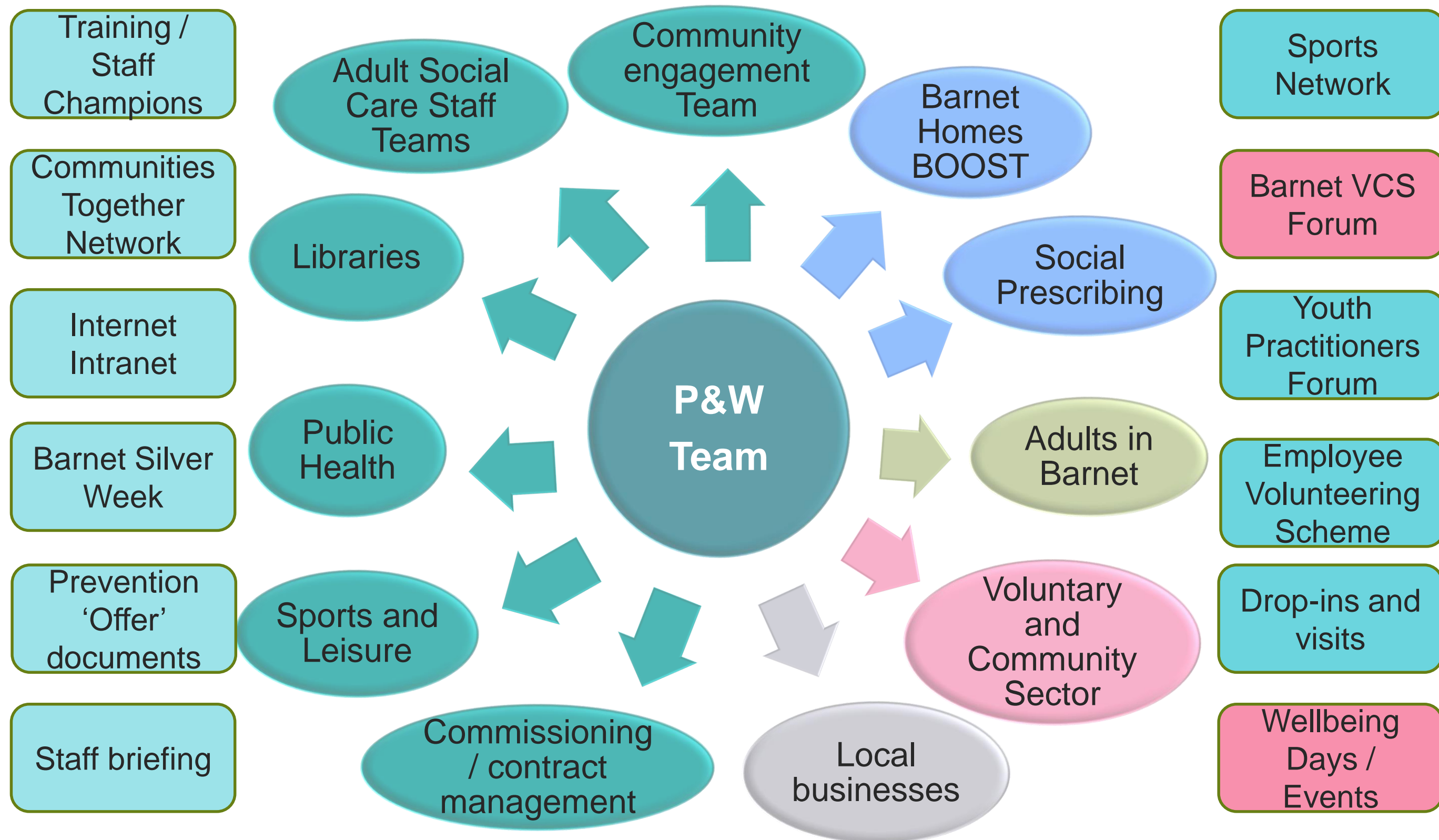
**“A cathartic experience. I felt that my role as carer was recognised as valuable”**

**“The course has been a great help, I wish it would have lasted for ever.”**

**Sally “ You have been the most helpful person we have ever seen and incredibly kind”**



# Working Together



# Current Landscape in Barnet

- Great foundation, honest and passionate people
- Very strong, connected local Voluntary and Community Sector
- Local residents engaged
- New opportunities with business development and regeneration
- Lots of information on what works well, and what's missing
- 'New' initiatives to support people get to where they want to be
- Overarching commitment to provide and acquire knowledge

## Commitment

- Continue to use the tools to make sure we are working together, getting to know each other and linking up when possible.
- Taking responsibility to keep up to date, share changes and help each other shape what's on offer

# Resources and Tools

## Media & Web based information

Google/search engines, local & national news, newspapers, local press, TV shows, Forums, Podcasts.

Social media ([Twitter](#), [Facebook](#), [Yammer](#))

## National websites

[Carers UK](#), [London Assembly](#), [NHS Choices](#); [CQC](#)

## Local websites

[Barnetcab](#); [Carers centre](#); [mycaremyhome](#); [Wellbeing Hub](#) (Mental health);

[Mencap](#) (Learning disabilities); [Age UK Barnet What's on guide](#); [BSA Insider magazine](#); [Volunteering Barnet](#)

## LBBarnet web pages

[Adults and Communities](#), [Carers support](#)

## Directories

[Events](#), [Community directory](#)

## **Intranet A&C; Prevention Services**

Offer documents, pathways & processes

## **Paper resources**

Bookshelves, leaflets, posters, training material.

## **Staff, knowledge**

Keeping up to date, continued learning/ training, emails, using resources, provider visits, building relationships.

## **Team**

Drop-in sessions, provider presentations, compiling feedback, individual guidance, events, provider forums.

## **Commissioning**

Existing providers/services, new contracts

# Contact Details



**Claire Desouza**  
**Service Manager**

Prevention & Wellbeing Team

[preventionandwellbeing@barnet.gov.uk](mailto:preventionandwellbeing@barnet.gov.uk)

# Thyme 2 Change

**BRENDON DOHERTY**

Service Manager

**healthwatch**  
Barnet



Barnet Wellbeing Service



# CLOSING REMARKS

Thank you

**healthwatch**  
Barnet



Barnet Wellbeing Service

