



## Adults and Communities Involvement Board

**Tuesday 6<sup>th</sup> December 2016,  
2-3pm**

**Heritage Room, Hendon Town Hall, The Burroughs, Hendon**

### Minutes of the Meeting

<b>Present:</b>	
Mathew Kendall	Director, Adults and Communities, Barnet Council
James Mass	Assistant Director, Adults and Communities, Barnet Council
Emily Bowler	Head of Communications and Customer Care, Barnet Council
Hannah Ufland	Engagement Lead, Adults and Communities, Barnet Council
Maria Nash	Resident Representative (Physical Disability)
Andrew Goodwin	Resident Representative (Sensory Impairment)
Janice Tausig	Resident Representative (Older Adults)
Ulla Chisholm	Resident Representative (Carer)
Emma Chisholm	Resident Representative (Mental Health)
<b>Apologies:</b>	
Peter Cragg	Resident Representative (Older Adults)
Melvin Gamp	Resident Representative (Older Adults)
Neil Hales	Associate Director of Commissioning, Barnet Clinical Commissioning Group.
Lisa Robbins	Healthwatch Barnet
Sandra Turner	Resident Representative (Sensory Impairment)
Peter Sartori	Resident Representative (Mental Health)
<b>Secretariat:</b>	
Amy Stainton	Customer Care Apprentice, Adults and Communities, Barnet Council

1	<p><b>Welcome and apologises</b></p>
	<p>Mathew Kendall, Director Adults and Communities, introduced himself and welcomed everyone to the board.</p> <p>All attendees introduced themselves.</p>
2	<p><b>Minutes and Issues Arising</b></p> <p>Mathew explained the reason for the meeting being an hour in length was in accordance with the agreed Terms of Reference for mid-point meetings. The group agreed that it would be helpful for meetings to be scheduled for longer even if the full time is not used.</p> <p><b>Action: future meetings will be two and a half hours for full sessions and two hours for interim sessions.</b></p> <p>Maria Nash, Resident Representative (Physical Disability), raised concern with the Investigatory Powers Bill and how this will effect engagement with the website.</p> <p><b>Action: Emily Bowler, Head of Communications and Customer Care, will find out more information for Maria and feed back to the board</b></p> <p>Agreed that the minutes from Thursday 15 September were accurate.</p>
3	<p><b>Updates on engagement activities this quarter</b></p>
	<p>Hannah Ufland, Engagement Lead Adults and Communities, began by giving a brief introduction of the two working groups and by asking if attendees of either of the working groups, Redesign the Website and Guide to Good Engagement, would be happy to say a few words on how they were finding the groups.</p> <p>Redesign the Website working group has seen engagement with residents through various activities. It is good to already see changes and how what has been said by residents is really being listened too.</p> <p>Guide to Good Engagement working group is run by Hannah Ufland and a group of residents. Together they are creating a guide that they think should be used for both internal and external use.</p> <p>Both groups are showing excellent pieces of co-produced work.</p> <p>Comments were made that it was good to see how effective change is, that no comment is too big or too small and how good it was to see new people engaged.</p> <p>Discussions were had around how everyone involved in meetings with Adults and Communities should follow the same code of conduct of how to act, how People Bank should be promoted more and how this work will be included with the health and wellbeing board.</p>

**Action for all: Hannah Ufland is working with Healthwatch on developing training for resident representatives of the Involvement Board and general training for members of the People Bank. Any comments of what should be included in the training should be emailed to Hannah.**

Advised that we promote People Bank at any chance and that the report every six months to the Health and Wellbeing board is collaboratively written.

**Action: the Involvement Board will work collaboratively with Adults and Communities to write the six monthly update report to the Health and Wellbeing Board.**

#### **4 Planning for future working groups**

James Mass, Assistant Director, Adults and Communities, updates the board with progress on the Telecare working group. The new provider has not yet been confirmed but when it has a Telecare working group will be set up. This working group will be due to be set up at the end of January/Beginning of February.

Hannah Ufland, Engagement Lead, Adults and Communities, spoke about working closely on a project called CrashPad for residents with learning disabilities and autism. CrashPad would provide a place for individuals to stay because of a family crisis where they are unable to be safely supported at home. This working group will be due to start at the end of January/beginning of February

Discussions around CrashPad and if the project could be related to if a family member passes away and leaves an individual with a disability and no other family.

**Action: Hannah Ufland, Engagement Lead, Adults and Communities, will look into what support is available for planning for this situation.**

Unfortunately we are unable to engage in the Stroke working group currently. The changes that we were due to engage on are now being worked on across North West London. This has meant that the local contract has been extended for a year and the opportunity to influence the work

**Action: Decisions of further working groups for the second six months will be made in the March meeting.**

Emily Bowler, Head of Communications and Customer Care, discussed other engagement opportunities currently going on within the council. The Fairer Contribution consultation which is available through a web survey and paper questionnaire went out in November 2016 to 3,000 residents.

There are also two national surveys run by NHS Digital (used to be Health and Social Care Information Centre). The Carer's Survey went out in October 2016 to 891 people and Adult Social Care Survey will go out in January 2017 to around

	<p>1,500 people. Results from both surveys will be in the local account next year.</p> <p>A formal consultation was also run on proposals to the way new applicants and existing Disabled Persons Freedom Pass holders are assessed to see if they qualify for a pass..</p> <p>There will be working groups taking place in the new year around proposed changes to Freedom Pass and some service users will be invited to take part in a Disabled Users access group to trial the new Libraries.</p>
<b>5</b>	<b>Close</b>  Mathew Kendall, Director Adults and Communities, asked if there were any other points anyone wanted to make.  <b>Action: if anyone was unable to attend a meeting or a working group to email in points that they would like to say.</b>  Mathew Kendall also took this time to mention that unfortunately Hannah Ufland, Engagement Lead, Adults and Communities, is leaving. Wanted to take this time to formally note thanks to Hannah for everything she has done in the two years, she has achieved a huge amount.