



# Our Plan for Barnet Review 2025/2026

Caring for **people**, our **places** and the **planet**

# Caring for people, our places and the planet

## Our Plan for Barnet - Review 2025/2026



Over the past three years, we've engaged with our communities, worked together to strengthen local partnerships, and focused on residents' priorities. Guided by our vision—Caring for People, our Places, and the Planet—we have made significant strides in transforming services and empowering local residents to lead solutions that benefit their neighbourhoods.

This mid-point review of Our Plan for Barnet: 2023-26 is an opportunity to reflect on our journey so far and set clear objectives for 2025-26. In challenging financial times, our responsibility is to ensure that we re-shape services to focus on what matters most to residents and deliver them cost-effectively. This means making thoughtful, long-term decisions that balance financial sustainability with our ambition to deliver real improvements across Barnet.

At the heart of this work is our commitment to being a listening council—one that fosters participation, builds trust, and works collaboratively with residents, businesses, and partners. Through this approach, we ensure that every step we take creates real and lasting change.

We want you to stay involved in this journey. While we face significant challenges, I am confident that, together, we can overcome them and create a brighter future for all who live and work in Barnet.

**Cllr Barry Rawlings**  
**Leader of Barnet Council**

Caring for people, our places and the planet

# Introduction

## Creating better opportunities for tomorrow starts with the seeds we have planted today.

Over the past three years we have been working hard to get things done together, for Barnet. We are delivering on the vision we set out in Our Plan for Barnet to make this borough an even better place to live, grow, work and age well. We are also continually evolving as an organisation to ensure that we are focusing on the things that will make a real difference for local people. that this exceptional borough deserves, with everyone working hard to make a difference for local people.

This is a vibrant borough with people full of ambition for Barnet and we are working with them to realise those ambitions. Our role is service deliverer and a convenor in dialogue and partnership with communities and partners to improve the way Barnet feels to live in for its residents.

All of this and more is what caring means to us; creating a better Barnet for all of Barnet, whilst providing support to those who need it the most.

Our vision in Our Plan for Barnet is to keep *Caring for People, our Places and the Planet* – putting all three at the heart of what we do. In this review, we look back on some of our stand-out moments so far, highlighting how we have built on the borough's strengths, tackled inequalities and engaged in meaningful dialogue with our residents and communities to build trust that leads to delivering better for Barnet. We also present some of our renewed priorities and set objectives for 2025-2026 for delivery which we will report on throughout the year.

As we move into a period of ever greater financial challenge with less public money available, we have needed to reassess the way we approach some of the work we do and continue to target our investment in areas that bring the most benefit to people's lives. We'll continue talking to you about what matters most to help us shape this.



Caring for **people**, our **places** and the **planet**

# The Council's Budget

Every year, Barnet Council spends over £400 million providing vital public services for everyone who lives, works or studies in the borough. We will always prioritise the needs of our most vulnerable residents, while meeting our legal duty to manage our finances and set a balanced budget. Recently, this has become more challenging due to the unprecedented financial crisis local government faces.

This financial crisis has been caused by a combination of Government cuts to our funding that have more than halved our budget in real terms since 2010, sky-rocketing inflation-driven costs over the last three years and increasing demand for services we have a legal duty to provide such as emergency temporary accommodation and complex support for children and adults needing social care. As a result, the council now needs to find more than £55 million to balance its budget for 2025-26.

We are not alone; many other councils face similar financial pressures and budget gaps. The Local Government Association estimates that councils will face a funding gap of more than £6 billion over the next two years.

We continue to work tirelessly to reduce spend and generate additional income. Each area of the council has been making savings wherever it can, prioritising spending on essential services. For 2025/26 we have managed to identify £24 million of savings and income generation ideas to help towards balancing the budget. Nevertheless, we will still have a budget gap of over £55 million and will have to make tough decisions in the next year, becoming a leaner organisation. To set a balanced budget for 2025/26, we have sought exceptional financial support from the government which will allow us to borrow in the short term to fund revenue services.

We are proud of all the successes so far and remind residents that we remain committed to Caring for People, our Places and the Planet within the means we now have.

**Caring for people, our places and the planet**

## Barnet's unique challenges

### Care for vulnerable adults

- Barnet has a high proportion of older residents. 1 in 10 people in the borough are over 75
- The number of adults receiving long-term care support in Barnet has increased every year since 2019 and is over the national average
- Barnet supports more people with learning disabilities than any other borough in London

### Children's care services

- The cost of supporting children and young people in care has increased, with children's homes charging higher and higher rates
- A care package for a young person with particularly complex needs can cost as much as £1 million a year

### Temporary accommodation

- The cost-of-living crisis has driven greater numbers of people into homelessness each year
- The rising cost of living also means the council must pay more for the rental accommodation we need to house people in
- Barnet's annual bill for temporary accommodation has risen by 60% since 2019

# Caring for People

Caring for our people remains a key focus for us – we want residents to be healthy and active, have access to excellent education, fulfilling work, good housing and have a strong sense of community and connectedness. Our priorities have focused on tackling inequalities, reducing poverty, being a family friendly borough, and supporting people to live well. Prioritising vulnerable children and adults is a legal obligation the council must fulfil, making caring for people a fundamental pillar in the work we do.

We are proud of our accreditation as a Borough of Sanctuary, providing a welcoming and safe borough for our sanctuary-seekers. Continuing in our ambitions to be more inclusive and fairer, we have developed our Towards a Fairer Barnet Roadmap 2024-30 with an action plan to address inequalities, embedding a ‘whole’ person approach throughout all our activity.

In our efforts to support children, young people and families, we have continued to build on our aspirations for *‘resilient children thriving in resilient families living in resilient communities’*. Our Children’s Services received an Ofsted inspection rated ‘good’ and ‘outstanding’ in experiences and progress of children in care. We have developed strategies with tangible outcomes, that we wish to achieve i.e. Keeping Young People Safety Strategy 2025-28 and have launched a new Autism Hub, in partnership with Resources for Autism.

Supporting children and young people to reach their educational and academic potential continues to be a priority, and we are proud that our academic outcomes are in the top 20% in the country, with some even in the top 5%. Additionally, we have published our Education Strategy 2024-28 Schools and Settings Improvement Strategy 2024-27 and SEND and

Alternative Provision Strategy 2024-27, that re-affirm our commitment to an excellent education for all.

For our residents to live healthy, happy and long lives, our new Joint Health and Wellbeing Strategy that has been co-produced with our partners will be implemented in early 2025. In addressing health inequalities, we have worked with our partners to identify priorities that matter the most for our residents and we will continue to take meaningful action to tackle these challenges.

We have also published Our Plan for Adult Social Care 2024-29, that is underpinned by four pillars of prevention, co-production, equality, choice and control. Over the summer of 2024, the Care Quality Commission inspected our adult social care service and reported that overall people have a good experience of receiving care and support in Barnet. They highlighted the council’s commitment to delivering “responsive and person-centred support” and our strengths-based and person-centred social work practice.

The past couple of years have been challenging, with the cost-of-living crisis meaning many residents have been struggling with high costs and making ends meet. To address this, we launched our Financial Calculator, to help residents identify eligibility for benefits, grant schemes and discounts. We’ve also supported residents struggling with debt with our Money Support Hub, free debt advice and provided dedicated outreach to food banks and local organisations. We’ve supported those most vulnerable with our Resident Support Fund to cover basic necessities such as food, utilities and essentials, funded by the government’s Household Support Fund.

Caring for people, our places and the planet

# In practice - Money Worries? and Financial Calculator

£22.7 billion in benefits and discounts remain unclaimed across the UK every year, meaning that many of our eligible residents are missing out on financial support that can help them with rising costs and the Cost-of-Living crisis.

To make it easier for people experiencing financial difficulties to find out what support is available to them, we launched the first-ever Financial Calculator, in late 2023.

The Barnet Financial Calculator tool, developed in partnership with Inbest, helps identify the additional benefits residents might be eligible to claim, based on their individual circumstances.

We launched our new Money Worries? campaign in early 2024 to promote the launch of our Financial Calculator, as well as targeting those most in need. Since then, we have targeted older residents about their pension credit eligibility and expanded the offer to include debt advice. We are about to embark on our third phase of the campaign that will seek to increase our outreach and support building financial resilience in our residents.



**8,000 flyers and 100 posters distributed to community and other groups**

**17,364 completed calculator journeys**

**£1.6m identified as additional benefit eligibility since the start of November from 1,652 calculator completions**

**Caring for people, our places and the planet**

# Our priorities for 2025-26

## Tackling Inequalities

- Tackle inequalities and create a more inclusive borough by delivering the Towards a Fairer Barnet Roadmap, addressing discrimination, and supporting community wealth building.
- Improve health and reduce health inequalities by implementing the Joint Health and Wellbeing Strategy, expanding dementia-friendly programs, and boosting smoking cessation services.

## Reducing Poverty

- Create more local jobs, support businesses, and reduce poverty through the Economic Development Framework, promoting economic growth and financial stability.
- Make it easier for residents to access financial support by continuing to improve the Benefits Calculator and by working closely with our community partners.

## Family Friendly

- Ensure children with special educational needs and disabilities (SEND) get quality, inclusive services through the SEND Change Alternative Provision Programme.
- Protect children and support families by strengthening services to prevent harm, focusing on early help and tailored support.
- Ensure children in care have safe, high-quality homes by reviewing and improving in-house residential services.

## Living Well

- Help more residents with care needs live independently by opening a third Extra Care service.
- Further enhancing work on strengths-based conversations and technology first approaches in adult social care, enabling people to stay as independent as possible.
- Promote active, healthy lifestyles guided by the Fit and Active Barnet Strategy and running inclusive programs like Dance Barnet.



Caring for people, our places and the planet

# Caring for our places

Our places are our pride and joy – and we continue to make Barnet a place for all to live, work and visit. In our recent Residents Perception Survey, 85% of our adult residents were satisfied with their local area as a place to live, with 91% of our young people saying the same. We believe Barnet is a place where people can come together, feel a strong sense of belonging and enjoy all that is on offer – safe, clean and welcoming town centres, neighbourhoods and spaces.

We launched our Homelessness and Rough Sleeping Strategy 2023-28, which has led to a new Advice Aid tool and a newly reformed Barnet Homeless Forum, to collaborate and communicate with key partners across the Borough. Since the launch of our Advice Aid tool, we have provided automated online advice to 485 users, supporting those who most need it. The latest government figures show that homelessness rates have increased by more than 10% in the last year. We have continued to deliver more council homes and more affordable housing (in 2023-24 there were 779 affordable homes completed in Barnet, an increase of 68% from the previous year) and continue to look for ways to keep residents in their homes for longer.

Safety remains a top priority, we have invested in a major upgrade and expansion of our CCTV network, and opened, Barnet's first in-borough CCTV room. We are rolling out a second phase of new technology that will continue to help us spot crime in the borough. We have strengthened the Barnet Safer Communities Partnership, collaborating and working even closer with our partners to tackle crime. We continue to work on our five priorities of the Community Safety Strategy and will continue to deliver our pop-up hubs and ward walks to go into the communities we serve.

A new Modern Slavery Strategy was created, in partnership with our key statutory partners and we have worked hard to deliver Year 3 of our Violence Against Women and Girls Strategy, with the latter of 2024 seeing a #HearMyVoice campaign across the borough. We launched a Safe Haven Pilot in North Finchley and are continuing to spread the word about our campaign to end domestic abuse to our partners, as well as within our own workforce so everyone can spot signs and support victims.

We introduced a new Community Skips programme, which has been a great success with 3071 households using the service in its first three months (late 2022). Our streets have continued to be cleansed at a high standard, and we have delivered Year 1 of our Improving Roads and Pavements Programme. Our Street Scene service has continually been delivering refuse collections throughout the year, and 99% of fly tipping has been collected within our agreed timescales.

Our Arts & Culture Strategy was co-designed with key cultural groups in the borough, and we are planning to establish a new Board to guide its delivery. Art and architecture have shone in our borough, with another year of the London Festival of Architecture, visiting our borough and through the creation of the Barnet Legends trail, to spotlight past figures who reflect the creativity, innovation and diversity of the borough.

In 2024, we saw our Fair Play Barnet playground built in Victoria Recreation Ground. The first-of-its-kind playground is designed with maximum accessibility and inclusivity so that people of all ages and abilities can play together – with a wheelchair seesaw, a wheelchair swing, a ramped multi-play unit, netted swing and much more. We believe play should be for all and will put this at the heart of our emerging Parks and Open Spaces Strategy.

Caring for people, our places and the planet

# In practice – Brent Cross Town

The Brent Cross Cricklewood regeneration programme is transforming this area of Barnet. Our award-winning Brent Cross West station opened in December 2023 and has dramatically improved the way people get around the area. Over 575,000 rail journeys were made to and from the station in 2024, and many people have benefited from better connectivity brought by improvements to the highway, new bus routes and a public overbridge that connects communities via the station across the railway to Brent, our neighbouring Borough.

In July 2024, we welcomed our first residents into new homes on Brent Terrace. These homes were the first to be completed anywhere across the Brent Cross Cricklewood regeneration programme and provide 47 replacement social housing, for residents living in the nearby Whitefield Estate. At our new neighbourhood Brent Cross Town, which

we are developing in partnership with Related Argent, Claremont Park and Exploratory Park continue to be popular and thousands of local people are benefiting from free events and activities hosted throughout the year.

The first residential buildings at Brent Cross Town have been completed with residents now moving in. Improvement works are due to get underway on Clitterhouse Playing Fields this year, as well as a new neighbourhood square and retailers set to open.

We have lots more on the way this year with a dedicated employment and skills hub and our first community space, which is being developed with input from residents and local organisations. The first office space also continues to take shape with Sheffield Hallam University due to open its London campus in 2026.



Caring for people, our places and the planet

# Our priorities for 2025-26

## Safe, attractive neighbourhoods and town centres

- Deliver the Improving Barnet's Road programme to maintain our highway network in a sustainable, safe and accessible condition
- Create vibrant, welcoming spaces that reflect residents' needs by developing our approach to making places, strengthening community connections and building local pride.
- Work with residents, local organisations, and the police to make neighbourhoods safer by reducing antisocial behaviour, addressing hate crime, and tackling violence against women and girls.

## Quality, affordable homes

- Proactively tackle the housing crisis by maximising our housing supply through regeneration in the borough, and through our Right Homes Right Places approach, focusing on homes that meet our residents' needs
- Prevent homelessness by working with local services to provide housing and personal support, especially for rough sleepers and those at risk.
- Prioritise digital inclusion by improving access to fast, reliable internet through the delivery of fibre broadband across the borough, helping residents connect, work, and learn.

## Borough of Fun

- Celebrate local culture and strengthen community identity with initiatives supported by the Cultural Impact Award, such as the Light & Flight Festival.
- Help community groups secure funding and resources with a new Funding and Sponsorship Toolkit to support local projects.
- Enhance public spaces with meaningful, community-inspired art by introducing Public Art Guidelines.



Caring for **people**, our **places** and the **planet**

# Caring for the planet

It is our promise that we will work faster and harder than ever before to make Barnet one of the most sustainable boroughs in London. Even though Barnet is one of the greenest boroughs in London, with more than 2000 acres of green land, annually we produce 1.08 million tonnes of carbon emissions. Around 240,000 children in London suffer with asthma - about one-third of these cases are linked to air pollution, and around half of London's air pollution is caused by road transport.

In May 2022, Barnet declared a Climate and Biodiversity Emergency, because we recognised that urgent action is needed. In 2023, we launched Barnet's first-ever Citizens' Assembly on Climate Change and Biodiversity, bringing together 60 residents aged 12 to 90 to develop recommendations in response to the question: "Barnet has declared a climate emergency. What more can we do together to make Barnet more sustainable, now and in the future?"

The groups came together at key points to share their experiences, ideas and recommendations. Themes explored by the Assembly were based on the council's sustainability commitments. Recommendations were developed following opportunities to share experiences and learn about climate change and sustainability in Barnet and beyond, aided by presentations and interactive activities.

We have set ambitious commitments and developed an evidence-led Sustainability Action Plan to put us on the path of becoming a net zero council by 2030 and a net zero borough no later than 2042. We recognise we can't work alone, and will work with neighbouring boroughs, the Mayor of London, TfL and others to get there. Our Action Plan prioritises a climate equity approach, meaning our actions will deliver a just transition with fair outcomes across the borough to neighbourhoods and communities.

We have been ranked in the top 18% of all local authorities nationally, through the 2023 Climate Scorecards and are proud of the change we have made since the start.

We've installed solar panels, LED lighting, and air source heat pumps in 36 schools, with an estimated annual carbon saving of 1,040 tonnes. We've donated 450 refurbished council laptops to residents to promote re-use. We've made all our pool car fleet 100% hybrid. We have an ambitious goal of planting 5,000 trees by 2028 and have already planted nearly 2000 trees. We've installed over 1,200 electric vehicle charge points since 2021, have published our Air Quality Action Plan and launched six school streets across the borough, to enable safer journeys for children.

Sustainability and caring for the Planet is embedded in all our practices and policies, and we have launched a Net Zero Decision Making Tool, to make sure our staff evaluate their impact on the climate through any decisions made. We've spread the word to our partners, launched a BarNET ZERO pledge to encourage businesses, charities and community organisations to make a public commitment to do their part in tackling climate change and becoming more sustainable. We opened a Green Skills Centre and continue to provide expert, one-to-one advice and microgrants to help local businesses make the transition towards net zero. In 2025 we will launch our Schools Sustainability Charter and will engage with communities to support sustainable practices in the Faith Sector.

Our residents and communities have been instrumental in our journey, joining us in our Barnet Climate Action Month and we will continue to keep those who live, work, or study in the borough engaged, informed and involved in everything we do. Together, we can become net zero.

Caring for people, our places and the planet

## In practice – The Skills Centre

The Edgware Construction and Green Skills training centre (The Skills Centre) opened in April 2024, with an official launch event in September. The centre was established with a mix of funding from the Edgware regeneration programme, Construction Industry Training Board (CITB) and Department of Education

This is the first Skills Centre in North London, offering built environment training, including trades and apprenticeships for new build, green skills and retrofit. It is employer facing, working closely with educational settings, providing training that responds to local need; increasing the likelihood that completers move into jobs or apprenticeships.

Enrolment for the first course began in May 2024 offering employability and an introduction to the construction sector with CSCS (Construction Skills Certification Scheme) test and card. This first course was sponsored by Wates, with funding from CITB. As part of the course, Wates provided a commitment of access to local job opportunities, apprenticeships and work experience placements on sites in the borough. The course saw seven Barnet residents attend and complete training. The first full timetable of courses to be provided through the autumn and up to Christmas 2024 was announced in August and included three eight-week CSCS & Retrofit & Insulation Bootcamps, two three-week Level 1 Green CSCS, and two three-week CSCS and pre-employment courses for new-build.

In addition to the training workshops and classrooms, the facility has a large shopfront space which is available to local resident facing organisations to use, including co-location by the BOOST's construction job brokerage team. The space has also seen activities such as 'Repair Shop' and recruitment events for local people.

Caring for people, our places and the planet

## In practice - Stop and Smell the Flowers

As part of the Edgware Centenary Programme, through a collaboration with UP Projects, artist Holly Graham was appointed to develop a new mural for Edgware on a prominent wall located directly outside of Edgware Station. The mural raised awareness of the climate emergency with a special focus on access to clean air and green space and involved over 75 local young people in its development. Sessions were held with FUSE Youth group at Stonegrove Community Trust, Year 4 students at Edgware Primary School, and Year 10 students at Northgate School, as well as at a drop-in session for the public at Edgware Library.

The final artwork references an archival billboard image and incorporates the words 'Stop and Smell the Flowers' a slogan taken from a poster created by Teodora, a local young person who participated in the workshops. The artwork was complemented by a digital campaign developed in collaboration with Clean Air Barnet and Middlesex University, that further looked to inspire people to take action displayed on a digital advertising screen run by JC Decaux UK. A mural working group consisting of representatives from TFL, Ballymore, Barnet Council, British BIDs and Stonegrove Community Trust were involved in supporting the development of the project from the start.



# Our priorities for 2025-26

## Journey to Net Zero

- Make the borough greener and more climate-resilient by refreshing the Sustainability Action Plan, including planting 900 new trees
- Reduce carbon emissions and lower energy costs for residents by launching a neighbourhood pilot programme that makes homes and places more sustainable and resilient.
- Promote sustainable travel, reduce congestion, and improve air quality for all residents by launching the new Transport Strategy, making it easier and healthier to move around the borough - including a new 20mph zone policy to improve safety

## Enhancing the local environment

- Invest in sustainable flood defence, alleviation and drainage schemes delivering Sustainable Urban Drainage (SuDs) schemes at Watling Park and Friary Park.

## Enhancing green spaces

- Nurture vibrant, accessible green spaces by developing a new Parks and Open Spaces Strategy and Local Nature Recovery Plan, supporting biodiversity and improving residents' quality of life.



Caring for **people**, our **places** and the **planet**

# Engaged and effective council

In Our Plan for Barnet, we committed to being a 'listening council' that works with residents and communities, building meaningful dialogue for a better Barnet. We have already started transforming how we operate as a council—making it easier for residents to access our services, acting on their concerns, and involving them in decision-making. As part of this ambition, we are also striving to become an employer of choice.

We want residents to feel informed about what the council does and be involved in decision-making where possible. We know that our residents understand their own needs best, which is why we actively seek their voices through initiatives like My Say Matters, our Adult's Involvement Board and other co-production opportunities. That's why we have also introduced a community listening programme, visiting and listening to community groups across the borough. We launched our Citizen's Panel where a representative sample of residents have been invited to participate in the development of our strategies and campaigns, with more planned this year. We held a series of events in the borough, in partnership with residents, to bring people together and celebrate the diversity and richness of our borough.

We established a new Community Participation Toolkit to help our staff with resources to support community participation in our work and have shared this with Barnet Together, our voluntary sector partner.

We have ensured that we pay London Living Wage to our staff and those employed by the Council's family of organisations and will continue to encourage all contracted-out services, commissioned services and other organisations in Barnet to do the same.

We've worked hard to try and make it easier to access council services, and we've seen an improvement in the percentage of residents who agree that we are improving the resident experience. We've been trialling in-person drop-ins across different libraries to better support more vulnerable residents. We've refreshed our website to improve its design, making it even more accessible with a BSL add-on available and we've added an 'ASK Barnet' chat function to direct people to the right place at the right time. We are also looking at pioneering ways to advance technology to better the way we work at the council.

This year, we ran a pilot for our d/Deaf and hard of hearing residents, we have been working with the Jewish Deaf Association to undertake an in-depth understanding of what we could be doing better. We've since improved our website accessibility tools, including British Sign Language translation videos. We are also developing our deaf awareness training offer for staff.

Of course, key to an engaged and effective council is our workforce. We want our staff to feel valued and feel proud to be a part of Team Barnet, and we will continue to strive to be a great place to work, building on our successes of inclusive practices. We want our workforce to be informed and culturally aware so that we can best represent our communities and are embedding a new workforce strategy this year.

Finally, being financially sustainable is more important than ever. We've been working hard to deliver savings across the council, exploring invest to save options, and re-shaping our transformation programme to focus on financial sustainability. We will continue to maintain a robust and rigorous approach to spending so that we can continue to deliver the best possible for our residents with the budget we have available.

**Caring for people, our places and the planet**

# In practice – Community Listening Programme

Our ambition to become a 'Listening Council' has shaped our approach to engaging Barnet's diverse communities and we strive to foster meaningful dialogue with residents. Central to this is our Community Listening Programme, a key part of Together, Barnet's Community Participation & Engagement Strategy.

This programme is built on the principle of bringing people together, residents, cabinet members, and senior council officers, to foster genuine dialogue and collaboration. Through a series of roundtable discussions, we have created spaces for community leaders to share their experiences, raise concerns, and propose solutions that matter to them. This has included discussions with over 30 different organisations across the borough, with representation from Barnet's Black, Muslim and Orthodox Jewish Communities. The programme is a valued part of the council's dialogue and co-production commitment, and these events have focused on deepening relationships with and amplifying the voices of minority groups, on topics proposed by the communities themselves. The discussions have resulted in council action in various areas, including partnerships to mark notable calendar events and creating feedback routes to communities for council service and development updates.

Building on these conversations, during Hate Crime Awareness Week 2024, representatives from across Barnet's communities came together to talk about what community cohesion means to them, and how we can work together to tackle hate crime and division wherever it arises. The event was a testament to the strength of Barnet's communities, united in our shared commitment to building a borough that is inclusive, safe, and proud of its diversity.

Complementary to this programme, since 2022, the Leader Listens initiative has brought the Leader of the Council into the heart of our communities. Through listening circles with local community groups, the Leader has personally connected with residents to hear their concerns, suggestions, and aspirations. These sessions have prioritised lesser-heard voices, focusing on communities where council services have a significant impact.

Through these listening programmes, we are committed to continuing to build trust, strengthen connections, and work closely with residents to make Barnet a better place for everyone.



Caring for **people**, our **places** and the **planet**

# In practice – Resident’s Perception Survey

Listening to and engaging with our residents is at the heart of how we shape and deliver services. Carrying out our Residents’ Perception Survey (RPS) helps us better understand what our residents need so we can make informed decisions that truly reflect the voices of those we serve. We are always looking to improve our service delivery to make Barnet a great place to live, work and visit.

Our Residents’ Perception Survey is split into an adults’ survey (aged 18+) and a young persons’ survey (aged 11-18). We want to get a full range of opinions and select participants that are representative of the whole borough. We interviewed 2,014 residents (18+) and 500 young people, with a complementary adult’s survey via our Citizens Panel with 554 responses received.

Overall, the results were very positive and held up well against London and national comparators. For a full list of all our findings, please visit our exciting Resident Perception Surveys Dashboard where survey indicators have been organised into thematic areas and enabling viewing by ward or demographic group.

At a time when the council is facing significant financial pressures, we need to make sure that we are targeting areas that can make the greatest impact. Our RPS findings give us the insight we need to understand where we can improve and where it matters most to our residents. Using analysis, we have delved into understanding which of our resident groups are most dissatisfied across all indicators so that we can do better.

We identified ten categories of residents who have lower levels of satisfaction – six based on geographic location and four demographic groups:

- Residents in six wards (mostly in the West, with a few in the centre of the borough)
- Disabled residents
- Aged 55-64
- Homeowners
- Those living in Barnet’s most deprived areas (according to deprivation data)

From looking across all the indicators, these residents report lower satisfaction levels across four indicators; we have already started initiatives across the council to address these concerns and improve outcomes.

## 1. Community Cohesion

We have held a series of Cohesion Conversations, a Community Listening Programme and a series of community events. We have a borough-wide community cohesion campaign in the works to spread messages of togetherness and belonging

## 2. Local neighbourhood

Our roads and maintenance programme will address issues with roads, and we will continue to ensure we are patrolling littering hotspots

## 3. Early years education

We will continue to prioritise an excellent education for all, making sure we build a resilient future generation

## 4. Council value for money

We will be open and transparent with our budget pressures as we have been in this document, and continue to engage and consult where we can

# Our priorities for 2025-26

## Community participation

- Involve residents in shaping and co-producing services through community participation by continuing Adult Social Care Engagement, expanding the Involvement Board, and engaging children and young people through My Say Matters.
- Strengthen community cohesion by broadening the Community Listening Programme to ensure all voices, especially from underrepresented groups, are heard and acted upon.

## Working in partnership

- Build stronger, more connected communities by supporting Barnet Together, our voluntary and community sector partner, helping them deliver projects that create positive outcomes for residents

## Improving access to services

- Make support services easier to access by developing a one-stop model that uses technology and data to deliver faster, more personalised assistance.

## Financially responsible

- Ensure the long-term financial sustainability of council services by delivering recovery plans and savings while maintaining good services for residents.
- Deliver our financially responsible programme, focusing on key workstreams to identify savings and ensure resources are used efficiently while maintaining quality services for residents.

## Great Place to Work

- Promote equality, diversity, and inclusion within the council by delivering an internal action plan, ensuring a fair and inclusive organisation that supports all residents.
- Attract and retain skilled staff to ensure the council can deliver excellent services for residents by developing a workforce strategy and supporting staff wellbeing through the Workplace Wellbeing Action Plan.

## Neighbourhood working

- Enhance collaboration and visibility of local activities by taking learnings from our new pilot 'Love Grahame Park Community Participatory Fund', improving relationships between residents, local partners and the council.



# Get involved

Here are some ways you can get involved to stay informed and make your voice heard:

## **Barnet First eNewsletter**

Subscribe to our online newsletter for service updates, community events, jobs, competitions, local news and lots more in your inbox, every Wednesday. [Subscribe here.](#)

## **Barnet Question Time**

These quarterly online sessions give residents the chance to put their questions to the Leader and his Cabinet. [Find out more.](#)

## **Engage Barnet**

Participate in local discussions, consultations and research that interests you in Barnet. [Please click on this link.](#)

## **My Say Matters**

Barnet Council wants to talk and listen to young people and families that use our services. Tell us how well we are doing and what we need to do differently to help us make the changes that you want to see. To get involved or find out more, please email us: [mysaymatters@barnet.gov.uk](mailto:mysaymatters@barnet.gov.uk)

## **People's Voice**

Anyone with experience of adult social care can join People's Voice, including carers. This is a programme where you can participate in focus groups, events, surveys to help make change in topics that are most important to you. To find out more information and to sign up, [please follow this link.](#)

## **BarNET Zero Newsletter**

To receive the latest sustainability news and events from Barnet Council, including grant funding opportunities and support you can subscribe to the BarNET ZERO newsletter: [www.engage.barnet.gov.uk/net-zero](http://www.engage.barnet.gov.uk/net-zero)

## **Barnet Business Buzz eNewsletter**

Subscribe to our monthly online newsletter providing support and advice to businesses and the self-employed. [Subscribe here.](#)

## **Barnet Business Breakfast Briefings**

These quarterly in-person briefings provide support and information to local businesses and the self-employed, as well as great networking opportunities and the chance to question the Leader. The events are advertised through Barnet Business Buzz eNewsletter.

## **Employment and Skills eNewsletter**

Subscribe to our quarterly online newsletter for information about apprenticeships, jobs and training opportunities. [Subscribe here.](#)

## **Youth First eNewsletter**

This online newsletter provides information on what's going on for children and young people in Barnet. [Subscribe here.](#)

## **Contact the Council**

If you have any other questions, please get in touch via our website: [Contact the council](#)

**Caring for people, our places and the planet**