

Annual Report 2013-2014

Inspire

Engage

Enable

Empower

Enhance

2014 and Beyond | Working Together Works

Enlightened vision

A society where the passions and energy of residents, communities and organisations can come together to contribute to causes they believe in and to design creative solutions which make Barnet a better place.

Steadfast mission

To inspire residents and organisations to work together and strengthen all our communities.

Strong ambition

To empower organisations to strengthen communities by delivering first class services.



Honorary President's Report

Antony Jacobson



CommUNITY Values

The values by which we live, it is often claimed, we learn in our earliest days, from our families. But our families do not exist in a vacuum, they live within communities whose values they adopt and pass on to us. Our communities are multiple; personal, social, economic, voluntary, political, sporting - we relate to others in many different ways. CommUNITY Barnet, the organisation of which I have the privilege to be president, represents one such community. It is a community of Barnet-based organisations that supports members of our borough, often those less able to represent themselves or who require help in dealing with the complexity and constant change of today's world.

CommUNITY Barnet was created over thirty years ago and still functions today as an organisation that seeks to enable the many voluntary bodies of the borough to carry out their work most effectively.

Their activities help Barnet become, not just, as the media call it 'a leafy suburban borough' but a genuine caring community. This is a community in which caring for others plays a major role in ensuring that the needs of those who require it are more adequately met and in many cases where the need is greatest, can help relieve suffering and make life bearable.

The voluntary and community organisations in Barnet,

as elsewhere, are problem solving organisations for those who have problems. Life for many is too often difficult, especially in dealing with the restrictions that the statutory sector finds itself required to impose. As an organisation, CommUNITY Barnet stands between and with the voluntary and the statutory sectors, helping both understand and work united to the benefit of the residents of Barnet. The values, as an organisation, we try to represent are those that derive from civic responsibility, the responsibility of all of us to support those less fortunate than ourselves.

I grew up in times when it was considered natural and a duty for a country to stand together, to be aware of and help our neighbours and others in our community. It was for this the National Health Service, universality of free education, the welfare state and other unquestionably beneficial national institutions were created. It is saddening that over recent decades there has been too often a lessening of that important value, the sense of community. What has been encouraged is much greater emphasis on the interests of the individual rather than those in the community as a whole. This manifests itself in a troubling trend of selfishness rather than of shared public interest.

I am, nevertheless, happy to commend to you the way the voluntary and community sector resists this

movement toward divisive individual or sectional interests. This borough, our society, is a better place for all of us when we share fairly a beautiful, peaceful, largely law-abiding, tolerant country in which we care for others whose needs may be different or greater than our own.

CommUNITY Barnet and its hundreds of affiliated organisations constantly work toward that aim. In so doing, they help ensure Barnet embodies the civic values that build a welcoming and caring community in which we can all feel privileged to work and to live.



"The voluntary and community organisations in Barnet, as elsewhere, are problem solving organisations for those who have problems" ..

Antony Jacobson

Board of Trustees 2013-14

Mrs Sheila Burgoyne

Ms Susan Clydesdale-Cotter

Mr Christopher J Cormie

Ms Kirpal Dhadda

Mr Adam F Goldstein

Mr Andrew Harper

Mr Antony H Jacobson

Mr Seun Oyefeso

Dr Vince Padi

Mrs Elaine Runswick

Mrs Jyoti Shah

Mr Tony Vardy

Ms Barbara A Moody*

Mr Nigel Farren*

Miss Emma Isaacs **

“In the coming 12 months we will strive to represent the sector to the best of our abilities. We will continue to dedicate ourselves to meeting the local VCS’ aspirations for CommUNITY Barnet to act as an advisory and leadership infrastructure organisation. And, working in tandem with the many voluntary groups across the Borough, we will do the very best we can for Barnet’s lifeblood; its community”.

*Resigned 4 October 2013

** Resigned 16 September 2013

Inspire

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Co-Chairmen's Report

Tony Vardy
Adam Goldstein



It is right that we begin this year with a note of thanks. We became co-Chairs of CommUNITY Barnet in October 2013 having taken over from the previous chair, Geoff Salmon. In his time as trustee and chair of our organisation Geoff went above and beyond for the cause of CommUNITY Barnet. In 2012 he agreed to stay on for an additional year to help settle Julie Pal, then our new CEO, into the role. Julie, the Board, and not least we ourselves are hugely grateful for Geoff's passion and commitment during his many years with CommUNITY Barnet.

If there has been one constant to our first year as co-Chairs it has been change. The premises in which we began the year were not those where we have ended the year. The fiscal situation with which we are now faced, as is the case for the entire third sector in Barnet, is even tougher now than it was 12 months ago. We have said goodbye to some valued Trustees whose time on the Board came to an end, and to whom we say a huge thank you, and have also welcomed some new faces keen to strengthen the organisation with their skills and experience.

If there is one thing that has not changed over the past year it has been the dedication, passion and hard work of the staff and volunteers of CommUNITY Barnet. We have them to thank for a re-energised organisation; for Healthwatch Barnet being a case study in good practice to the rest of the country; for the delivery of workshops and capability-building making a

real positive difference to the strength of Barnet's voluntary and community sector; for supporting volunteering in a Borough dedicated to giving its time to good causes; and for a much longer list of occasions where they have made a difference, a selection of which are covered elsewhere in this report.

On behalf of the Board we would like to thank all of CommUNITY Barnet's staff and volunteers for their exceptional support and enthusiasm. Financial issues have formed an on-going focus for the Board this year. We should take this opportunity to thank both the in-house staff and our honorary Treasurer Seun Oyefeso for their extensive efforts. These have helped us to work through a detailed financial analysis and to develop a robust and sustainable budget and financial model going forward in an age of greater demands on the voluntary sector. With ever-reducing funds, we have to thank Julie Pal for instigating first class rigour in our project management, accounting and reporting.

The challenge this revealed for our future healthy finances has concentrated all our minds, and we now have a wide range of actions in hand to use all our resources at optimum efficiency and to broaden and deepen our sources of funding. At the time of writing, while still 'work in progress', we are moving forward strongly on implementing these plans. We are well aware that there will be significant challenges in the year ahead. Not-for-profit organisations can no longer take government funding

(central or local) for granted, and we are no different. The future health of CommUNITY Barnet relies on establishing additional revenue streams, including funding from corporate partners and individual donors, revenue-raising events, and extending our traded services. This will allow us to continue our vital role in helping Barnet's VCS step up to the plate in its delivery of services previously provided by statutory agencies. And if there's one thing our 'State of the Sector' report highlighted, it is that the rich diversity of the VCS in Barnet means there can be no 'one size fits all' approach.



Tony Vardy

Adam Goldstein

CommUNITY Barnet



It has been a very busy and productive year

Chief Executive Officer's Report

Julie Pal



CommUNITY Barnet's 2013/14 Annual Report is testimony to the extraordinary range of work we have been involved in over the past 12 months. Our year at a glance slides show the extent of our reach, our achievements, our challenges and most importantly our growing confidence at being able to tell our story.

Achievements like this do not come easily – the Operations and Contract Management Team had to oversee two office re-locations; overhaul our IT infrastructure without disrupting business continuity and kept us supplied with humour. The creation of the Partnerships and Innovation Team saw the establishment of the Fundraising Coaching Service, publication of the State of the Sector Report and successful completion of our Lottery funded Basis Programme.

Healthwatch Barnet launched on 1 April 2013 has gone from strength to strength culminating in Linda Jackson winning 'Volunteer of the Year award' and the Team being highly commended for outstanding Healthwatch team by Healthwatch England.

Our Volunteer Centre has reasserted its pole position with the return of Misha Bhatt from maternity leave. Thanks to Robin Charney for holding the reins in her absence.

Both the Timebanking and Volunteer Youth Engagement Projects have flourished over the past 12 months.

The Children and Young People's Team carries on reaching parts of the sector and the community that can so easily be overlooked. Their work with the Gypsy, Roma Traveller community increases trust and understanding as does our successful 'Give and Get Given' project to implant volunteering good habits into local children and young people.

CommUNITY Barnet's board continues to inspire us all. Our new strategy subtitled 'working together works' confirms our renewed vigour to build new relations across sectors which has been hugely confidence inspiring not just for CommUNITY Barnet but the wider voluntary and community sector.

2014/15 will be a crucial time for CommUNITY Barnet – our key service level agreement with the local authority will be converted to a contract published on the open market; we will be taking a full-cost recovery approach to managing our finances and we will continue to support local voluntary, community and charity organisations to become better prepared as the public sector continues to transform and shrink.

Julie Pal



Children and Young People's Team

2013-14

strengthening families
strengthening communities

Our parenting programme rolled out throughout the borough in schools and community settings to

32

parents



26 Newsletters
33 Newsflashes
17,966
contacts



60
Children receiving our Bobby Panel newsletter

12 Weeks - 10 Projects - 156 Young People



Gypsy Roma Traveller Project

15 People completed their 8 week driving theory practice sessions

8 Parents completed their 12 week literacy course - Funded by Barnet College

5 Parents completed the Strengthening Families Strengthening Communities Parenting Course

Monthly CAF surgeries

12

Started weekly DBS surgeries

20



301

Building Communities Changing Lives

Consultation



210

Responses to 'Feeling Safe' Youth Survey

healthwatch
Barnet

100

Children and young people shared their views on health and social care services



97

Young people, parents & professionals consulted on the effects of cyberbullying & self harm and what support is required



89

Young people consulted on school nurses & the service they provide

Children and Young People's Team

Building Communities
Changing Lives



CommUNITY Barnet's Children and Young People's Services team continued its role as the strategic voice of voluntary and community organisations delivering services to our most vulnerable children and young people.

Over the past year the team has brokered new relationships, tested new ways of working, acted as the voice for the voluntary sector, engaging with Barnet's charities and not-for-profit organisations which deliver services to children, young people and families. Traditionally regarded as one of the strongest, most vibrant and diverse section of the voluntary and community sector – these independently funded organisations deliver their services in education, early years, youth work, social care, sport, arts and culture with a passion and commitment to continuously improving and enhancing opportunities for our children, young people and their families.

Thanks to our funders Barnet Council, Barnet Homes, Barnet Safeguarding Board, John Lyons and the Big Lottery Fund we designed and delivered a range of services which supported statutory services, empowered local organisations and inspired young people to achieve their potential. We continued to be the 'voice of choice' for our statutory partners through our participation on Barnet's Children's Trust Board, Safeguarding Board and with other strategic boards; brokering relationships with the sector; establishing new partnerships and

reaching out to new organisations.

Safeguarding children and young people lies at the heart of everything we do. Mindful of our responsibility we have used our Children and Young People's forum (CYPNET) to create a safe space for the children's and young people focussed voluntary sector to meet, engage and debate.

Membership

- We have over **200 voluntary** and community groups and **100 partners** from statutory services who are part of our CYPNET membership
- Our fortnightly CYPNET e-bulletin reaches **18,000** contacts detailing policy updates, training opportunities and funding news.

Engaging children and young people

Bobby Panel

- 56 primary children actively participate in the Bobby Panel – designing a new mascot and letterhead for newsletters
- BOBBY members have taken part in The Childcare Sufficiency Audit
- Work has continued with schools to increase current membership
- Learning opportunities to increase life-skills and promote civic activity have been a vital element of our work.



Our Key Achievements

Building Communities
Changing Lives

Give and Get Given Project



Top: Survey Results

Bottom left: Times Newspaper article

Bottom right: Give and Get Given Marketing Poster

Give and Get Given Project

- 156 young people participated in the Give and Get Given programme commissioned by Barnet Homes to introduce volunteering to young people

Safeguarding Children and Young People

- We continued to build safeguarding capability across the sector. Under the leadership of the Lead Family Support Manager and the Safeguarding Officer, Participation Service and Gypsy Roma Traveller have delivered services to over 200 organisations and individuals.
- The local VCS are responsible for initiating 4% of Common Assessment Frameworks as part of their commitment to safeguarding children and young people.

Youthshield

- Delivered the workshop "How to set up a Junior Safeguarding Children's Board" to other London boroughs
- Finished the Allegations Alligator leaflet (about allegations against staff) for the Barnet LADO to distribute
- Involved in interviews for the post of Youth Engagement Officer
- Created, distributed and collated the data from the consultation regarding young people's attitudes towards the Police and Youth Services around safeguarding
- Agreement to set up a HealthWatch young people's subgroup following the completed survey around young people and health and social care
- Completed the pilot for Healthy Relationships' peer to peer training
- Secured funding to deliver 30 Healthy Relationships sessions
- Young people aged 16-25 trained by an organisation called 'Tender to deliver Healthy Relationships' training in schools and youth settings
- Delivered Healthy Relationships training to Burnt Oak Youth Centre, Meadway and Pavillion with schools booked in after March 2014
- Took part in the Voicebox Youth Conference

Our Projects Empower Young People in the Community

Building
Communities
Changing Lives



Give and Get Given Project

Project Organiser Bilal Khan:

“I think this is different to other schemes because young people are all taking part and helping because they want to, not because they have been told to.”

The Give & Get Given project took place across the borough over a period of 3 months engaging 156 young people, from the age of 8 to 19, in 10 different projects.

The project aimed to empower young people to make a difference in their communities by helping others,

tasks such as gardening, light painting members of the Stonegrove Estates Youth Project (SEYP) cleared waste from the community centre, which was reported by the local press.

This project enabled young people to see the benefits of volunteering and enabled them to recognise the value of their contribution. It has received glowing reports from the vast majority of participants, parents of young people and host organisations, many of which recommended that a project of its nature should continue to exist in the longer term, especially after seeing the many benefits of such a project.

The estate's youth forum chairman Tyrese Nana Adu-Gyamfi (15):

“I think it has been really good for the young people of the estate. It has been a chance for them all to get to know each other better but also to volunteer and work alongside other people from the community. This project shows that young people do want to volunteer, take pride in their community and they are not afraid to get involved.”



“I learnt about nature, hard-work, team-work and bonding skills”

(Ching-Ying, 16)

“Helping is good for everyone” (Shemarie, 9)



“It was a new experience and it was hard work and very satisfying to see what we accomplished”
(Keith, 19)



Young people volunteering for the Give and Get Given Project

Project Organiser Bilal Khan

Our Projects Contribute to Children's Overall Education

Building Communities
Changing Lives



Farid Mall from Paiwand:

"The project is going very well, and already making a remarkable difference in tackling the under-achievement of children referred to it by Barnet schools."

- **Over 30 supplementary schools are organised by voluntary groups providing mother tongue, cultural and national curriculum classes to children and young people aged 5-19 years old in Barnet.**
 - The Barnet Supplementary Schools Forum (BSSF) provides networking and information to help to develop service quality, support partnerships with maintained schools and links with the Council's education services.
 - There is evidence that they have been instrumental in tackling under-achievement of children from certain ethnic groups. They do this by teaching children their mother tongue and ethnic heritage, thus increasing their confidence.
 - Often staffed by volunteers, they offer a valuable extra dimension to the formal schooling of children from a wide range of communities.
- On Thursday 8 May 2014, a series of presentations were made at the Barnet Council Learning Network Inspectors' meetings to emphasise the contribution supplementary schools make in children's education, and to discuss ways of enabling effective partnerships with mainstream schools.
 - The Network meetings are organised by Barnet Children's Service, and attended by mainly primary Schools Heads, or their representatives.
 - Farid Mall from Paiwand outlined the partnership projects his organisation has established with Barnet and Harrow primary schools, which has been funded by the Paul Hamlyn Foundation to work with 18 schools in these two areas.
 - Barnet supplementary schools are supported by both the NRCSE and CommUNITY Barnet, which provide safeguarding and a quality framework for them.



Top left: Barnet Supplementary Schools Forum logo
Left and Right: Tarbiyat School's Essay Competition

Our Projects Promote Good Parenting in the Borough

Building Communities
Changing Lives



Yasmeen Alam, graduate from the SFSC parenting programme (of Afghan origin):

“The course has made me more patient with my children. I am more confident and positive now about my ability as a mother and I have more knowledge in issues that relate to child behaviour, rewards and motivation.”



SFSC Parenting Programme Graduation Ceremony

The Barnet CommUNITY Parenting Consortium was formed in response to a need for minority and hard to reach communities to engage more actively with statutory and specialist services. Our parenting classes have a higher than national average attendance rate.

- The consortium is made up of supplementary schools and community based organisations.

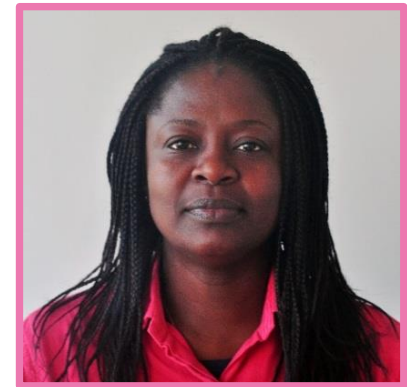
- Facilitators are experienced community workers who are trained and accredited by the Race Equality Foundation to deliver the Strengthening Families Strengthening Communities (SFSC) parenting programme - a 13 week course for anyone involved in bringing up children between the ages of 3 and 18 years.
- It promotes protective factors associated with good parenting such as developing close parent-child relationships, promoting self-discipline and self-esteem, as well strategies for anger management.
- We have delivered up to 25 programmes across Barnet resulting in 222 parents and carers from different minority ethnic communities successfully graduating. Countries of origin include Albania, Iran, Iraq, Turkey, Somalia, Nigeria, England, Jamaica; Columbia; Afghanistan and Poland.



SFSC Parenting Programme Graduation Ceremony

Community Parenting Officer, Zoe Kattah:

“Most migrant parents find that due to language, cultural and educational barriers that they and their children are living in parallel worlds which result in challenges within the home, school and the wider community.”



The programme offers parents different processes of discipline to reduce negative behaviour and promote positive behaviour in their children. By the end, parents gain confidence in most areas of their lives: from being a parent or a partner; career and business aspirations; to supporting their children's education in school.”

Healthwatch Barnet

2013-14

The Consumer
Voice of Health
and Social Care
Users in Barnet



272
people have used our
information, advice
and signposting service

30,179
contacts received our
newsletters



1008
people had direct contact
with Healthwatch Barnet

30
Total Enter and View visits
have been completed

64%
of homes visited have
implemented at least 1 of
our recommendations

9
Enter and View
visits carried out in
local hospitals

698
Contacts
through social
media reach



GP Report on
improvements
to the
appointment
system and
support for
people with
disabilities.



Our Charity Partners



Healthwatch Barnet

The Consumer Voice of Health
and Social Care Users in Barnet



Welcome to the first report for Healthwatch Barnet.

We would first of all like to thank all our 43 active volunteers who have given their expertise, time, commitment and passion to improving health and social care services in Barnet and putting the voice of local residents at the forefront of Healthwatch Barnet. We could not have achieved the range of activities in our first year without their hard work, passion and commitment.

Healthwatch was established through the Health and Social Care Act 2012 to give users of health and social care services a powerful voice locally and nationally. Healthwatch Barnet was established in April 2013 and is part of a national network led by Healthwatch England.

Leading one of the largest partnership consortium within the Healthwatch network, Healthwatch Barnet works with ten of Barnet's charity and voluntary sector organisations which have been instrumental in helping us to succeed.

We would like to thank our charity partners for their support in promoting and disseminating information about Healthwatch and for their work in liaising with some of Barnet's key communities, including those that are vulnerable, under-represented or seldom heard.

We would also like to thank our delivery partners and the residents and organisations of Barnet Council Partnership Boards who supported Healthwatch Barnet through its first year.

We are the independent voice for residents of Barnet who use health and social care services. Our vision is of a thriving and active community of Barnet people who want to influence and contribute to the development and delivery of quality health and social care throughout the Borough

Our key achievements:

Reaching 30,000 contacts with information about Healthwatch and health and social care services

Reviewing services at 11 care homes for older adults (a total of 18 visits) 3 hospital wards for people with mental health conditions, 3 residential settings in the community for people with mental health conditions, and 6 hospital wards

Encouraging changes to the GP appointment system and support for people with disabilities, by presenting recommendations to the Barnet Clinical Commissioning Group (CCG) Board, the Local Medical Committee of GPs and the Practice Managers' Forum

Barnet CCG commitment to providing longer appointments for people with learning disabilities and

providing information in an Easy-Read format.

Giving guidance and information about health and social care service entitlements to nearly 300 people in Barnet.



healthwatch
Barnet

Healthwatch Barnet



Our projects influence change in health services

The Consumer Voice of Health and Social Care Users in Barnet



Quote from an Enter & View Volunteer:

'The most satisfactory reason for signing on to do Enter and View is the feeling that we can provide a voice for users to express their opinions, highlight good and bad practice, to feel we are listened to by the providers, and gradually the quality of life of residents, patients and service users will improve.'

- Healthwatch Barnet has a very strong team of Enter and View Authorised Representatives who are volunteers with a keen interest in improving the quality of care in the Borough.



- They undertake observational visits to Health and Social Care Services talking to residents, relatives and staff, and reporting on what they have seen, highlighting suggested improvements as well as good practice.
- The volunteers have visited services in 3 different service areas - Care/Nursing Homes for Older People; Mental Health Services; and Hospitals.
- They have visited 11 different care/nursing homes for older people; 5 Mental Health services, 6 Barnet Hospital wards. Several of the services have also been revisited to follow-up recommendations meaning that a total of 30 visits have been carried out.
- We visited 6 wards at Barnet Hospital in mid 2014 looking at the food, care and support that patients receive during mealtimes. We talked to many patients and their relatives and carers about this important aspect of care, giving us a clearer picture, and enabling us to make a number of recommendations which we hope will improve the situation for current and future patients.

Quote from Care Home Manager:

'I thank you for your input and visit, I believe we all want the best for the residents we are caring for and your support is welcome.'



Georgina Bream, Development Officer from Healthwatch England presenting Linda Jackson with her volunteer award 2014

healthwatch
Barnet



2013-14

Number of registered volunteers

208

Total Live Volunteering Opportunities
New Volunteering Opportunities 78

167

Number of organisations with whom
we have worked

25

LBB Volunteer Fair – organisations
represented

29

Volunteer Centre Barnet is accredited by
Volunteering England and Greater London Volunteering

45,000

Barnet residents volunteer for
at 2½ hours per week

worth

£73,000,000

Training and Workshops

Successful Volunteer
Recruitment

18 organisations attended

Volunteer Management Boot
Camp

11 organisations attended



... trying to make a difference
through a thriving local voluntary
and community sector



336
members



Timebanking UK

62

Timebank
members



189

Hours
exchanged

Be
challenged

Be a
volunteer



2013-14 has been a year of transition for the Volunteer Centre. Whilst Misha Bhatt was on maternity leave Robin Charnley was appointed as the interim Head of the Volunteer Centre.

This is a brief update on the work of Volunteer Centre Barnet (VCB), summarising our experiences of the previous 12 months.

Brokerage

Brokerage is a key element of the work of VCB. Responding promptly to both individuals (interested in volunteering) and organisations (seeking volunteers) has been an ongoing priority.

To streamline resources we moved from using the labour intensive Do-it website to publishing a local opportunity bulletin – Volunteer SELECT! – which is updated weekly via the CommUNITY Barnet website. Enquiries from both individuals and organisations are received either via the website or directly to staff/volunteers at VCB.

Other aspects of VCB

VCB continues to operate within the context of the 6 core functions laid down by Volunteering England and reflected within the VC Quality Assessment scheme. In addition to Brokerage these are:

Marketing volunteering

VCB has attended 6 public events during the year to promote the value of volunteering and the role of the VCB. This has included events at Middlesex University and Grahame Park. VCB recently updated its promotional literature and display banner.

The CommUNITY Barnet website is an important medium for promoting volunteering and has been revised over the last year to include:

- Volunteer DIRECT! page, with links directly to key opportunity providers (e.g. Age UK, Barnet Libraries)
- Volunteer SELECT! page introduces branding for the opportunity bulletin
- Background information for potential volunteers and volunteer-involving organisations

All staff at VCB are fully trained on updating our web pages and the system now provides a more efficient service.

Good practice development

CB has organised 2 good practice events this year (27 March - Get Them In! and 10 September - Volunteer Management Boot Camp) focussing on the front end (promotion, recruitment of volunteers) and providing

an overview of all aspects of volunteer management for smaller organisations. VCB also provided mental health awareness training in conjunction with Eclipse (9 October) and contributed a session to a volunteer management programme provided by Jewish Volunteer Network (4 November).

Develop volunteering opportunities

VCB has worked with a number of local organisations to improve access to volunteering by a wider range of people. This has included sending opportunity information directly to local agencies (e.g. The Network) where the staff have time to work with individuals to encourage volunteering.

Policy response and campaigning

A key current issue is the inclusion of volunteering as a requirement of JobCentre Plus for those in receipt of a welfare benefit . VCB has experienced increasing numbers of people contacting them as a result of Job Centre Plus interviews.

Subsequent follow-up of this cohort of potential volunteers has revealed challenges in the system. This is not purely a local issue and is being addressed by National Council for Voluntary Organisations .



Volunteer aged 24:


“ I enjoy volunteering because I get to give something back to the community and gain the experience I need to get into paid employment ”

Since the beginning, over 8,900 individuals have registered with the Volunteer Centre, and over 425 organisations. There has been more than 1,120 opportunities for individuals to choose from (90% of these opportunities can take more than 5 volunteers each).



Workshop with First Rung students

Marketing Poster



CommUNITY Timebank

What is Timebank?
Timebank is an informal way of bringing local people together to help each other out by doing small jobs, favours or tasks.

**Give an hour
Get an hour back!**

*What could you help with?
What do you need help with?
Get in touch to find out more!*

For more information call or text Jennifer Mahon on 078 0934 2940 or email jennifer.mahon@communitybarnet.org.uk

@ctimebank /communitytimebank

CommUNITY Barnet, Volunteer Centre Barnet, 7th Floor Barnet House, 1255 High Road, London N20 0EJ
Registered Charity 1071035
Company Limited by Guarantee 3554508

Volunteer Centre Barnet has created the first Timebank for residents in Barnet. Funded by the Health & Social Care Volunteering Fund, Timebank focuses on addressing health and social care needs in the Burnt Oak area.

CommUNITY Timebank is an informal way of bringing local people together to help each other out by doing small jobs, favours or tasks.

Alexios, part of CommUNITY Timebank:

“ I was unsure how I could benefit from Timebank, but after just 3 months of being part of CommUNITY Timebank I have helped others for a total of 23 hours; gaining knowledge, advice and useful tools. As a result of Timebank I am also currently working on delivering a project for Job Centre Plus. I'd recommend Timebank to anyone - give it a go, you have nothing to lose and everything to gain! ”

Partnerships and Innovation

Connecting People,
Connecting Communities



The Partnerships and Innovation Team has had a busy year scoping our new projects, developing new initiatives such as the Fundraising Coaching Service, successfully completing our Big Lottery Fund Basis Project, installed a new website and increased our social media presence.

Fundraising Coaching Service - funded by the City Bridge Trust

This was launched in July 2013 and operated from September to June 2014. The service offered organisations up to 6 sessions with Bill Giles of Beth Upton Freelance Fundraising, who coached people to achieve their particular fundraising goals. What Bill didn't do was "do it for you"; instead people acquired relevant skills they could continue to use in the future, to support their organisations, and the people of Barnet.

A well-received half day "master class" on Corporate Fundraising with Jonathan Andrews of Remarkable Partnerships, was attended by 37 people including one participant from Bournemouth which inspired people to set up new relationships

52 organisations used the coaching service – mostly from Barnet but occasionally people crept in from Harrow, Enfield and Brent! We didn't mind and were

glad to be able to help them as they too are working with local people.

So far, over £190,000 has been raised by participants – a significant return on an investment of £35,000. We anticipate the figure to be higher once all the bids have been submitted.

The Training Programme - funded by The Big Lottery Fund Basis Project

To support members to flourish and grow, we ran a programme of courses and seminars on topics voted for by members. Over 50% of attendees told us that the courses had exceeded expectations. All the courses were supported by materials to act as 'aide memoirs' to support participants when they returned to the hurly-burly of their day jobs.

An introduction to PQASSO	Perils of being a trustee
Strategic Marketing	Social Media and Marketing
Business Planning	Tendering
Using political mechanisms	Measuring your impact

New Database - Funded by the Big Lottery Fund Basis Project

Following an extensive publicity campaign to get members to re-register their details with us, as well as a data cleaning exercise and significant work on the system configuration, on 1 June our new database, CiviCRM, went "live".

All members' details are now stored in the database, which feeds both the InBarnet and Community Spaces directories on our website, and from which the newsletter and newflashes are sent. We are utilising CiviCRM to manage events and to better categorise our data, which means we will find it easier to tailor our services to meet the needs of our members. The new database will really help us to report our activity to funders and show how we are meeting our targets.

CiviCRM will prompt members to re-register their details with CommUNITY Barnet every year. This will help us to keep our information up to date. 92 new organisations have joined us as members over the last year.

Our Projects Offer Value for Money

Connecting People,
Connecting Communities

Jim Ball, Stonegrove Estates - Youth Project:

"After only one session with Bill - I think that it may be the best £35 I have spent in 2013. Bill's knowledge and insight were very helpful as he reviewed some recent unsuccessful funding applications that I presented."

Funded by the City Bridge Trust, CommUNITY Barnet teamed up with fundraising expert Bill Giles of Beth Upton Freelance Fundraising, to help organisations find more fundraising opportunities and acquire focused and effective fundraising skills. We offered local community groups one-to-one fundraising coaching, tailor-made to their objectives at the subsidised rate of just £35.

A ticket bought up to six 50-minute coaching sessions to help organisations achieve their particular aim. This is not just about theory; this is about practical support – giving organisations the skills to achieve their fundraising objectives



So far, Bill has worked with 31 organisations, ranging from big to small, and has helped to win £190,000 in grants. The Hoffman Foundation for Autism with Bill's help won £7,500 to use for a programme of touch screen technology for their Service Users who have been diagnosed with Autism and Asperger's Syndrome.



Bill Giles:

"Since starting the Fundraising Coaching surgeries with CommUNITY Barnet, back in September 2013, I have met a diverse group of folk from a large number of different charities and voluntary organisations all of whom have one thing in common, they want to raise money for their cause and make a difference to the communities they serve."

Frances Pestano, Hoffmann Foundation for Autism:

"Bill's expert feedback was invaluable! He was quickly able to tell us what the reader of the fundraising application would be looking for and was able to give constructive advice and insight into gaining a positive result. We certainly came away from the first surgery feeling very confident and positive in chasing after that sometimes elusive 'Pot of Gold'."



Left: The Hoffman Foundation for Autism
Centre: Bill Giles, Fundraising Coach
Above: Fundraising Coaching Service Launch Event

Partnerships and Innovation

Connecting People,
Connecting Communities



Communications - Funded by: Barnet Borough Council and the Big Lottery Fund Basis Project

- **This was the year when Partnerships and Innovations increased Community Barnet's presence, particularly online. We took our Twitter following from 800 to 1200 and our Facebook page-160 to 211.**
- Use of the Charity Jobs, Knowhow Non Profit, and Best of Barnet Borough websites to promote our activities, as well as getting to grips with Eventbrite's promotional tools has meant that we have attracted new members and contacts from within Barnet and across London.
- This year, members told us that they really value our e-newsletters, but they wanted them sent out less frequently. We have therefore reduced the Children and Young People's Newsletter weekly to fortnightly

WHAT COULD WE DO IF WE CAME TOGETHER? - Tackling Poverty

Funded by: Barnet Borough Council and the Big Lottery Fund Basis Project

- On 1 May 2014, 76 people from the local statutory, voluntary and private sectors braved torrential rain in order to come together to discuss poverty in Barnet. The event came together after we had persuaded the local authority that the health and social care networks needed to be reviewed following the reconfiguring of Adults and Communities Partnership Boards. We knew that many of Barnet's voluntary and community organisations are small and passionate and deliver a complex suite of services to their beneficiaries. Therefore we believed they would be interested to attend themed conferences. We watched with delight as new partnerships formed, alliances established and a commitment to work together by securing independent funding into the borough, to benefit vulnerable and seldom heard communities.

Poverty in Barnet

1 May 2014
St Paul's Centre Finchley

Our Poverty Conference

Keynote presentations – exceeding expectations

76% - State of the Sector

77% - the looming child poverty crisis

74% - Poverty and Welfare Reform Data

Tackling poverty together

118 people and organisations
registered for the conference

76 people
came together on a very rainy day

Learned to:

- Make new partners
- Nurture sponsorship
- Use the data
- Cost out poverty

Our Next Conference

Tackling Social Isolation
17th September
@
St Pauls Finchley N3

WORKSHOPS

Supporting young people into employment

Project start up to sustainability

Corporate Partnerships

Influencing decision making

Operations and Contract Management

2013-14

Delivering value through the organisation

Expert consultancy

- Community Accounting
- Development and Projects
- Training
- Governance

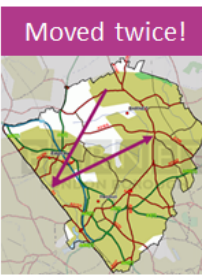
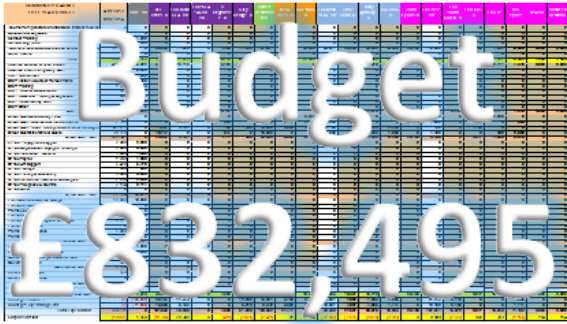
Change Management

- 1 CEO
- 13 New starters
- 2 New Boards
- 7 Leavers



Provision of back office support to:
 Children & Young People's Team
 Healthwatch Barnet
 Partnerships & Innovation
 Volunteer Centre Barnet

Established the Safer Neighbourhood Board



Total social media following across all departments

3,160

Operations and Contract Management

Delivering Value Through The Organisation

The financial year 2013 – 2014 has been an exceptionally busy time for the Operations & Contract Management team partly in response to CommUNITY Barnet's new CEO starting in February 2013 and a wider ambition to modernise and streamline the working and operating environment of the organisation.

Moving twice!

In April 2013 we were served notice to leave Moxon Street – our home for seven years. Following several weeks of searching we found Merit House located in Colindale offering spectacular views and a clean open plan office. Unfortunately, this turned out to be a temporary measure and we were served 28 days' notice the day before our AGM! Within four weeks we moved to our current location - Barnet House, Whetstone. Support from Barnet Council officers made this move possible.

We are delighted that through these two moves despite the telephone lines being down for a total of 8

working days and relying on mobile phones and dongles, we were nevertheless able to continue to operate business as usual.

Investing in Infrastructure

IT Support - CommUNITY Barnet was granted permission to use an underspend from our community hub project funded by the Milly Aphthorp Charitable Trust to invest in a new office infrastructure consisting of laptops, docking stations and a VOIP phone system which supported our 'smarter working system.' We agreed an IT support plan with 4way Solutions Ltd to ensure that staff found the remote and office based working experience to be smooth and reliable.

Finance – we brought the finance function in-house following the resignation of our third party provider. This has been a significant success. The Finance Manager has introduced a full cost recovery operating model (for new funding streams), presented management accounts to the leadership team to

support them to make informed decisions and supported the development of a traded service arm for the organisation.

HR Support - We outsourced our HR support to Peninsula Business Services who provide (i) 24/7 HR support and advice to the senior management team, (ii) an employee assistance programme to all employees, (iii) an online portal with 24/7 access for all staff and (iv) employment law advice ensuring the organisation meets its legal employment obligations.

Premises Management – This has been absorbed into our tenancy agreement freeing us up to develop new areas of work for the team and actively host projects including Barnet Boroughwatch, Barnet Community Safety Engagement Group and Locality's Community Organisers programme.

Investors in People – This was reassessed and has helped us to continue to benchmark our organisational commitment to learning and development.

Moxon Street



Merit House



Barnet House



Operations and Contract Management

Delivering Value Through The Organisation

Community Development Team

Delivering expert consultancy and supporting a vibrant and successful voluntary and community sector remains a key work-stream for CommUNITY Barnet.

There was much demand for our accountancy and development services from small and medium sized charities for advice and assistance on financial management, governance structures establishing new organisations.

The launch of our **Independent Examination Service** has been well received, organisations have sought the support of our Projects and Development Manager to resolve organisational conflicts.

Traded Services

This will form part of our new offer going forward and the team has been working hard to co-design and produce products which will be of value to the wider sector and to other stakeholders. We will launch those products at our AGM 2014.

Community Organisers

CommUNITY Barnet hosted Locality's Community Organisers in West Hendon, Burnt Oak and Grahame Park from April 2013. 3 local people were recruited and succeeded in listening to over 500 residents, recruited 40 volunteers and established two local resident group.

Big Society Innovation Bank

We supported Barnet Council to deliver the final round of the programme.

Barnet Migrant and Refugee Forum

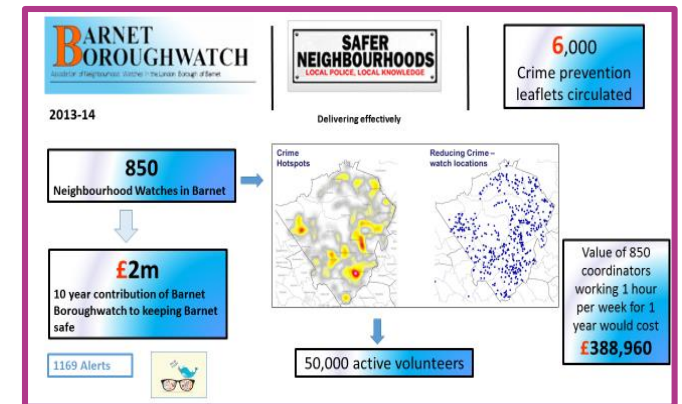
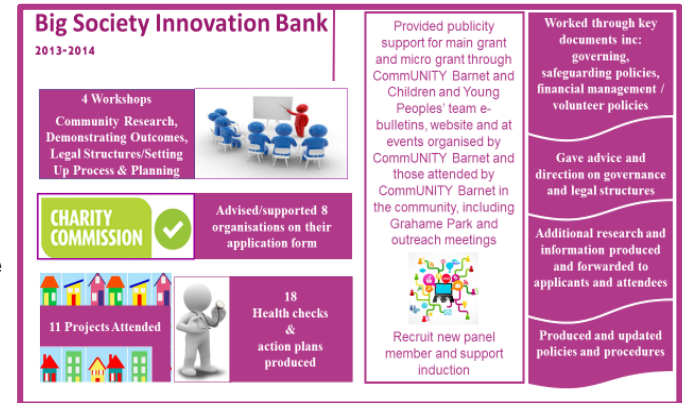
This forum was formally established in September 2013. It delivered 3 workshops during November, January, and March on health, local access, income generation and sustainability. The events were delivered in partnership with the Migrants Rights Network and the GLA (with additional funding). CommUNITY Barnet continues to provide on-going support to the Forum as part of its expert VCS support programme.

Barnet Safer Neighbourhood Board

This board was set up by CommUNITY Barnet with support from FORAB and the MPS following the dissolution of Barnet CSEG.

Barnet Boroughwatch

Continues to grow from strength to strength.



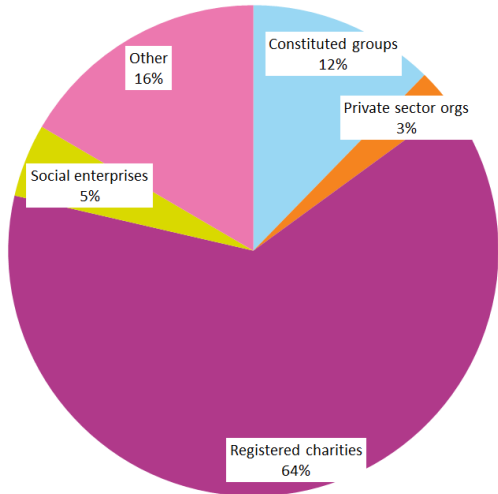
State of the Sector Report 2014

Commissioned by CommUNITY Barnet 2014

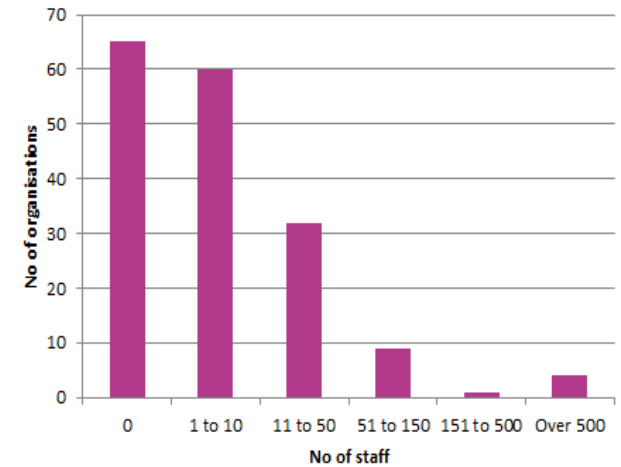
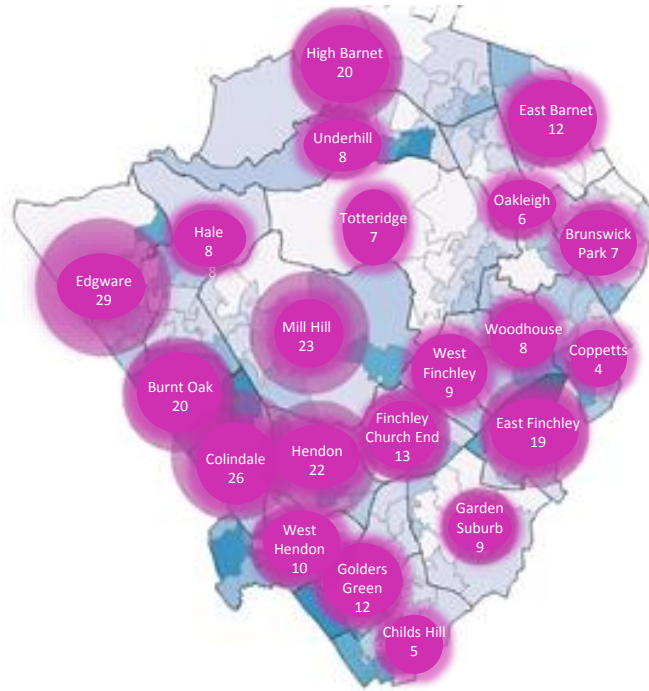
After extensive research and dialogue we produced and published the State of the Sector report in December 2013. A total of 171 organisations completed the survey, 24 groups participated in segmented focus groups and 3 organisations were used as case studies, displaying the diversity of the sector. Here is a little taster. You can find the full report on our website which is available to download.

www.communitybarnet.org.uk

The sector is located where need is high



The sector in Barnet is large and diverse consisting of approx. 1400 organisations



38% of organisations in this borough have no paid staff and 35% operate with between 1-10 staff members*

*State of the Sector Report – Community Barnet 2014

Number of VCS organisations operating per ward.
 2010 Deprivation map of Barnet
 2013 Community Barnet membership survey
 Areas of higher deprivation are shown in a darker blue

State of the Sector

The report confirmed the diversity, segmentation and size of the sector as well as confirming the monetary and human contribution to Barnet's economy - £250m delivered through 45,000 volunteers, 1400 organisations and the equivalent of 3000 paid staff. The State of the Sector Report will inform our future development programme with the sector, which has already been agreed by Barnet Council.


The summary responses of individual organisations identified short-term funding programmes as a key threat to longer term sustainability.

A similar SWOT analysis was carried out for the whole of the sector and revealed a perception that the public sector does not partner well with the community sector. A number of examples were used to illustrate the perception.

It was this evidence which prompted CommUNITY Barnet to approach Capita Consulting to suggest commissioning us to seek the sector's views of the procurement and tendering process, and recommend changes that are key to the delivery of a strategic commissioning council.

CommUNITY Barnet initiated difficult conversations with Barnet Council to re-direct the Health and Social Care Integration funding away from resourcing networks to cross-cutting policy seminars. This resulted in the excellently received Poverty Conference in May which increased our national profile.

Themes: Individual Organisations



Strengths and Opportunities	Weaknesses and Threats
Volunteers "We just couldn't do what we do without our volunteers"	Volunteers "Managing volunteers is hard work ... some can be very demanding"
Staff "The commitment of staff we work with is amazing"	Staff "We are overly reliant on one person"
Community Engagement "We are positive because we are constantly in touch with the people we serve"	Rising Demand and Reducing Resources "We [are] ... a piece of elastic that has been stretched to its absolute maximum"
Political and Economic Climate Localism Act, Right to Challenge, health prevention, changes to the criminal justice system, public service transformation	Political and Economic Climate Barriers to tendering, short-term insecure funding, harder to find funding, increased demands on services, increased costs

All quotes from focus group participants 2013

The sector was assessed for their strengths, weaknesses, opportunities and understanding of threats (SWOT).

Shared Themes: Whole Sector

Strengths and Opportunities	Weaknesses and Threats
Diversity "There are many, many groups. Thousands."	Political and Economic Climate "We are very reactive". "Giant organisations get all the funding". "We are worried we will not be able to afford our premises".
Community Barnet Professional, champions sector, joins people together, InBarnet directory, e-newsletter.	Community Barnet "It is definitely in bed with the Council ... I think this is because they are facing the same funding threats as the rest of us"
Barnet Council Opportunity to improve relationship and work together for the common good. Sector keen to talk to Council about gaps in needs.	The Public Sector Generally Does not partner with the third sector, does not communicate clearly, makes unreasonable reporting demands, sets unrealistic targets.

All quotes from focus group participants 2013

To aid the sector's understanding and to assure the council commissioners of our intentions we divided our recommendations into three defined areas:

- Work to be undertaken with small and micro-organisations
- Work to be undertaken with large VCOs
- Work that that needs to be undertaken with the statutory agencies

State of the Sector

Small and Micro Organisations



- **Collaborate.** Come together to increase your influence on behalf of your beneficiaries and your earning power to support them.
- **Network.** Use Community Barnet networking events to find others to work with, including large organisations.
- **Upskill.** Look at other types of fundraising and income generation – sign up for CB's fundraising coaching service and use the Development Team's expertise.
- **Be ambitious.** Find out what it would take to tender for public sector delivery and go for bigger grants than you think you can get.

Work with **small and micro organisations** such as new babysitting circles/knitting clubs or street based dining club which emerge organically in direct response to citizen need. These groups are almost entirely volunteer led, have very little monetary resources but are rich in skills, capabilities and passion. These groups reflect the majority of organisations. Most of them have a turnover of under £50,000, have less than three paid staff and deliver locally based services. Many of them do not have ambitions to scale up, but would consider working in partnership with others.

Statutory Sector



- Recognise the VCS's independence and that it is not a homogenous entity
- Understand that you cannot financially support the sector by tendering alone
- Prefer local suppliers
- Simplify procurement processes
- Listen and work with the sector when commissioning services and involve the sector in decisions
- Review your data and reporting requirements

An effective strategic partnership is about brokering difficult conversations – it demonstrates a maturity in the relationship and a confidence that we share a common agenda which is to ensure Barnet continues to thrive. We accept that there has not been the situation historically, therefore when CB underwent a change in strategic and operational leadership it made the decision to rebuild strategic relationships, gain trust and garner respect. We believe we are well placed to support Barnet Council as it enters its new and challenging chapter. We have established relationships with local communities and residents, but more importantly we are always ready and able to develop new relationships and explore new models of delivering public services which improve outcomes for local residents, promote independence and community resilience and increase resident satisfaction

Larger Organisations



- **Get involved** in the discussions around Council procurements.
- **Take every opportunity** to get better at tendering, take advantage of any training or information provided by Community Barnet or Capita.
- **Look for partners** to work with on larger contracts (including small, specialist organisations)
- **Be ambitious** - take what you learn and pitch for business from the EU, central government, the NHS, the private sector.

Larger organisations – constitute about 30% of the sector. Most of these organisations have turnovers between £100,000 - £1m. 47 organisations have turnovers over £1m – the majority of which are independent schools and care homes. Some of these already hold public sector contracts but want to build their skills and confidence further in contract management, target negotiation and target setting

Summary Statement of Financial Activities and Balance Sheet

The following Summary Statement of Financial Activities and Balance Sheet is an extract from the audited accounts on which the auditor's opinion was unqualified. The trustees approved the full report and accounts on 16 September 2013.

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, please consult the full accounts, the auditor's report and the Directors' and Trustees' Report. Copies of these are downloadable from our website or available from the Chief Executive at CommUNITY Barnet,

Signed on behalf of the Directors and Trustees:

Treasurer: Seun Oyefeso – 17 November 2014

Auditor's Report

In our opinion the information given in the Trustees' Annual report for the financial year for which the financial statements are prepared is consistent with the financial statements.

*Cohen Arnold Chartered Accountants & Statutory Auditor
New Burlington House, 1075 Finchley Road, London NW11 0PU*

The statement of Financial Activities includes all gains and losses in the year. All of the above amounts relate to the continuing activities.

	Unrestricted funds	Restricted funds	Total funds to 31 March 2014	Total funds Year to 31 March 2013
	£	£	£	£
Incoming resources				
Charitable and investment income	231,490	564,675	796,165	731,810
Total resources expended				
Charitable activities and governance costs	(292,411)	(503,451)	(795,862)	(690,328)
Net Income/(Expenditure) for the year	(26,402)	26,705	303	(41,482)
Reconciliation of funds (total funds brought forward)	52,267	87,994	140,261	98,779
Total funds carried forward	25,865	114,699	140,564	140,261

CommUNITY Barnet Staff

Employed during April 2013– March 2014 (*denotes departed staff)

Chief Executive Officer

Julie Pal, CEO

Children and Young People's Team

Janet Matthewson – Head of Dept.

Audrey Montet

Barry Rawlings

Joanna Domingo

Zoe Kattah

Zerrin Simsek

Bilal Khan*

Partnerships and Innovation Team

Linda Spiers – Head of Dept.

Shereen Williams

Judi Dumont-Barter

Mariel Richards*

Fran Evans

Bilal Khan*

Operations and Contract Management

Genevieve Grimshaw – Head of Dept./Company Secretary

Roby Dogwoh

Helen Harte

Oliver Ridout*

Development Team

Victor Momodu

Cephas Akuklu*

Barnet Boroughwatch

Paul Hammond

Community Organisers

Katherine Wilkinson

Anna Kasmir

Paulette Singer

Volunteers

Aniqa Javed

Aoutif Ghailan

Keisha Chidziva

Amlan Ghosh

Mita Rahim

Hannah Wilkinson

Healthwatch Barnet

Selina Rodrigues – Head of Dept.

Lisa Robbins

Fran Evans

Steyn Crous

Monika Markowska

Shilpa Shah*

Healthwatch Volunteers

Volunteer Centre Barnet

Misha Bhatt – Head of Dept.

Monika Markowska

Jennifer Mahon

Robin Charnley*

Volunteer Centre Volunteers

Inspire

Engage

Enable

Empower

Enhance

