

# CommUNITY Barnet 2014 - 2015



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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.

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## Antony Jacobson, Honorary President

Change, it is said, is the only permanence in our lives. Nothing stays the same, we ourselves inevitably change as the years go by. The same is true of our society; governments come and go, ideology and policies become outdated and discarded. Organisations and work change under the impact of technology. What once seemed the 'right thing to do' and 'the right way to do it' no longer is.

CommUNITY Barnet, as with all such organisations, must accommodate changes imposed by circumstances which are no longer the way they were. Trustees who have been on our Board and served well come to the end of their terms. Staff move on to take up other career opportunities. We are grateful to them for the work they have done, and we try to keep the spirit which they shared and for which we were established, to help others to help themselves. That, we trust, will not change.



## Adam Goldstein and Tony Vardy, Co-Chairs

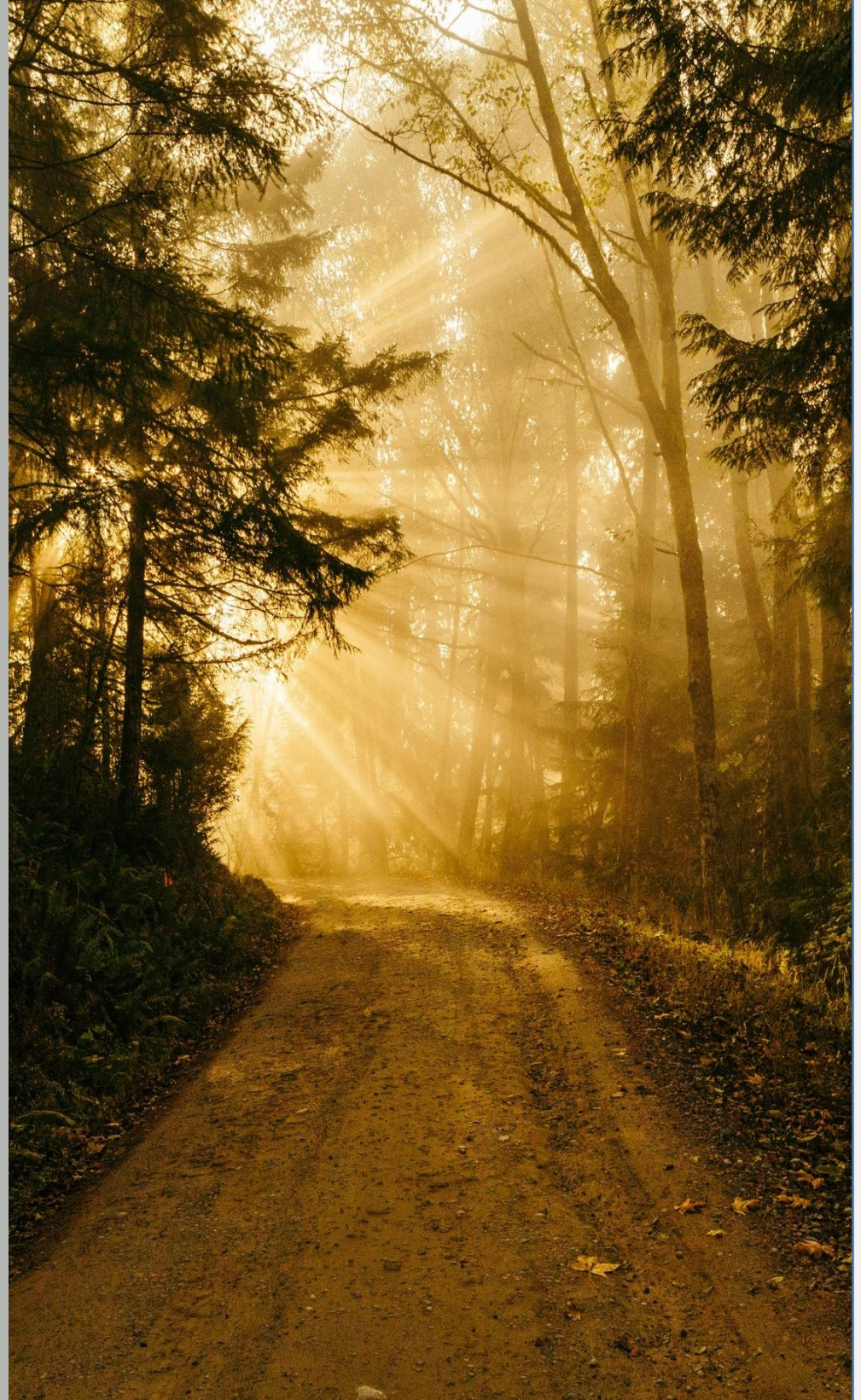
This has been a transformative year at CommUNITY Barnet.

Externally, we have successfully broadened our portfolio of activities and funders, extended our geographical reach beyond the boundaries of Barnet by taking on the leadership of Healthwatch Brent, and launching trials of paid-for services in such areas as independent examination and safeguarding.

Internally we have substantially streamlined our organisation, without any loss of effectiveness, and brought together a new leadership team under our innovative CEO Julie Pal.

Building on these successful developments, we have thoroughly reviewed our forward strategy to ensure that we provide the best possible support to the voluntary and community services sector, while demonstrating best practice on sound financial foundations and high quality professional management.

This is undoubtedly an exciting time for CommUNITY Barnet. Looking ahead, the Board of Trustees are eager to explore the opportunities the next 12 months could provide to make the organisation an even better sector leader and voice of the community.



## Julie Pal, CEO

2014/15 has been a time of change, transformation and consolidation for CommUNITY Barnet. Following Barnet Council's decision to divide the infrastructure support, CommUNITY Barnet has been focussing on providing expert capacity building, consortia and partnership development and mentoring the children and young people's voluntary and community sector.

Change is difficult for everyone. We said goodbye to long-standing colleagues; our Board of Trustees have remained focused and confident and together with all the staff we have been successfully delivered against our priorities set out in the 2014-17 Strategy.

Supporting volunteering has been one of our big achievements during 2014-15. Our Timebanking programme continued in Burnt Oak expanding to Colindale and West Hendon; we supported an MBA student from Middlesex University to calculate the 'Value of Volunteering' and our new CommUNITY Barnet Volunteer Centre started operating with volunteers from 1 January 2015. In addition, Stewart Block and Sue Blaine received Civic Awards from the Mayor of Barnet to acknowledge their volunteering efforts for Healthwatch Barnet!

Testing innovation has been another area of focus. Using seed funding from 'Awards from All' and Barnet Council we supported six families with learning disabled parents whose children had been placed in care and were supported by volunteers to complete the Solihull Parenting Programme. One success was the 13 year old child was returned home resulting in a significant saving to the state but more importantly we are confident that their life chances will improve by living within the family unit. Our challenge now is to persuade commissioners to invest in testing this approach for rigor, replicability and scalability – a continual challenge in our sector where there are no formal channels for showcasing skills and opportunities.



## Operations and Contract Management

Our CEO, Julie Pal has been in post for 2 years now and her vision of a more modern, streamlined and flexible working environment has been realised.

Our Contract Management capabilities are constantly improving. Public sector commissioners both within and outside of Barnet have been reassured with our internal processes which have been further endorsed by our Investors in People Award and our clean bill of health from our Auditors.

A number of programmes were successfully completed in the year including the Community Organisers pilot funded through DCLG, the Big Lottery funded Basis project and the City Bridge Sustainability programme.

Supporting staff to embrace new opportunities remains a commitment of CommUNITY Barnet and we are delighted that staff moved onto exciting ventures both within the sector and also across to statutory and commercial employers.

## Change Management

- 12 Leavers
- 4 Volunteers
- 2 Interns
- Office Move



## Operations

## Expert Consultancy

- Independent Examination
- Training
- Development
- Governance



## Hosted Organisations

### Barnet Boroughwatch

continues to flourish with 930 active watches in the borough, 41 opened this year and 6 burglary roadshow events.

Boroughwatch are very proud of their Coordinator's Training package available on their website.

[www.barnetboroughwatch.co.uk](http://www.barnetboroughwatch.co.uk)

### Volunteering Matters

supports people with disabilities to take an active role in their communities through volunteering.

<http://volunteeringmatters.org.uk>

### Barnet Safer Neighbourhood Board

continues to go from strength to strength, they have for the first time undertaken a number of projects and we will update you on these next year.

### Arts 89

Arts89 is the not for profit social enterprise that has grown out of Barnet College. The Art of Work is designed to enable people to take on voluntary work in Arts89.

## Human Resources

I am delighted to inform you that CommUNITY Barnet have been awarded Investors In People status following our recent inspection. Helping us to continue to benchmark our organisational commitment to learning and development, Peninsula Business Services continues to provide our HR support and have helped steer the organisation through structural HR changes throughout the last year, cementing their place as a preferred supplier for the organisation.



## Social Media Followers

3,987

## Newsletters & newsflashes

45

## Finance

The finance team continue to go from strength to strength, developing and delivering a full cost recovery operating model to the sector coupled with follow up support.

They continue to support the sector with a number of Independent Examinations undertaken throughout the year.



## Communications

The timely arrival of a dedicated Strategic Communications Lead helped to shape our thinking about communications, social media platforms and our branding. We made a concerted effort to increase our social media presence both through Twitter and Face Book and established a blog with the Times Series publication. We re-designed both the CommUNITY Barnet and Healthwatch Barnet e-newsletters which increased the number of click-throughs on the day of publication by 40%.

# Our Internship Journey with CommUNITY Barnet

Barnet Education Business Partnership looked to place interns from Barnet & Southgate College for students studying either a Foundation Degree in Computing or Business. CommUNITY Barnet were delighted to place two interns, Mohammed Ibrahim and Stephanie Ioannou for three months.

They worked across the organisation, contributing to Operations, Communications, The Volunteer Centre and our Children and Young People's Team. Towards the end of their internship they were asked to write a report about their journey and then to turn it into an infographic.

We would like to thank both Stephanie and Mohammed for their hard work and contributions.



Fed up with current Job



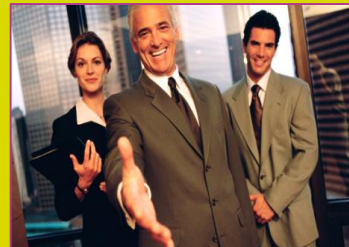
Exciting phone call



Interview for new Job



Got the Job



Made to feel welcome



Cool line Manager



So much to learn



Help from colleagues



Feeling Good



Helping people in need



Support at a difficult time



We are a team



Learnt so much



Great experience



Hopefully my next stop



Your amazing support

Thank you 😊



Start



Apprehensive

Introduction

Communication



Designing



Busy



Confidence boost

Middle

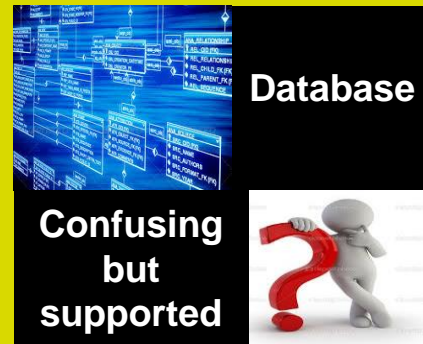
Questioning

Listen - Clarify

Teamwork



New Challenges



Confusing but supported

Confidence building

End



Facilitating large groups of young people and public speaking



Thankful and very happy with all the experiences, new skills and confidence I have gained for my future



Confidence Full



## Children and Young People's Team

Over the past 12 months the Children and Young People's Team have consolidated their work in promoting an early intervention and prevention approach to everything they have done.

The Gypsy Roma and Traveller Team now have two members of the community accredited as parenting support trainers by the Race Equality Foundation.

Barnet Parenting Consortium have built community resilience even further through its parenting programme and one of the team is being trained to become accredited to support young people with mental health support needs.

Our Youth Shield trainers delivered healthy and abusive awareness workshops to young people across the borough.

CYPNet continued to serve as a representative voice for the children and young people's sector at strategic partnership meetings.

Our resident experts in safeguarding and CAF mentoring work tirelessly to support the sector in keeping our children, young people and their families safe and well.

## CommUNITY Barnet Parenting Consortium

Parenting is the most challenging job many of us will ever have and the one for which we are the least prepared. Having been a kid and having parents is not enough training. We tend to parent the way we were parented or as a reaction against it.

In most families today, both parents are working and working longer hours, leaving less time with their children. There is a wide range of seemingly contradictory information about child rearing in books, magazines, television and online. At every turn, there are headlines about what parents should and should not do and the influx and influence of technology and the media leaves parents overwhelmed.

Parents are left wondering how they should respond and prepare their children for an increasingly complex, time-limited, techno-world. Parents need strategies to thrive, that bring joy and confidence to their parenting.

One of the solutions we offer through the parenting consortium is Strengthening Families Strengthening Communities, an accredited culturally sensitive programme that promotes strong and warm parent/child relationships by offering positive strategies that build parental confidence.

“It is always amazing to see parents grow in confidence and blossom over the 13 week course of the programme. We offer a safe place for them to share, learn and develop their own dreams and aspirations for their families, schools and communities.”

**Zoe Kattah – Parent Programme Trainer**



# Parenting Projects

## Strengthening Families Strengthening Communities

98%

of parents surveyed said they would recommend the programme to their friends and family.

87%

of parents plan to participate in a parent group after the programme.

30%

will make quality time for them and their child

17%

valued group discussion and peer mentoring

9%

improved their anger management and patience

“It is vital that we have a programme that addresses the cohesion needs of a fractured community caused by divided families, isolated lifestyles, modern stress, and disparate groups from multiple communities. If extended, this one stop shop approach could create a real centred space and create a strong sense of communal identity amongst families which does not currently exist in all areas” – Pastoral Manager, a North London school.

## Parenting Plus Pilot Project

Saw volunteers provide intensive support and advocacy to such vulnerable families to ensure they could stay together where possible. The scheme has achieved some significant results and has seen children taken off child protection plans and at least one young person return home from foster care. Parents who took part report feeling more confident in general, and especially about their parenting skills. In addition, families are now more likely to engage with statutory and other support services. We believe this pilot project has demonstrated how the right support at the right time can prevent children entering the care system, not only ensuring better outcomes for all concerned, but also saving large sums in legal and care costs. The £20,000 cost of the trial, which was funded by the Big Lottery Fund and Barnet Council, led to an estimated saving of around £571,400

### Feedback from our partners

‘The programme was excellent in meeting the learning needs of my clients who had learning disabilities. They were grateful for the practical parenting support. The volunteers were exceptional and patient. I hope that the programme continues as it is excellent in providing a holistic approach to parents especially those who have learning needs and disabilities.

**Social Worker.**

## News flash

**Children & Young People Now Awards 2015**

**Winner**

## Award winning Programme

What difference did this programme make to parents with learning difficulties?

Increased parental confidence

Increased self esteem

Increased self confidence

Clear boundary setting

“Despite all the hard work I do for my children, I never knew how important it is to spend 15 minutes each day with my little ones and an hour a week with my older children to talk about whatever it is that is important to them so I can share it with them”

“I now have a better understanding of my role as a mother and making my child aware of my values, culture, religion and how to respect others in the same way.”

“I always thought that being a good mum meant giving my children the right food at the right time but I never knew that I could teach them the importance of having a healthy lifestyle and how to develop a healthy lifestyle.”

23

programmes to date

47

languages spoken within our parenting consortium

299

sessions

225

parents have graduated



*“It takes a community to raise a child”*



Do you have a good idea but not sure where to go next?

Have a chat with our Children and Young People's Development Team who can support you in setting up a new organisation, merging with another that does similar work or help you to form a partnership with organisations from across the charitable, community, commercial and public sector.

# Capacity Building the Sector

The London borough of Barnet has a large and culturally diverse youth demographic which continues to grow. Supported by the John Lyons Charity, CommUNITY Barnet works directly with voluntary and community organisations that support children, young people and their families. We want these organisations to grow in size and capacity and speak confidently about the impact they make in their locality.



**The Children & Young People's Network**

**35 Children & Young People's organisations engaged**

**18 Children & Young People's organisations received one to one support**

**13 Organisations given capacity building advice**

**Development and delivery of training sessions**

**Developed business toolkits**

# Youth Shield

Youth Shield is the Junior Children's Safeguarding Board in Barnet.

It works with the Barnet Safeguarding Children's Board (BSCB) on the main priorities.



Barnet's Junior Safeguarding Board has members from diverse communities and organisations. It meets monthly to enable young people to have a platform to raise issues and concerns around safeguarding and it provides a vital link to the Adult Safeguarding Board

**BSCB**

**12 Meetings**

## Main Priorities

- E Safety
- Domestic Violence
- Neglect
- Child Sexual Exploitation

## Finding out

What young people's views are around these issues.

Designed by members of Youth Shield and distributed to schools

**"You can't fix yourself by breaking someone else"**



Youth Shield promotes healthy relationships

### Solace Women's Aid

020 8733 4113

Solace is a support service for those experiencing physical, emotional, psychological, sexual and/or financial abuse from their partner, ex-partner or parent.

### ChildLine

0800 1111

ChildLine is the free and confidential 24-hour helpline for young people and children in the UK. You can call ChildLine with any worry, big or small. Calls to this number will not show up on mobile phone or landlines.

### National Domestic Violence Helpline

0808 2000 247

Freephone the 24-hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge. Calls to this number will not show up on BT Landline phone bills.

### Broken Rainbow

0300 999 5428 (LGBT)

[www.brokenrainbow.org.uk](http://www.brokenrainbow.org.uk)

Broken Rainbow UK is the only National LGBT Domestic Violence Helpline providing confidential support to all members of the Lesbian, Gay, Bisexual and Trans (LGBT), and their family and friends.



Produced by Youth Shield

020 8364 8400

[www.communitybarnet.org.uk](http://www.communitybarnet.org.uk)

[youthengagement@communitybarnet.org.uk](mailto:youthengagement@communitybarnet.org.uk)





## Youth Shield – Healthy Relationship Training

Barnet Youth Shield trains young people as peer educators in healthy relationships. The trained peers are aged 16-25 years old and deliver healthy relationships workshops to young people 13-18yrs, in schools and youth settings in Barnet.

The programme was delivered to twelve schools and projects with the following successes.



*“It made me think about the kind of relationship I would like to be in.”*

*“Determining what was healthy and what was not.”*

*“To know there is help out there and where to go.”*

*“Understanding more about good and bad relationships.”*

*“The fact that the trainers were young people made it feel easier to talk”*

Of those who completed their feedback forms, 49% were male and 51% were female.

## The Common Assessment Framework (CAF)

A CAF is a process for gathering and recording information about a child for whom a practitioner has concerns, identifying their needs and working out how those needs can be best met.

The Barnet voluntary sector contributes substantially to the process, with organisations playing a key part in the successful delivery, helping to engage families in services at an early stage. This is key to improving the lives of children and young people.

At CommUNITY Barnet we have provided expert support and guidance on the CAF process to voluntary and community groups through our CAF mentor Audrey Montet. Audrey has rolled out the new E-CAF system working in close partnership with the local authority. In addition we have a seat on the CAF Steering Group representing the voice of the voluntary sector.

Our CAF work is linked with our Disclosure and Barring Scheme support. Our experienced Safeguarding Officer visits organisations and trains them in safeguarding responsibilities.

CommUNITY Barnet undertakes enhanced DBS checks for voluntary organisations promptly and efficiently.

48

DBS Surgeries

We have produced CAF leaflets and posters for practitioners and families which has been shared with all CB member organisations.

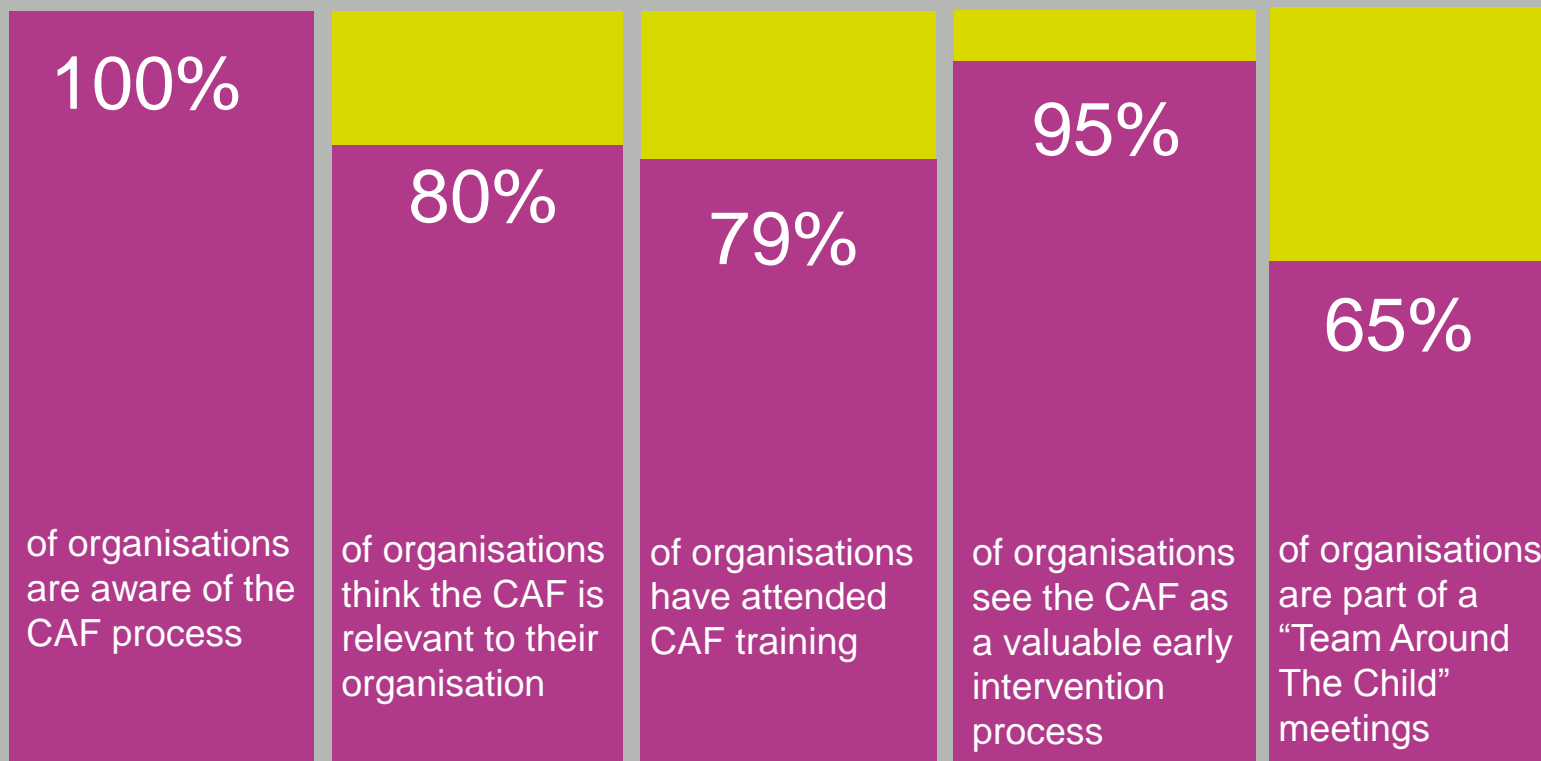
12

CAF Surgeries

# The Common Assessment Framework (CAF)

Each year we collect the views and opinions of the voluntary sector on the CAF process. It's always a great insight into where knowledge has grown and developed and where our continued support and guidance is needed.

This year the voluntary sector survey told us



## The Voluntary Sector and CAF's

**Go hand in hand**

Do you know the voluntary sector can offer your organisation a range of services to support families involved in the CAF?

There are nearly 1000 voluntary and community groups in Barnet. Get us involved in the CAF process!

**Services include:** Disability Advocacy Training Befriending Counselling MENTAL HEALTH Cultural & Faith Specific Groups Supplementary Schools PARENTING COURSES Early Intervention Lone Parent Support & Youth Support to name a few!

Want to know more? Get in touch and I can signpost you to organisations

Got more questions or want to know more? Please contact  
Audrey Montet - Lead Family Services Officer  
Email: [audrey.montet@communitybarnet.org.uk](mailto:audrey.montet@communitybarnet.org.uk) Tel: 020 8364 8400 Ex 208  
[www.communitybarnet.org.uk](http://www.communitybarnet.org.uk)

Our CAF posters have been distributed to voluntary sector groups, schools and children's centres.

## How can a CAF support my family?

It will give you the chance to tell someone that you trust about the support you and your children need

Organizations will offer their services in a supportive and friendly environment led by someone you trust

<b>What kind of support?</b>	<b>Who would support me?</b>	<b>Why should I sign up for a CAF?</b>
Involvement in positive activities Access to medical support	A Learning Mentor Your doctor	It will bring together all the services you are using
Housing Issues Welfare support	Your Health Visitor A teacher	It will get you involved in ones you don't yet know about
Parenting support Anti-social behaviour issues	A Youth Worker Children's Centre Worker	It can relieve a lot of stress and pressure for you as a family
School attendance difficulties Access into work	Supplementary School Teacher Community Worker	You choose who you want involved

You don't have to feel alone. Share the burden and ease the stress on you and your family

Got more questions or want to know more?  
Please contact: Audrey Montet, Lead Family Services Officer  
Email: [audrey.montet@communitybarnet.org.uk](mailto:audrey.montet@communitybarnet.org.uk) Tel: 020 8364 8400 Ex 208  
[www.communitybarnet.org.uk](http://www.communitybarnet.org.uk)

A photograph of a steaming cup of tea on a table next to a notebook and a pen. The cup is white with a textured pattern and has a small tag with a heart on it. The notebook is open and has some writing on it. The pen is a wooden ballpoint pen. The background is blurred, showing some greenery and a window.

“I have started attending Dollis Valley nail bar and have made friends with people outside my community.”

“Thank you to Kelly and Breda for all the support they have given to myself and children, we couldn't have accessed youth activities without them.”

“We love coming to see Kelly and Breda at the Rainbow Centre, they helped us get back in to a new school and give us practical education when we are in the centre.”

## Literacy Courses

With Barnet and Southgate College we delivered literacy courses. The community learned to:

- write to schools
- write to doctors
- complete forms
- do driving theory tests
- improve reading skills

**Strengthening Families**  
**Strengthening Communities**  
**Parenting Course**



## Speaker Sessions

- Citizen Advice Bureau
- Safeguarding
- Healthwatch
- CAF Surgeries

## Information & Signposting

- Education
- Health
- Housing
- Domestic Violence
- Energy Suppliers
- Home Repairs

## Advocacy Support

Between the GRT Community and Statutory Services

**Come and improve your literacy skills over a cuppa!**

Come join our friendly group to improve your reading and writing whilst taking part in some creative lace work.  
**Great for Christmas presents!**

A **FREE** course for our GRT (Gypsy, Roma, Traveller) project.  
 Delivered by Barnet College in partnership with Community Barnet

**Tuesday's @**  
 The Rainbow Centre  
 Dollis Valley Drive, Barnet, EN5 2UN  
 10.30am — 12.30pm

**For more details or to book a place please contact:**  
 Kelly O'Driscoll - Family Liaison Officer or Breda Maguire - Family Support Worker  
 Email: grtworker@communitybarnet.org.uk  
 Tel Kelly: 0777531944 Breda: 07539312081

**Community Barnet's GRT Project**

- Last Tuesday of every month - GRT Coffee Mornings 10-12pm  
 Like our Facebook page to keep updated with where we're meeting and who our guest speakers are. All welcome!
- Friday drop in at the Rainbow Centre 10- 4pm  
 Pop in for any advice on completing forms, school support, family advice and info on services available
- New service!!! - Benefits guidance and support  
 Need to complete an online form for your benefits? Pop into the Rainbow Centre on Fridays from 2-4pm and our GRT Family Liaison Officer will support you complete the online forms. Please bring along all necessary paperwork.

To keep up to date with all that our GRT projects and events check out our Facebook page (GRT Community Barnet) and like our page!!!

If you would like any other information about our services please contact  
 Kelly O'Driscoll - Family Liaison Officer Tel: 07501 432 358  
 Breda Maguire - Family Support Officer Tel: 07538 746542  
 Email: grtworker@communitybarnet.org.uk

**52 drop-in Sessions**

**12 Coffee Mornings**

**Literacy Courses**

**Driving Theory**

**Voting Support**



What do all these faces have in common?

They are all volunteers.

Why don't you become part of our success story?

As an Equal Opportunities Employer, CommUNITY Barnet is committed to recruiting a pool of volunteers which reflects Barnet's diverse communities. Through the Healthwatch contract in Barnet we developed the profile of our volunteers to better reflect Barnet's local communities.

# The Volunteer Centre continues to go from strength to strength

100 +  
organisations  
supported

Corporate  
volunteering

Thames 21  
Barnet Council  
TDA

Face to Face  
contacts

200 +  
residents

Community  
Timebanking

Inspiring  
Volunteering

Middlesex University  
Mike Freer MP Jobs fayre  
Barnet Council Careers' Fair  
RAF museum  
Sangam open day  
Watling Community Centre  
GP fun day  
Barnet College

Volunteer  
Brokerage

300  
new  
registrations

Over  
150  
volunteering  
opportunities

## Inspiring Volunteering

CB's Volunteer Centre adheres to standards of best practice. It's run by volunteers to inspire others to volunteer. It's a really excellent model and continues to draw enquiries both from residents and organisations and provides a backdrop of excellence to support the entire CB community.



## CommUNITY Timebanking

Timebank staff organised two community events, a picnic in the park and a football fun day, all events were really well attended.

Staff attended three festivals engaging with the local community and even took on garden clearance and maintenance.





# Corporate Volunteering

Cleaning the river at Montrose Park

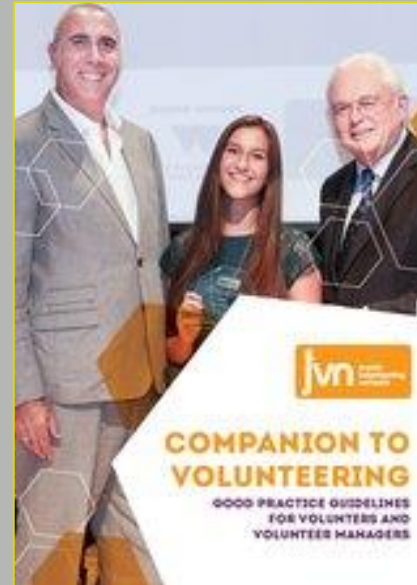


Timebank members teamed up with Thames 21 to give the river in Montrose Park a good clean.

“Thank you for my first experience of Timebanking! It was great to work with you, Mohammed & Behzad in Mill Hill yesterday tackling that overgrown pathway. Amazing the effect team work can have and I know it had a huge impact on your client & fellow Timebanker.”

Katherine Wilkinson

# CommUNITY Partnerships

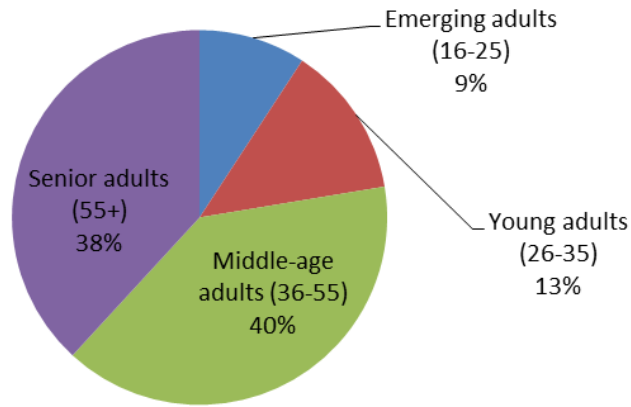


Partnership working remains at the core of the Volunteer Centre. We are delighted to have joined forces with JVN to produce the ‘Companion to Volunteering’ and Thames 21 to promote supported volunteering

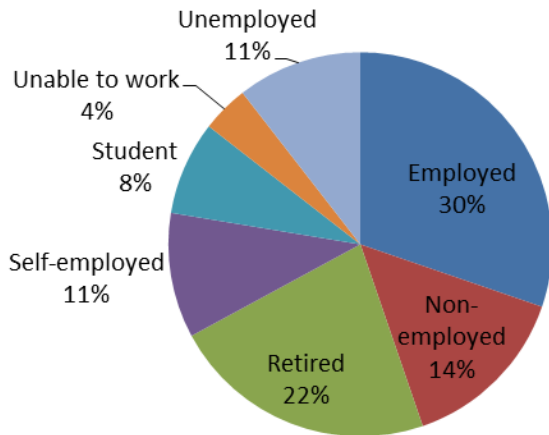


# Calculating the Value of Volunteering

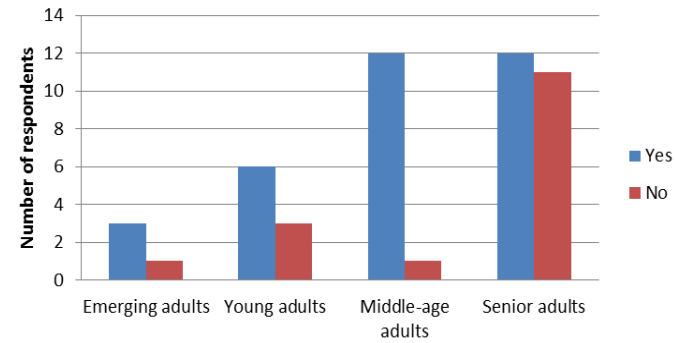
**Barnet's volunteering profile**



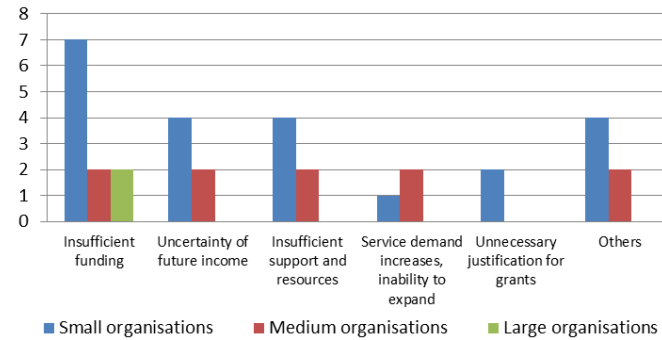
**Employment Status of Barnet volunteers**



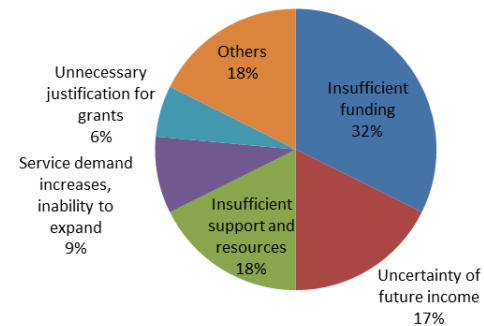
**Would you do more volunteering if you had the opportunity?**



**Issues encountered by voluntary organisations**



**Issues encountered by voluntary organisations**



## Calculating the Value of Volunteering in Barnet



**40,000** Active volunteers in Barnet per year  
(based on 2010 figures)

**12.6M** Volunteer hours – per year  
(based on our Value of Volunteering research 2014)

**£14.32** Average hourly rate of pay in Barnet\*

**£180.6M** Total value of volunteering

\*Based on 2014 figures



**Healthwatch Barnet has had another successful year.**

**Our model for Healthwatch – which has seen the involvement of 11 key local voluntary sector partners and the engagement of many other organisations and individuals – has allowed us to reach far beyond what would otherwise be possible.**

**In the last year we have produced 6 significant reports on local services which have impacted on local policy. Our Enter & View programme is nationally recognised and one of the largest in the country with 30 visits by trained volunteers to care homes and hospitals in the past year – and they have had a real impact with the majority of care homes making recommended changes and new, improved, practice during mealtimes at Barnet Hospital.**

**The responsibilities of this work allows us to have a direct impact on local health and social care services. We sit on local committees such as the Health and Well Being Board, the Board of Barnet Clinical Commissioning Group and contribute to the Health Overview and Scrutiny Committee. This allows us to represent local communities and their needs at the ‘top table’ – something we take very seriously indeed.**



Healthwatch is about taking local voices and amplifying them to ensure that those voices are listened to and taken seriously. At Healthwatch Barnet we will continue to do that. But we also need your help. If you would like to join our expanding band of volunteers please do contact us.



## Training



## Award Wining

Linda Jackson was awarded Outstanding Healthwatch Volunteer of the Year by Healthwatch England. Linda was recognised for her contribution as Chairperson of the Enter and View Group; she was one of just three volunteers nationally that were recognised for their outstanding contribution.



## Engagement



## Care

Healthwatch Barnet was also highly commended in the category of Outstanding Local Healthwatch.



## Awards



Sue Blain and Stewart Block, volunteer Co-Chairs of Healthwatch Barnet Primary Care Group, were recognised by the Mayor of Barnet for their significant contributions to Healthwatch Barnet at the Barnet Civic Awards 2015 at Hendon Town Hall.



## Events



# The Year at a Glance

## Working together with the community

Leading a charity-partner consortium of 11 local charities.  
Working with some of our under-represented communities.

Barnet Mencap; Home-Start Barnet; Multi-Lingual Wellbeing Service; Age UK Barnet; Mind in Barnet; Barnet Carers Centre; Jewish Care; Advocacy in Barnet; CommUNITY Barnet Young People's Team; CommUNITY

## Open and Transparent consultation and engagement

Bi-Annual Open Meeting

Flagship LGBT Event

The Care Act Consultation

Patient Participation Group Launch



## Working in partnership with other local Healthwatch

- Provided Enter & View training and support to Healthwatch Brent
- Joint Enter & View with Healthwatch Enfield and Healthwatch Haringy
- Working in partnership through the North West London Healthwatch consortium
- Working in partnership with Healthwatch England and Pan London consortium



# The Year at a Glance

Enter & View Visits To  
**30** CARE HOMES  
**AND**  
**HOSPITALS**

Of Our Recommendations

**87% Adopted 1**  
**33% Adopted 5**

Barnet Hospital

- Nutrition Link Nurse in place on each ward
- Improved Kosher & Halal options
- Changed Timing of Protected Meal Times
- Improved availability of snacks and drinks

## Supporting patients to choose the right service

### Result

Local GPs will use our leaflet with key patients to direct them to other services, such as pharmacies to free-up GP and A+E appointments.

## Changing the delivery of mental health services

### Result

Contributed to the CCGs transformation programme to fund & deliver increased primary care, reducing the need for escalation to acute care.

Focus group commended for its diversity

People consulted on Hospital Discharge

**150**

### Result

Royal Free Hospital will ensure staff involve carers and ensure cultural requirements are met

Flagship LGBT Event

**50**

participants

### Result

Public Health consultation on sexual health services

Established a Barnet Youth Forum for and by Young People

### Result

8 Young people between 14 – 24 consulting on Mental Health Support Services in Schools

## Engagement with local groups and organisations including

Hospitals; Knit & Natter in Grahame Park Library; Hendon Job Centre Plus; Sangam event for older Asian Women; Afghani Parenting Group; Safeguarding Users Forum

Hospital Discharge  
**150**  
 People consulted

**Result**  
 Royal Free will ensure staff involve carers and ensure cultural requirements are met

Flagship LGBT Event  
**50**  
 Participants

**Result**  
 Public Health Consultation on Sexual Health

Established a Barnet Youth Forum for and by Young People

**Result**  
 8 Young people between 14 – 24 consulting on Mental Health Support Services in School

## Development Team

The Development Team strives to ensure voluntary and community groups in Barnet can access the best advice and developmental support services to assist in strengthening their operational effectiveness to become stronger sustainable organisations.



## Over the past 12 months the Development Team achieved the following:

Promoted and supported community empowerment and development opportunities to local organisations

Developed a shared approach across the voluntary sector networks and public and business sector to meeting key challenges

Began to promote a shift from traditional voluntary and community sector models and functions to creating a procurement savvy sector

Provided expert conflict resolution support during the year with bespoke and intensive support to 6 organisations

Established Barnet Giving with Barnet Centre for Independent Living

We were appointed as the Locally Trusted Organisation by the Grange Big Local Partnership Board

We were appointed as the host for the Grahame Park Consortium

The team established the new Barnet and Migrant Refugee Forum registering it with the Charity Commission



## Barnet Giving

Barnet Giving is a local scheme for local people to give time, skills and money in support of local causes. It will bring together local people, communities, charities and businesses to raise funds and use their experience to make things better for their neighbourhoods and communities.

It is led by two Barnet charities, Barnet Centre for Independent Living (BCIL), a Deaf and Disabled People's Organisation who have set up a charity (Inclusion Barnet), to deliver Barnet Giving, and CommUNITY Barnet, which supports, promotes and co-ordinates an effective voluntary and community sector in Barnet to enhance the quality of life for all.

In September 2015, we established a Steering Committee of the staff and Trustees of the two lead charities and an Advisory Panel recruited from local residents. The Advisory Panel will support the Steering Committee to set the grant-making priorities based on local needs, review grant applications, and make recommendations for funding allocations.

Private enterprise

## Barnet Large, Diverse & Changing

People feel safe

### Poverty

- Above London average for young people
- Shift in housing tenure
- Variation in income levels
- Employment skill needs

Educated population

### Health

- Mortality rates
- Mental health and disability
- Preventable conditions

Open Spaces

### Cohesion

- Lack of transport
- Isolation
- Lack of communications

Can-do attitude

## Lack of Funding

- £75m fund reduction in Barnet
- £1.7bn reduction in sector funds

## Barnet CVS Challenges

- 33% of CVS without staff
- Gives £250m to economy

## Issues

- Expectation
- Demand
- Resources
- Fairness

Reflective

Responsive to Need

Engagement

Broad Accessible  
Transparent  
Communicative

Inclusive



## Traded Services

Over the past 12 months we have been developing our portfolio of traded services.

We are currently offering products relating to

- Community Finance Support
- Training, Fundraising and Communications
- Expert Consultancy
- Safeguarding and Governance
- Representation and Engagement
- Testing Innovation

CommUNITY  
Barnet  
provides a  
range of  
training and  
capacity  
building  
support to local  
voluntary and  
community  
organisations.

## Training

We can host, facilitate and deliver a wide range of learning and developing topics including:

- Using Social Media
- Supporting Volunteers
- Trustee Recruitment
- Fundraising Masterclass
- Fundraising for Beginners
- Setting up a Social Enterprise



## Community Finance Support

Do you spend your valuable time drowning in figures for your accounts? Call us for a personalised service that really delivers, and explains all you need to know about keeping your finances under control. This will enable you to plan much more effectively for your organisations, business and services.

We provide a cost-effective personal service, tailored around your needs:

- Independent Examination
- Preparation of End of Year Accounts
- Bookkeeping
- Full Cost Recovery Budgeting
- Training

A well-prepared set of accounts is vital in assessing the financial status of your business.

## Expert consultancy

### Safeguarding

CommUNITY Barnet offers different types of **safeguarding support**, for adult, children and young people and trustees.

- Safeguarding for Adults 1
- Safeguarding for Adults 2
- Safeguarding for Children 1
- Safeguarding for Children 2
- Trustee Training and Guidance
- DBS Checking Service



### Governance

Our governance review and support package can be used by organisations, trustees, management committee members or board members. We give you support and access, so you can make the right decisions for your organisation.



### Volunteering

We provide advice and guidance and work with you to develop a pool of volunteers to enhance their effectiveness and satisfaction. We review and help develop your volunteer policies and provide guidance on legislation and best-practice.



## Children and Young People Development

We provide a consultation and engagement service with children, young people and families. This includes healthy relationship training and workshops addressing:

- Domestic Violence
- Sexual Exploitation
- Mental Wellness
- Gypsy Roma Travellers Awareness Programme

## Event Management

Using our dedicated training room we can host small and medium sized conferences. Our talented Operations Team have an excellent eye for detail and can organise most types of events.

## Consultation and Engagement

We can access up to 80,000 Barnet households through Barnet Boroughwatch, Healthwatch and CommUNITY Barnet. We can invite them to share their views of public and commercial services.

We can set up specialist focus groups reflecting Barnet's diverse communities to better understand the impact of services.



“The Safeguarding course was informative and impressive. I felt really reassured and equipped to deal with any issue that could arise in the future, thank you”

“Thank you to all at CB, for your wealth of knowledge and resources and for your help and advice with formatting the company and registering with Companies House”

“I was very pleased and impressed with the report that you produced for us, which is proving to be very insightful and beneficial to the service.”

## Testing Innovation

We have worked with public sector commissioners to enable them to better understand the impact of current services provided.



We were funded by NHS England and worked with Barnet Mencap to promote personal budgets to learning disabled people and their families. This promotes independent and self-managed care.

We commissioned Home-Start Barnet to increase understanding of the importance of immunisation take up amongst some of our poorest families.



We worked with Genesis Housing Association and Community Regeneration Ltd to develop an holistic and collaborative approach to consortia building and partnership working - which we believe can be replicated elsewhere.



## Preferred Suppliers



As your business grows, adapts and changes so must your technology.

Technology is constantly evolving with new solutions and ways of working which provide your business with opportunities to streamline, improve and update.

Whether your business requires a simple set of upgrades or you are building a new data-centre, 4way Solutions can help. We work with you to come up with a solution to your problem that is delivered on-time and on-budget.



Taking care of the mundane details that make a business legally compliant can be a real drain on a HR department; fortunately, Peninsula's HR outsourcing services can take some of that strain.

Peninsula's HR outsourcing solutions are especially designed to work alongside your existing human resources staff, complementing and supporting the specialist work they do internally.



Health and Safety regulations can drown your business. Peninsula can ensure that you are compliant and help to protect you from the implications of not being. If you think Health & Safety is expensive, then it is nothing compared to having an accident.

Utilising personal experience  
CommUNITY Barnet  
can recommend  
preferred suppliers  
for the provision of  
IT, HR, Organisation  
Development and  
Health and Safety  
Services.

## Finance

The Finance Team have had a very busy year providing project support across the organisation and supporting the wider sector with financial training, bookkeeping support and Independent Examinations (IE)

The demand for IE continues to grow and the team have enjoyed meeting new clients and assisting them in keeping their finances under control.

We have instructed CommUNITY Barnet to carry out our Independent Examination for the last two years and have found it to be an efficient and professional service and extremely cost effective. We would recommend this service to other organisations.

Broomfield Park Swimming Club

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 19 October 2015.

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: Chris Cormie – 19 October 2015

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

	Unrestricted funds	Restricted funds	Total funds to 31 March 2015	Total funds Year to 31 March 2014
	£	£	£	£
<b>Charitable and Investment income</b>	198,097	466,164	664,261	796,165
<b>Charitable activities and governance costs</b>	(202,895)	(473,478)	(676,373)	(795,862)
<b>Net (Outgoing) /incoming resources before transfers</b>	(4,798)	(7,314)	(12,112)	303
<b>Transfer between funds</b>	5,278	(5,278)	-	-
<b>Net (expenditure) /income for year</b>	480	(12,592)	(12,112)	303
<b>Reconciliation of funds (total funds brought forward)</b>	25,865	114,699	140,564	140,261
<b>Total Funds carried forward</b>	26,345	102,107	128,452	140,564

## A message of thanks

CommUNITY Barnet's trustees continue to inspire, challenge and empower us all. Thanks to our funders and sponsors for continuing to fund us and of course to all our members, well wishers and critical friends who continue to inspire and challenge us to demonstrate our impact and whether we have made a difference to Barnet residents.

The Board and CEO would like to thank:

all the staff for their excellent work and commitment to CommUNITY Barnet.

all our partners through a year of change and in contributing to vibrant and crucial services.

and all our volunteers for their outstanding contribution, without which we could not deliver our services.

Inspire

Engage

Enable

Empower

Enhance

# CommUNITY Barnet and Healthwatch Barnet Awards



## Hot off the press

CommUNITY Barnet are delighted to announce we have just received a Children & Young People Now Award for the Parenting Plus Programme



Zoe Kattah CommUNITY Parenting Officer receiving the Early Intervention Award from Children & Young People Now Awards



Linda Jackson, Chairperson of the Enter and View Group receiving her Outstanding Healthwatch Volunteer of the Year Award by Healthwatch England.



Sue Blain and Stewart Block, volunteer Co-Chairs of Healthwatch Barnet Primary Care Group, were recognised by the Mayor of Barnet for their significant contributions to Healthwatch Barnet at the Barnet Civic Awards 2015 at Hendon Town Hall.

# CommUNITY Barnet Staff

Employed during April 2014– March 2015

## Chief Executive Officer

Julie Pal

## Children and Young People's Team

Audrey Montet  
Barry Rawlings  
Jo Domingo  
Zoe Kattah  
Zerrin Simsek\*  
Janet Matthewson

## Operations Team

Helen Harte  
Roby Dogwoh  
Keisha Chidziva  
Genevieve Grimshaw\*

## Healthwatch Barnet

Selina Rodrigues – Head of Dept\*  
Lisa Robbins  
Fran Evans  
Steyn Crous  
Monika Markowska\*  
Healthwatch Volunteers

## Volunteer Centre Barnet

Misha Bhatt – Head of Dept\*  
Jennifer Mahon

## Volunteers

John Gribbon  
Mita Rahim  
Sarah Ali  
Donald Nnebedum  
Ejder S Raif  
Soraya Bowie  
Jen Fidai

## Trustees

Mrs Sheila Burgoyne  
Ms Susan Clydesdale-Cotter\*  
Mr Christopher J Cormie  
Ms Kirpal Dhadha  
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

## Communications

Marley Obi – Head of Dept\*  
Rhona Mbazi\*  
Jennifer Mahon

## Development Team

Selina Rodrigues – Head of Dept  
(from May 2015)  
Victor Momodu\*

## Partnerships and Innovation

Linda Spiers– Head of Dept\*  
Rhona Mbabazi\*  
Judi Dumont-Barter\*  
Mariel Richards

## Community Organisers\*

Katherine Wilkinson  
Anna Kasmir  
Paulette Singer

## Interns\*

Mohammed Ibrahim  
Stephanie Ioannou

(\*denotes departed staff)

