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CommUNITY Barnet 2017 - 2018

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Dear Friends and Colleagues

The President of an organisation such as Community Barnet has a dual role: to preside over formal events, for example, the Annual General Meeting, and also importantly to help and ensure the Board of Trustees maintains its commitment to the established aims and objectives of the organisation.

I have been involved with Community Barnet almost the 40 years since its founding in a number of positions including that of Chair and now I have the honour to serve as its President. My responsibility is to act as a resource of corporate practice and history; also to help the Board and, through it, the organisation's executives to continue to provide the valuable and important service to the community it has historically delivered. Additionally, if I am able, to help chart and guide its progress in a fast-changing and increasingly challenging world.

I am confident that Community Barnet, I hope even for another forty years, although I personally may not be around to see it, will continue to make its historically successful contribution to public life and encourage, support and enable the building of a better society for us all.

Antony Jacobson
Honorary President

Risk Management

is the process of identifying, evaluating and controlling risks.

CommUNITY Barnet's trustees remain committed to delivering best value services for the public pound. They have established a control system which enables them to review the strategic, financial, performance and reputational risks to which the charity is exposed on a quarterly basis at the Performance Committee, which are then reported to the Board on an exception basis.

They have set up a number of policies which the trustees, employed staff and volunteers must follow. They believe that adequate controls and systems are in place to mitigate any external and internal risks that the organisation may face and ensure we can be held up to scrutiny by our members, partners, stakeholders and potential commissioners and funders.

Adam Goldstein
Chairman, Performance Committee



Welcome

Over the last financial year CommUNITY Barnet has continued to push the boundaries of what we, as members of the voluntary, community and charity sector, can achieve. Barnet has a thriving voluntary and community sector and we are delighted to say that over the last twelve months we have provided advice, support and governance to 40 start-ups and 72 new organisations, reflecting our commitment to increasing the capacity and capability of the sector.

In early 2017, Barnet Clinical Commissioning Group (CCG) approached us to lead the delivery of the Barnet Wellbeing Hub through a collaboration of local charities and community organisations. This work builds on our experience of leading partnerships and we thank Barnet CCG for investing in our sector to support residents to better manage their self-care and make informed life choices.

We remain committed to engaging with residents and capturing the voices of people using health and social care services. We were thrilled to work with Brent CCG to undertake two distinct pieces of engagement work. One was in relation to the CCG's transformation agenda, and the other to promote a mental health anti-stigma social movement for children and young people, known as Brent Young People Thrive.

As we enter our 40th year, CommUNITY Barnet has developed beyond recognition, growing from a two part-time volunteer led organisation to a multi-borough organisation with a national reputation. This has only been possible due to the hard work and commitment of previous trustees, staff, volunteers, individual and member organisations and funders. In these most recent years, our trustees have been inspirational in understanding both the risks and opportunities that have to be taken in order to survive, grow and develop. They have encouraged us as staff and volunteers to reach out and embrace new opportunities as we head into the future. CommUNITY Barnet remains a grassroots organisation, but with roots reaching far and wide.

Thank you all for your continued support and faith in us.

Julie Pal

Chief Executive Officer

As we proudly enter our 40th year of serving our communities, the Board of Trustees of CommUNITY Barnet have again this year overseen further achievement and development by the organisation.

Our contractually-provided services continue to expand, as measured by the community group served and by geography. Meanwhile we have also continued to develop our traded services, giving us the capability to fund additional contributions to the communities we serve where we see a need unfulfilled by other sources.

The Board are planning some celebrations of our 40th anniversary in the year ahead, built around additional benefits we can bring to the communities we serve.

Thanks again to our excellent Senior Leadership Team under Chief Executive Julie Pal, our financial resilience has been improved, with our reserves comfortably meeting the Charities Commission's requirements. With the continued economic pressure on public and third sector funding and support, this is a noteworthy achievement of efficient management and planning.

With a more diverse and experienced Board, we are reviewing the evolving future role of CommUNITY Barnet, to ensure we remain up-to-date and relevant in an ever-changing environment. This is a current focus for the Trustees, and the results promise to herald exciting times ahead for all of us.

Adam Goldstein and Tony Vardy, Co-Chairs

Vision We strongly believe that the community and social enterprise sector is powerful when it comes together with other sector organisations where volunteering is at the heart of civil society. Nurturing social action through partnerships is vital for sustaining society in times of challenge and change.

Mission We wish to further develop our capacity to sustain community cohesion by bringing together residents, communities and organisations to form creative solutions to improve the wellbeing of local communities in times of continued austerity.

Ambition Our target beneficiaries include local residents, BAME, LGBT, older people, women, young people, children, parents, people with mental health needs, physical, learning and sensory disabilities, those with long term health conditions, migrants and refugees. We provide these groups with a voice, the skills and expertise to articulate their needs and have them represented to local statutory organisations and public institutions.



2017 - 2018 we delivered:



Community Services

CB's Community Services Team continues to both inspire and challenge charities, community organisations and voluntary organisations to explore new opportunities, review the ways they work and to proactively consider funding arrangements and new operating models. Our well-respected approach to organisational development has resulted in us working with and supporting very different organisations and our case studies exemplify our approach.

CommUNITY Barnet was integral in developing the fundraising plan of the **Barnet Teenage Market**, which is part of a national initiative for young people to showcase their creative talent and contribute to community markets.

During the fundraising period, where over £50,000 was required, we were able to assist the project in accessing the vital funds needed. Through Spacehive, Barnet Teenage Market was successful in being funded and has since experienced a successful twelve months of operation. CommUNITY Barnet is now pursuing opportunities to secure funding for the next three to seven years for the Barnet Teenage Market.



The Action Learning Group is a peer support group which enables organisations within the borough to discuss difficult issues with their peers. The collective group then works to identify solutions to address the issues found within their businesses/enterprises and resolve them. The aim of the group is also to increase cooperation and improve relationships between local organisations.

Included in the Action Learning Group are the following organisations: The Last Cuppa, Precious Moments in Health and Care, Keep Calm and Sing for Barnet, Wild about our Woods and the Flower Bank.

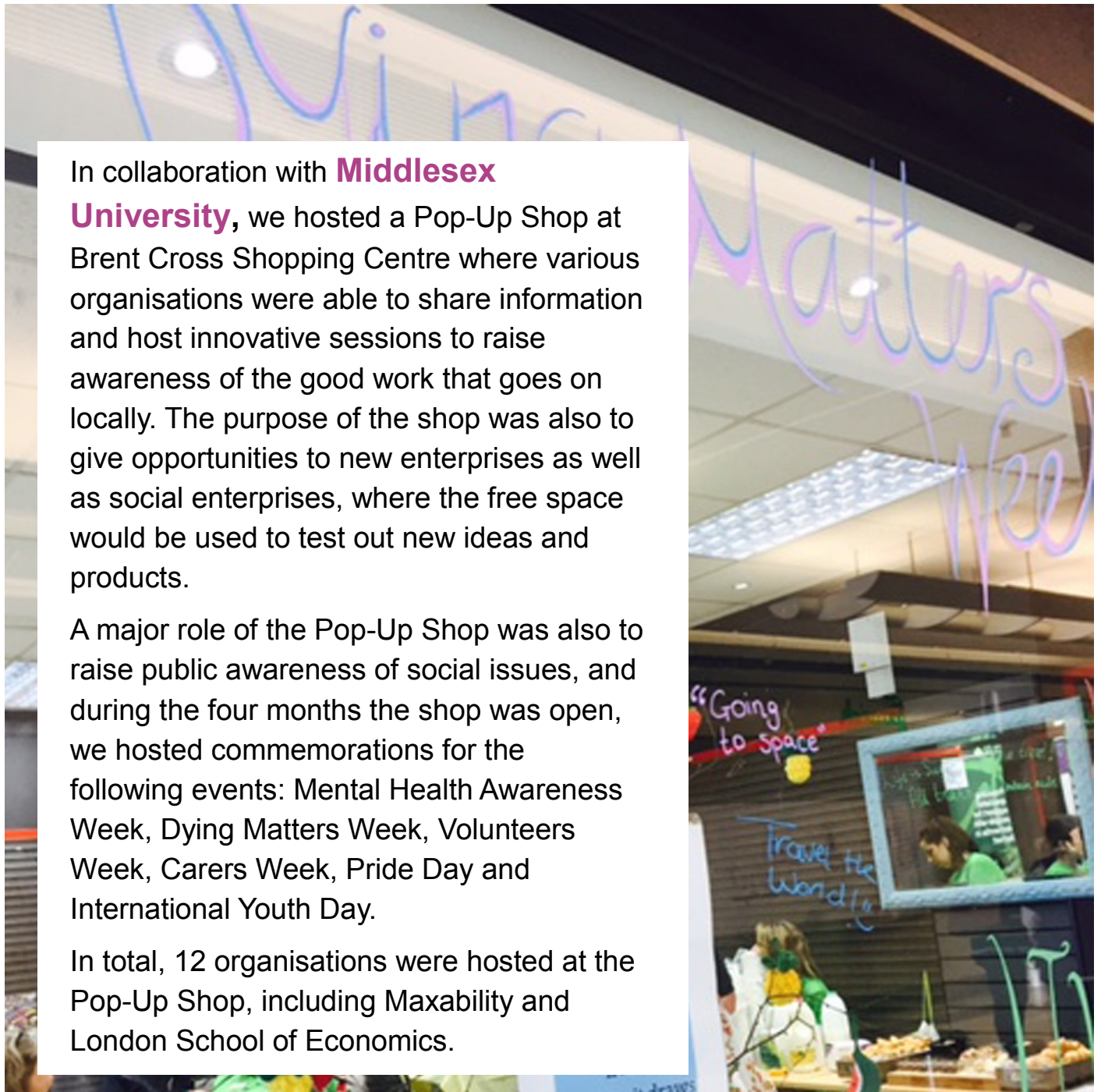
Key outcomes for the group include successfully applying for grants and coordinating joint projects at local events. Multiple examples of successful grant applications include Keep Calm and Sing for Barnet, which received funding to pilot its work, while Precious Moments in Health and Care received funding from Enfield Council to continue its work. An example of the joint projects between businesses include a fundraiser organised by The Last Cuppa for The Flower Bank, exemplifying grass roots partnership working at its best.



In collaboration with **Middlesex University**, we hosted a Pop-Up Shop at Brent Cross Shopping Centre where various organisations were able to share information and host innovative sessions to raise awareness of the good work that goes on locally. The purpose of the shop was also to give opportunities to new enterprises as well as social enterprises, where the free space would be used to test out new ideas and products.

A major role of the Pop-Up Shop was also to raise public awareness of social issues, and during the four months the shop was open, we hosted commemorations for the following events: Mental Health Awareness Week, Dying Matters Week, Volunteers Week, Carers Week, Pride Day and International Youth Day.

In total, 12 organisations were hosted at the Pop-Up Shop, including Maxability and London School of Economics.



CommUNITY Barnet (CB) have been a great friend and loyal supporter of **The Flower Bank** (TFB) since I first approached them in March 2017, several months after I began road testing my project. They had the foresight to see the full potential of TFB and helped me to focus my approach from scattergun to a more disciplined one.



Since March 2017 CB has help me with everything from training courses, formulating policies and writing bids. They've given me an open platform, their endless support, empathy and their knowledge which has helped me to develop my social enterprise. From an early stage, they urged me to address the future development of TFB - although initially reluctant, it has meant that TFB is dynamic.

Through CB I've been fortunate to join an Action Learning Group which is a group of fellow Barnet social entrepreneurs at different stages of start-up. The knowledge, wisdom and support I've acquired from my fellow entrepreneurs has been invaluable. A curse of self-employment is that the simplest of tasks can render you useless – talking to colleagues at the Action Learning Group helped me to find solutions and recognise that these difficulties are completely normal.

CB is well rooted in Barnet and they arranged for students from Middlesex University's MSc Innovation and Enterprise course to help me in setting up procedures to measure and evaluate The Flower Bank's social, economic and ecological impact. I've loved the process of working with the students who've recognised quickly my issues and are helping me find practical solutions.

After 2 years of working with CommUNITY Barnet I'm still learning about the full range of services they offer - what I've discovered is that they offer everything that a voluntary organisation could possibly need.

I can't recommend them enough and I owe my success to them.

Time to Change



CB is proud to be the coordinator of the Barnet Time to Change (TTC) organic Hub, supported by Barnet CCG and London Borough of Barnet.

TTC is a social movement that challenges mental health discrimination and stigma. This initiative is led by local champions who all have lived experience of mental health conditions. This is achieved by people with lived experience of mental health sharing their stories with friends, family and the general public in Barnet.

Time to Change Barnet works with a variety of partners, including Thrive LDN and Middlesex University, to deliver anti-stigma activity to employers, children and young people. TTC compliments the integrated wellbeing service we have been delivering in Barnet and sits alongside the Brent Young People Thrive programme we are carrying out in Brent. Look out for the TTC vines on our social media and please feel free to spread the word.



Barnet Wellbeing Service

Our experience includes having setup and established a **Wellbeing Hub** under the leadership of Barnet Clinical Commissioning Group (CCG). In 2014, Barnet CCG reviewed its Mental Health services and key findings of the review highlighted the lack of effective crisis planning and community services; lack of “early intervention for wellbeing”; more calls to work together in the community and the need to use resources more effectively.

As a result, the CCG engaged local people with lived experience and carers, other stakeholders and third sector organisations, including CommUNITY Barnet, in its ‘Reimagining Mental Health’ programme from March 2015 onwards, fostering a collaborative process of transformation for sustainable whole-system change. Informed by key policy drivers from the government’s No Health without Mental Health 2011 and the Five Year Forward View 2016, the aim was to work preventatively, driving down costly mental health provision in healthcare settings in Barnet.

This involved us and other organisations working collaboratively, with minimal investment in transformation, to deliver improvements for patients, with dedicated Mental Health link worker support in primary care and community services following a social prescribing model.



Barnet Wellbeing Service



CommUNITY Barnet is the business development lead for the Barnet model and was asked to take on contract and performance leadership from 1st October 2017.

Success of the programme resulted in Barnet Clinical Commissioning Group being shortlisted at the 2017 Health Service Journal awards.

We believe our model of establishing a collaborative partnership between statutory commissioners, health and social care providers and community organisations is both replicable and transferable to other boroughs and used this to inform our proposal to Enfield.

In January 2018 the **Online Wellbeing Programme** was launched, designed as part of a collaborative service with the Barnet Wellbeing Hub. This forms the overall Barnet Wellbeing Service, comprised of the Barnet Wellbeing Hub, Online Wellbeing Programme and clinical support, which are all designed to complement one another.

The Online Wellbeing Programme is a free virtual therapeutic service aimed at increasing access to psychological therapies (IAPT) and improving the mental and emotional wellbeing of Barnet's residents. These webinars are delivered by a qualified therapist.

Wellbeing Hub

Case Study for the Hub

Having previously experienced domestic violence, 'C' presented at the Hub with severe depression and anxiety. She had previously self-referred to IAPT but was informed that it was not suitable for her at the time.

She informed us that she had nowhere else to turn. She said she was hearing voices, often voices from the past which were negative, and that she was having suicidal thoughts. 'C' shared that she felt it was difficult to engage with the services she had previously tried. She said she didn't feel that she was being listened to, and found it hard to express her feelings and articulate her situation. She said she often resorted to alcohol to manage her difficulties. 'C' found it difficult to admit this as she said she felt she would be judged.

Through the Emotional Healthcheck she was able to talk more about how she was feeling and what she needed. We agreed that we could take her case to a Joint Case Management Meeting and that she would attend our groups.

The referral was accepted and 'C' returned to the Meritage Centre to attend a wellbeing workshop. She was also signposted to the Mind in Barnet hearing voices group.

Online Wellbeing

Testimonials and case study

“I am eating more healthily and doing more walking since the webinars started. I have lost some weight as well - thank you.”

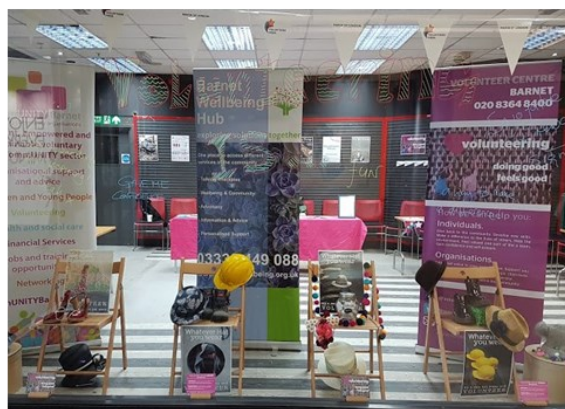
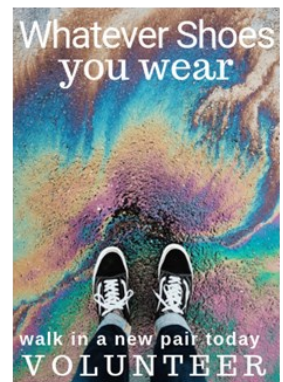
“I want to live and take care of my children and myself.”

“These six weeks have been amazing. Thank you so much. These strategies truly do work.”

Having gone through surgery, ‘A’ had spent a long time recovering at home. She said she had been suffering from chronic fatigue and low self-esteem at this time.

Following her participation in the Mood Boost webinar, ‘A’ said she had been given the tools to move forward with confidence and the belief to re-enter the world.

‘A’ praised Dr Mike Scanlan for his work on the online programme and said his brilliant ideas and strategies were what helped her to improve her self-esteem and she would recommend the programme to anyone in need of emotional or mental support.



Volunteering

is fundamental to a thriving, healthy and open society. CommUNITY Barnet knows it empowers residents and connects them both to their local communities and to each other and drives change in their area.

We will continue to develop a culture of volunteering which can be embedded in different stages of people's lives.

We will work with formal and less formal groups, networks and organisations in the voluntary, public and commercial sector to create an environment in which volunteering can flourish. We will work with partners and funders to identify creative ways of supporting volunteering.

We will work with organisations who support and manage volunteers and champion them so that the power of volunteering is realised.

THE VOLUNTEER CENTRE RUN FOR VOLUNTEERS BY VOLUNTEERS ONE DAY PER WEEK

CommUNITY Barnet remains committed to supporting civic activity through volunteering by working with community organisations who deliver their services with the help of volunteers.

Do you want to volunteer? Do you have a volunteer opportunity that you want filled?

We have worked with local residents to improve health and social care services, in liaison with our charity partners. Many of our recommendations have been implemented, but here are a few highlights. See our website for more!

In **Barnet**, we contacted all GPs to find out how easy it was to register to them. Many GPs unnecessarily asked for identification, causing difficulty for homeless people or those who have moved or recently arrived in the country. Barnet Clinical Commissioning Group then reminded all GPs to make registering easier. We visited Royal Free Hospital, making sure that the hospital used 'Protected Meal Times' so that patients get support to eat, and that specialist dietary requirements are met.

In **Brent**, we visited care homes about safeguarding and safety, including for people with learning disabilities, dementia and mental health conditions. All homes had reasonable awareness but some did not have full processes or support in place. Brent Safeguarding Adults Board, Brent Council and the Care Quality Commission committed to improving co-ordination and to find ways to share best practice between providers and care home services.

In **Newham**, we visited supported living services, where people are isolated or vulnerable and have mental health conditions or learning disabilities. People told us they liked the staff, but we found that buildings were in poor condition, or that residents were not supported to develop new skills. Newham Council took action to help residents get support, including on safeguarding. With Newham Deaf Forum we worked with Newham CCG to increase guidance for GP staff, and with Newham Hospital to increase the number of British Sign Language signers in Maternity Services.

A busy 2017 - 2018...

38

**Charity & Voluntary
Partners**

45

**Enter and View
visits**

50+
**Reports
published**

184
**Outreach
visits**

6,753

**Friends and social
media followers**

8,950

**Website
visits**

**Residents
reached through**

200,000+

Brent Young People Thrive

Brent NHS Clinical Commissioning Group (CCG) commissioned CB to deliver Brent Young People Thrive (BYPT), over a 14 month period starting March 1st 2018. This project is a key part of Brent's Children and Adolescent Mental Health Services (CAMHS) Transformation Plan.

BYPT is a social movement aimed at empowering communities to increase awareness and reduce the stigma of mental health in young people. Through engagement in schools and the wider community this project works towards changing the perception and experience of mental health and emotional wellbeing for ALL Brent children, young people and their families.

We are off to a flying start with steering groups, engagement, marketing and the recruitment of some fantastic and very enthusiastic young volunteers.

At the heart of this project is capturing the voice of the child and identifying key themes that will inform children's mental health service development and transformation.

Special thanks to Brent Council, Brent CCG, Healthwatch Brent, Young Brent Foundation, Parents, Carers, members of the public and all our volunteers.





YOUNG PEOPLE'S MENTAL HEALTH

Let's end the stigma

CB Digital

As an ambitious and modern organisation keen to reach out to others, CB expanded its digital presence by establishing a Communications Team.

The result has been astonishing. We maintain 24 social media pages across Instagram, Twitter and Facebook, alongside 6 websites and annually 20 newsletters/newsflashes and 5 annual reports.

These accounts and websites include Healthwatch Barnet, Brent and Newham, Enfield Connections and the Barnet Wellbeing Service.

Our CB newsletter alone is delivered to almost 600 subscribers. It contains information, news, policy updates and funding opportunities and is well regarded as an excellent resource by commissioners, member organisations and other partners. Our funding newsletter was heavily utilised by the sector.

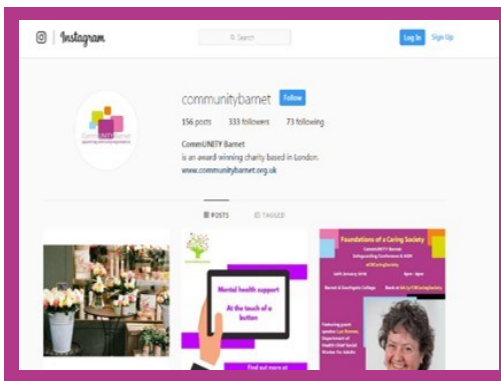
In addition to our Twitter and Facebook accounts and eager to reach out to new audiences, we created Instagram and Pinterest accounts for CB and Brent Young People Thrive. CB has reached a total of 332 followers, which complements our 2,300 Twitter followers and 740 Facebook likes.

We refreshed our approach to communications and branding which has resulted in organisations approaching us about managing their social

“I get loads of newsletters but CB’s is the only one that I open and read from top to bottom”

Find Us On...

Facebook | Twitter | LinkedIn | Pinterest | Instagram | YouTube







Barnet Giving

Barnet Giving is our local giving scheme which aims to bring together local people, businesses, organisations and stakeholders to help make Barnet a better place to live and work for everyone.

Unlike other local giving schemes, every single penny raised by Barnet Giving has been raised by working with residents. We are not underwritten by a charity, trust or foundation and are seeking to grow the programme by forging partnerships and nurturing entrepreneurship.

Through Barnet Giving we have been working closely with the Federation of Small Businesses and are delighted that the regional chairman has joined the board of trustees. We are proud that Barnet Giving is a totally **inclusive** fund.



We **host** the following organisations:

Barnet Boroughwatch is the umbrella organisation for all the local Neighbourhood Watches in the borough. Having started as an independent charity with a handful of watches in the mid-1980s, it now oversees over 2000 watches. From 1st April 2018 it moved under the guardianship of CommUNITY Barnet, changing its name to Barnet Neighbourhood Watch (BNW).

BNW is one of the most successful schemes in London. Part of this was due to the high-quality leadership of the Chairperson of Barnet Boroughwatch who received an MBE for her services. She has now retired and the organisation has an opportunity to review its operational model which draws on the strengths of the personal relationship between the Neighbourhood Watch Coordinator, the local police and local residents.

There are currently over 30,000 Barnet members across the borough who aim to reduce the fear of crime and increase trust and confidence in the police. However, crime has returned as the top priority for residents. The BNW members are an active part of the Barnet volunteer workforce as well as providing a useful source of community intelligence both for the police and the local authority.

Email: paul.hammond@communitybarnet.org.uk

Facebook: [Barnet Boroughwatch](#)

Barnet Safer Neighbourhood Board aims to establish local policing and crime priorities, monitor police performance and confidence, and fulfil a range of important specific functions. It holds public meetings to discuss all aspects of policing within the borough and acts as an umbrella body for the ward panels.

Phone: 020 8364 8400

Email: BarnetSNB@gmail.com

We are the **Locally Trusted Organisation** for:

Grange Big Local serves the Grange Estate and neighbouring areas in East Finchley, including Font Hills and Thomas More estates, and is at an early stage of spending the lottery grant of £1 million received through Local Trust's Big Local initiative. This is a resident-led programme that aims to make the area an even better place to live. The current Grange Big Local Plan covers the period from April 2016 to March 2018.

Grange Big Local thanks CommUNITY Barnet for its role as Locally Trusted Organisation in this crucial phase, supporting its community partnership manager and partnership board members in delivering on the Plan. To find out more about the Grange Big Local and to read our latest Annual Report please visit: www.grangebiglocal.org

Email: info@grangebiglocal.org

This summary statement of our **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 20th December 2018.

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 20th December 2018

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

*Anthony Joseph & Co Limited, Chartered Certified Accountants & Registered Auditors
Business & Technology Centre, Stevenage SG1 2DX.*

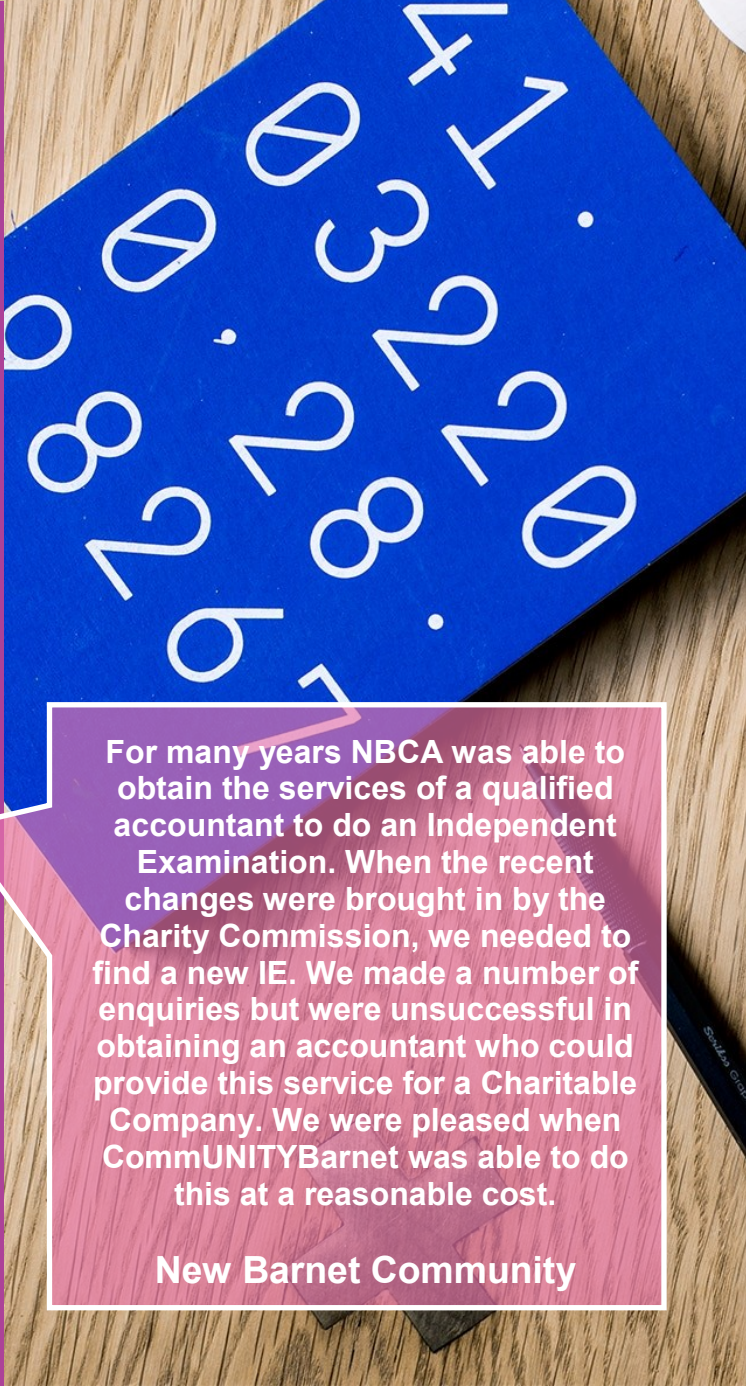
Accounts	Unrestricted Funds	Restricted Funds	Total Funds to 31st March 2018	Total Funds Year to 31st March 2017
	£	£	£	£
Charitable and investment income	115,344	1,185,635	1,300,979	757,435
Charitable activities and governance costs	(78,868)	(983,419)	(1,062,287)	(684,083)
Net (outgoing) /incoming resources before transfers	36,476	202,212	238,692	73,352
Transfer between funds	-	-	-	-
Net (expenditure) /income for the year	36,476	202,212	238,692	73,352
Reconciliation of funds (total funds brought forward)	194,154	98,230	292,384	219,032
Total funds brought forward	230,630	300,446	531,076	292,384

The **Finance Team** have had a very busy year providing a number of charities both within and outside the borough with the following support:

- Financial Services
- Payroll
- Independent Examination
- Bookkeeping
- Budgeting and Financial Planning

The demand for Independent Examinations continues to grow and the team have enjoyed meeting new clients and assisting them in keeping their finances in good order. We are very approachable and proud of the high level of service we provide.

If you have a finance query please do not hesitate to contact us on:
finance@communitybarnet.org.uk



For many years NBCA was able to obtain the services of a qualified accountant to do an Independent Examination. When the recent changes were brought in by the Charity Commission, we needed to find a new IE. We made a number of enquiries but were unsuccessful in obtaining an accountant who could provide this service for a Charitable Company. We were pleased when CommUNITYBarnet was able to do this at a reasonable cost.

New Barnet Community

Our Partners and Funders:



Albahdja
South Kilburn
Women's
health group



CommUNITY Barnet's Trustees continue to inspire, challenge and empower us all. Thanks to our funders and sponsors for continuing to fund us and 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
whom we could not deliver our services.

CommUNITY Barnet is proud to be a Living Wage Employer:





CommUNITY Barnet,
Barnet House, 1st Floor, 1255 High Road, London N20 0EJ
020 8364 8400 | www.communitybarnet.org.uk
Company No. 3554508 | Charity Number 1071035



CommUNITY Barnet
supporting communities