



Annual Report 2019 -2020

Table of Contents

01

Welcome

06

Community
Services



08

Young People
Thrive

10

Enfield
Connections

12

Barnet
Wellbeing
Service

16

Healthwatch

21

Barnet
Primary Care
Group

22

Romanian &
Eastern
European Hub

25

Volunteering

26

Building a
Stronger
Britain
Together

28

Barnet
Fairness
Commission

31

CB Digital

32

Covid-19
Response

36

Locally
Trusted
Organisation

42

Finance





Dear Friends and Colleagues,

It is said that the measure of a society is how it treats its most vulnerable members. Without our support, especially in these extraordinary times, many of those who most need support would be left poorly treated. Through COMMUNITY Barnet, they have been helped and, importantly, given greater hope for their lives and a sense that they are not forgotten.

When COMMUNITY Barnet was founded over forty years ago, our activities were confined to specific needs in the borough of Barnet. Now our reach and responsibilities encompass seven boroughs from Hillingdon to Newham, stretching not just geographically but into a wide variety of many different support areas, serving a broad range of individuals and groups in need. It is my privilege, as President of COMMUNITY Barnet, to commend to you this report of the many and varied roles that our dedicated staff take and selflessly continue to play even in these most difficult and demanding of circumstances; it gives me pride to be able to recommend to you to read this year's annual report. It is a story of a year of achievement, a record of which we and our community as a whole can be proud, for it is said that every action changes a life and, undeniably, its innovative and caring staff have changed and will continue to change so many lives for the better.

Antony Jacobson, Honorary President

Co-Chairs' Report

Despite the enormous challenges the past year has brought to all of us, the Board of Trustees of CommUNITY Barnet is very pleased to report another year of successful fulfillment of commitments and further development.

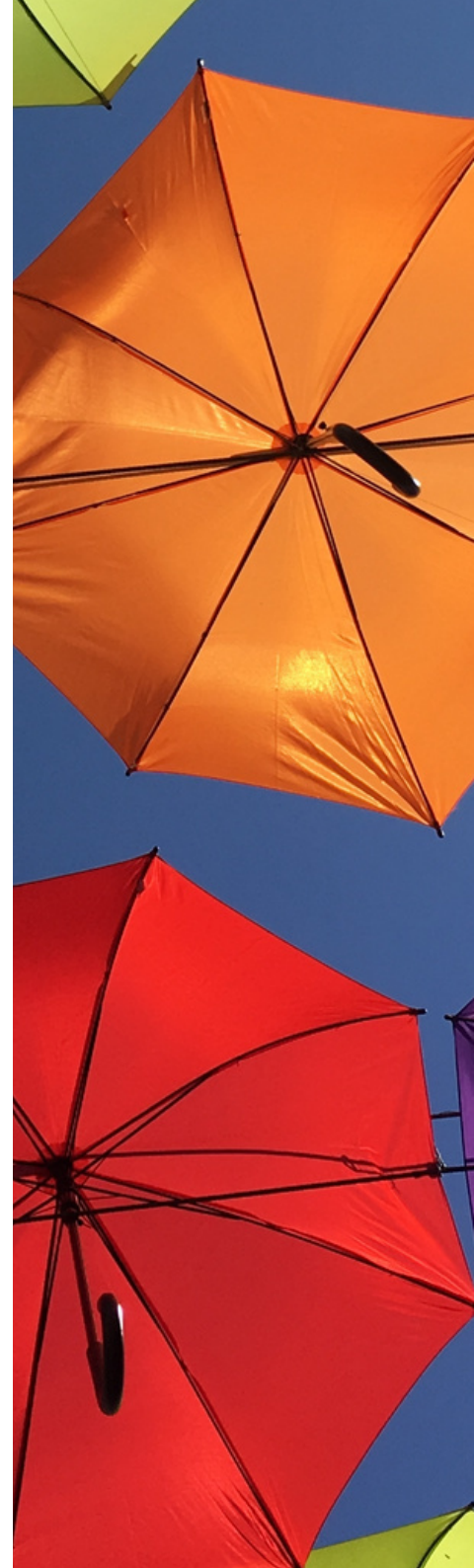
Although the pandemic only began to affect us towards the end of our last financial year, the Board want to pay tribute publicly to how Julie Pal and all her team have adapted to the COVID situation, and despite working remotely, have stepped up to ensure they deliver on their commitments to the community.

While financial pressures continue to affect our commissioned services and other funding sources, we have managed our costs carefully to retain a healthy financial situation. Our reserves still comfortably meet the Charity Commission guidelines for the appropriate protection of the organisation and our stakeholders.

We are keen to ensure that our Board continues to reflect the diversity of the communities we serve and the wider society around us. We have been fortunate in welcoming excellent new Trustees moving us towards this goal.

Finally, I want to pay tribute to my Co-Chair for the past seven years, Adam Goldstein who has stepped down from his role as Co-Chair due to other responsibilities but will remain on the board, supporting the development of the organisation.

Tony Vardy and Adam Goldstein, Co-Chairs





Welcome from our CEO

It feels odd to be writing this introduction to our 2019-2020 Annual Report given the catastrophic impact of the pandemic from March 2020 onwards, when the government introduced the first national lockdown. Covid-19 has upended and impacted all our lives, yet amidst the disruption and disorder, some highlights over the last year stand out to me:

- Meeting the winners of our 40th birthday photography competition at the AGM held in January 2020
- Overseeing and delivering a volunteer day for HSBC headquarters in Newham, supporting the bank's Corporate Social Responsibility
- Establishing the Romanian & Eastern European Hub through a collaboration of 25 partners

CommUNITY Barnet has been quietly growing over the past few years, which has been exhilarating and sobering, as expansion brings new responsibility. We remain committed to working with the most disenfranchised and marginalised communities in London, building lasting partnerships through collaborating with faith, social and voluntary organisations, all while ensuring we truly make an impact and transform people's lives.

A big part of our work has been to address digital poverty, food insecurity, and homelessness - issues that unfortunately became spotlighted in the pandemic. We continue to be supported by a high calibre board of trustees. We have been delighted to welcome several new trustees who bring senior-level health and social care backgrounds.

All of this is only possible because we have staff who bring their lived experiences to their roles. As summarised by a colleague, "CommUNITY Barnet is the first organisation I have worked in where I can bring my whole self." Thank you to everyone for all your support.

Julie Pal, Chief Executive Officer



Risk Management

CommUNITY Barnet is mindful of its responsibility of managing, accounting, and reporting on how we manage our contracts, ensuring we have robust financial controls in place, and a tried and tested approach to managing risk.

Our Performance and Risk Committee chaired by our Co-Chair has been instrumental in asking uncomfortable questions to the CEO and Senior Leadership Team to ensure our performance is robustly scrutinised and reported back to the board of trustees.

Our corporate risk register is reviewed quarterly, focusing on our strategic, reputational, contractual, and financial performance. We have tried to develop a simple tool that captures and summarises our complex contracts, some of which we are assigned as the 'Prime or Lead contract holder.'

As we grow and change and develop, we are currently reviewing our approach and look forward to sharing our learning in subsequent reports.



Vision

A society where the passions and energy of residents, communities, and organisations can contribute to causes they believe in and design creative solutions that make our community a better place.



Mission

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



Ambition

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

Community Services

Organisational Development

Between 2019-2020 CommUNITY Barnet delivered our independent organisational development programme to Barnet-based charities and community organisations for the first time as a consultancy and bid-writing service. Over 12 months, we supported 50 organisations with governance, business modelling, project, social value, finance, and income generation.

We were able to raise at least £270,000 for different organisations from various funding sources. We concentrated upon liaising with small local and micro-organisations working with children, young people, migrants, refugees, and some of our community's most vulnerable members. This included residents in Barnet, Brent, and Camden, interested in setting up their own enterprises with the aspiration to provide bespoke services for local people.

Safeguarding

CommUNITY Barnet has incorporated safeguarding considerations into our corporate risk register as required by our regulator, the Charity Commission. A review of all our policies has been undertaken. All staff, volunteers, and trustees are required to undergo a Disclosure and Barring Service (DBS) check. An enhanced check is undertaken of roles where there is access to vulnerable adults or children under 18 years of age.

A Designated safeguarding trustee is the point of contact for the Charity Commission or any local authorities where a safeguarding concern has emerged. There are additional safeguarding champions amongst the staff who can be called upon to provide advice and expertise as required.

156

participants
attended
safeguarding
training



Children and young
people supported



1

Video



Barnet



Micro

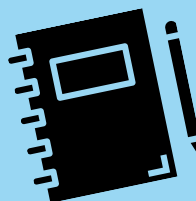
organisations



50

Organisations
supported

Bespoke
services



Multi-Faith
Forum



By phone
by email
in person

£270k

Funding raised

3

Barnet
Brent
Camden

1

Eastern
European
Hub



Charities
Social
Enterprises

Big Locals



Young People **Thrive**

Young People Thrive is a new tri-borough service that we have been slowly building over the past couple of years.

Hillingdon Young People **Thrive**

We piloted a webinar program for Brunel University students during the Autumn. This was a series of 4 sessions to help students deal with anxiety, stress, and worry associated with university work and life. These webinars were well received, and the pilot led to us delivering more bespoke wellbeing webinars to Brunel students and young people in Hillingdon aged 16-25. Topics included anxiety, low mood, mental health awareness, procrastination, and self-care.

The webinars gave young people and students a safe and confidential space to address some of the challenges they faced and learn ways to cope better.



Our work raising awareness of mental health and challenging the stigma associated with mental health continued in earnest. We continued to engage the voices of children and young people through school assemblies, school fairs, and community-based events such as the Urban Arts and the Heart of Wembley festivals during the Summer of 2019.

Our young mental health champions won the Pride of Brent Young Volunteers award for their mental health awareness and anti-stigma work. They also worked alongside 2019's cohort of National Citizen Service students to increase awareness of positive mental health across the borough. In October, we held a Halloween-themed fun day for local children and families focused on positive body image. In early 2020, the champions contributed to Brent's successful child and adolescent Mental Health Support teams (MHST) trailblazer application to NHS England. The trailblazer programme provides a whole-school mental health support programme to schools in Brent in areas of high need.



Middlesex University invited us to work with final year film students making a documentary about the history of mental health support in Barnet and how services and experiences have changed recently.



The last few weeks have been amazing, these strategies really help, thank you.



The course helped me manage my thoughts and feel better. I am so proud of myself, thank you.



Enfield Connections

Enfield Connections is an inclusive information and advice service developed for Enfield residents (18+) as part of Enfield Council's transformation programme. Through procuring services from the local voluntary and community sector, Enfield Connections aims to help individuals make informed decisions about managing their long-term care and living independently for as long as possible.

The delivery model is based on prevention and early help to secure interventions that support individuals living in their communities. Using a range of channels and approaches, information and advice are made easily accessible to residents. Importantly, these services will also build capacity, independence, and confidence in individuals, families, and communities to access their own information and keep them safe and healthy.

Telephone Information Service

Mind In Enfield continued to act as the 'front door' of Enfield Connections, delivering telephone-based advice and signposting service. They provided a fast-track service to Citizens Advice Enfield (CAE), commissioned to provide a specialist disability advice service.

Age UK Enfield Later-Life Planning

Age UK Enfield has been commissioned to deliver a later-life planning service targeting residents aged 55+. The changing demographic of Enfield residents and the anticipated increase in the average age of the population means that it is important for this cohort to plan for their futures. Age UK Enfield has been conducting awareness-raising sessions and face-to-face information and advice sessions to encourage residents to:

- talk about death
- have the confidence to question each other
- ensure all worries about dying and death are acknowledged

This year they delivered awareness-raising sessions to over 300 clients and provided 22 clients with individual support.

Citizens Advice Enfield Fast Track Disability Service

Citizens Advice Enfield (CAE) has continued to provide a well-regarded, fast-track specialist disability advice service. Set up as a multi-agency referral service, it has been possible for partners to book appointments for their clients directly using a shared calendar that CAE advisors access. This has been invaluable for particularly vulnerable clients who do not have to wait in CAE queues. During this year, 580 clients were supported by this service.

One 2 One Enfield Volunteer Training

One 2 One Enfield delivered an accredited volunteering training offer as part of Enfield Connections for potential volunteers, training for organisations wishing to recruit volunteers, and brokering volunteering opportunities.

New Developments in 2020/2021

Due to the Covid-19 Pandemic and the subsequent lockdown, we had to adapt our delivery. As part of its forward planning following the lockdown, Enfield Council instructed us and its other lead VCS partners to restructure their service provision to the borough's vulnerable adult residents. They wanted Enfield Connections to directly provide advice and information services to support its vulnerable adult residents rather than delegate it to a third-party provider. This led to the difficult decision to decommission Mind in Enfield and One to One Enfield. The new service started in September 2020.

Delivering Added Value

As part of our trusted relationship with Enfield Council, we also administer Enfield Council's Small Clubs Grant, which awards up to £250 for clubs and groups working to improve Enfield residents' health and wellbeing.

Supporting MyLife Enfield website – Enfield Council's Health and Social Care website for resident information and advice to help them improve their wellbeing



Barnet Wellbeing Service

The Barnet Wellbeing Service was established as a collaborative process between people who use mental health services, the voluntary community, sector organisations (VCSOs), the health service, the community, and Barnet Council. Our mission is to meet the needs of local people and:

- Deliver community-based services through social prescribing and IAPT services
- Reduce waiting times and address the gaps in provision
- Deliver low-level therapeutic services, using social prescribing needs
- Reduce costs for health services by providing support at early stages

Our aim with the Integrated Wellbeing Service is to support the transition of services and the focus of care away from, 'what is the matter with you?' towards, 'what matters to you?'

The service comprises three parts:

Barnet Wellbeing Hub is the 'front door' delivered by the Chinese Mental Health Association. This provides a single point of access to the Wellbeing Service.

Community Improving Access to Psychological Therapies (IAPT) Therapeutic Service

provides psychoeducational workshops delivered by Barnet Refugee Service, focusing on Post Traumatic Stress Disorder and targeted at refugees and migrants who have fled war and conflict zones. The workshops are Step 2 IAPT compliant and contribute to Barnet Clinical Commissioning Group's NHS targets.

Clinical Support is a blended offer from Barnet, Enfield, and Haringey Mental Health Trust (BEHMHT) delivered by clinicians offering Step 2 and Step 3 IAPT therapeutic services, psychoeducational workshops, and webinars.



The service is managed by us and draws on our strong relationships with community organisations across the borough. The service is funded by Barnet Clinical Commissioning Group (CCG); the Wellbeing Steering Group includes charity partners, Barnet CCG, Barnet Council, and, importantly, those with lived experience. GPs and other health and social care professionals refer people to the Hub, resulting in over 5,000 people receiving support for their wellbeing referrals.

As part of our commitment to destigmatising mental health and promoting mental health awareness, we delivered 8 Hub Connections network events to stakeholders, residents, commissioners, and residents. To share experiences, learn from local and national good practices, review current activities, and plan for the future.

The collaborative partnership between us and local community organisations, including the Chinese Mental Health Association (CMHA), Inclusion Barnet, Jewish Volunteering Network, Barnet Mencap, and Mind in Barnet, has an important and vital impact on the Barnet Wellbeing Service. A wide range of holistic support is accessible for residents facing difficulties with their mental and emotional health. Entry into the service is through the Barnet Wellbeing Hub, delivered by CMHA, which reviews and engages with every person accessing the service.

A range of needs is met, from personalised support provided at the Hub, therapeutic support through IAPT workshops, and additional assistance through the local Mental Health Trust. CMHA participates in a multiagency joint case management group to fast-track and refer to statutory services for users with complex needs. Barnet Refugee Service delivers a community IAPT service to refugees traumatised by PTSD.

As part of the Wellbeing Service's inclusive offer, Barnet Mencap supports and assesses people who may need an autism assessment from the NHS. On discharge, Mind in Barnet supports older adults admitted to psychiatric wards for cognitive impairment.

The Wellbeing response service is transitioning to a telephone befriending service and a partnership bereavement counselling service commissioned by Barnet Public Health.

Look out for the new website coming soon.

**Follow
@BarnetWellbeing**



Social Prescribing Event

In February, at our social prescribing event, 130 people came together to work out how best to deliver these services, which gave patients non-medical help and support. The event was co-chaired by Barnet Federated GPs, who run the new social prescribing service. A variety of stakeholders attended from teams and sectors across the borough, including Barnet Council, Barnet CCG, North London Partners, GP practices, over 50 different VCS organisations, and a wide range of volunteers and members of the public. Our report has made a series of recommendations that we are now sharing with the health service staff to provide the best support and services possible for Barnet residents. We are part of the borough's new social prescribing forum.

The Barnet Wellbeing Service aims to empower residents to self-manage their emotional wellbeing, remain independent and reduce their reliance on emergency health and social care services. During Covid-19, all the services were transferred online through telephone and WhatsApp engagement. To support shielded and vulnerable residents, Barnet Council's Adults and Health Service commissioned us to provide a Wellbeing Response Service of shopping and medicine pick-up service for 18-55-year-olds; Age UK Barnet supported residents over 55 years of age.





Through our three Healthwatch contracts, we have worked with local residents to influence the development of public policy and improve the health and social care services received by residents in our role as providing the independent voice for residents and users of health and social care services as set out in the Health and Social Care Act 2014.

Our reach to London residents through our Healthwatch contracts has been considerable, with over 191,377 residents reached through our network of 42 partners, presenting over 3,000 views to statutory partners of health and social care experiences. Over 50 high-quality reports were introduced to a combination of health and wellbeing boards, governing bodies of clinical commissioning groups and Children's Trust boards, as well as scrutiny committees with numerous considered and evidence-based recommendations.

Many of these reports were scoped and written by our army of excellent Healthwatch volunteers, committed to capturing local people's voices and presenting the information in a considered and constructive format for strategic decision-makers. We have been heartened to hear their public commitment to assess and implement many of our recommendations proactively. Over 60% of improvement recommendations through our Enter and View visits were implemented, which is a fantastic endorsement of our volunteers' contributions. This includes:

- Working with NHS 111 to improve Barnet practices out of hours communications
- Developing a poster and leaflet to help patients in Barnet control their referrals
- Having a summary of services printed in Barnet Council's Barnet First magazine distributed to all Barnet households



191,377

Residents reached

42

Partners

60%

Enter & View
recommendations
implemented

3K

Views collected for
statutory partners

57

Carers engaged with
Hidden Carers project

1

National Citizens
Service Challenge
completed

50

Published reports

5,161

Social media followers

1,397

Newsletter Followers





Engaging with Young People in Barnet


In July and August 2019, the team worked with young people as part of their summer National Citizenship Service placement. This project took place over four days across three weeks of the programme. The participants spent three days at our office attending workshops and one day off-site, campaigning and fundraising for Barnet Hospital through the Royal Free Charity. Workshops were facilitated by us and were designed to expand the young participants' understanding of the health and social care sector. To understand health and social care priorities for this NCS group and young people more widely; to better understand and discuss the challenges that this sector has communicating and engaging with young people and how these might be overcome. The young people identified mental health as their biggest priority.

The Hidden Needs of Carers in Newham


Through public engagement, our team observed a pattern of issues experienced by unpaid carers. An initial focus group with peer support for older carers was set up to identify the main issues carers' experience. We expanded the project to explore carers' experiences of receiving a carer's assessment, their knowledge of and ability to access available support in Newham, and the impact their caring role has on their lives. We collected data between July 2019 and February 2020 and utilised online questionnaires, one-to-one interviews, and focus groups. In total, 57 carers took part in the project.




Patient Experiences of Dentists in **Newham** (Enter & View)




Our initial research in 2017 found that 65% of dental practices could not provide a routine appointment within two weeks. Further research in February 2019 showed that 45% of practices could not provide emergency appointments or referrals to alternative care, with waiting times for appointments up to 3 months in half of the practices. Between August and September 2019, further research was undertaken to assess dental services' quality after appointment confirmation.




Staff and volunteers visited 21 NHS dental practices, engaging with 55 patients. A focus group was set up to hear the perspectives of elderly residents.



The data revealed that patients enjoyed establishing a long-term relationship with their dentist and that Newham dentists do a good job, ensuring patients feel in charge of their care and explaining all the procedures taking place in each consultation.



Although routine and emergency appointments are more easily available than past reviews, this was not the case for walk-in patient's emergency appointments. The focus group revealed that older people had last been to the dentist for more than two years before. This group did not perceive visiting a dentist as a priority and only did so in emergencies.



We recommended that the number of NHS dental appointments be reviewed for emergency appointments due to Newham's high transient population. Additionally, extra support (e.g., transportation, home visits, etc.) should be offered to older people to encourage them to attend dental appointments more frequently.



For the full report, please visit our website at healthwatchnewham.co.uk/patientexperience-dentists

Cancer Screening for People with Learning Disabilities in Brent

National uptake of cancer screening for people with learning disabilities is poor, despite efforts to reduce this inequality. We spoke with 28 service users in Brent about cancer, cancer screening, difficulties accessing services, and how screening could be made easier. As a result, key themes emerged:

- Only 11 people had been screened for bowel, breast, or cervical cancer.
- Lack of clarity about screening and undertaking self-checks
- The respondents wanted easy-to-read information.
- Perception of lack of reasonable adjustments made before and during appointments

We made the following recommendations: to produce communication in easy-read format and to follow Public Health England guidance on providing reasonable adjustments.

Culturally Appropriate Suicide Prevention Support in Brent

Last year, the Office for National Statistics recorded 6,507 deaths with suicide as the cause. In 2017, there were 170 emergency hospital admissions for self-harm in Brent. Based on this and growing awareness about the importance of suicide prevention, Healthwatch Brent wanted to better understand the picture in Brent.

We conducted research and interviewed 26 faith and community groups and found that generally, community groups had limited skills and knowledge of the opportunities to reduce the incidence of suicide. We recommended that Brent CCG and Brent Council provide discreet information on suicide prevention support and a list of contacts to which faith and community groups can refer to. This should include supporting someone with suicidal thoughts and crisis lines for those currently registered for Mental Health Services in Brent. We also made suggestions for inclusion into the Brent Council Suicide Prevention Action Plan.

Barnet Primary Care Group

Our Primary Care Group, Co-Chaired by Sue Blain and Stewart Block, led on several exciting and important Healthwatch projects with a constant emphasis on the patient perspective, understanding, and the communication that patients receive.

The group worked productively with Barnet CCG and Barnet Federated GPs and worked directly with a dozen different practices and practice managers to analyse and improve patient access and experience. The Primary Care Group has also led the way in helping Healthwatch offer simple, practical solutions and recommendations.

The Primary Care Group helped on a variety of projects, and their work has led to the production of many excellent reports this year, including:

- Winter Communications
- Out of Hours Communications
- Referral Management Systems Information
- GP Patient Access in Barnet

As well as working with Healthwatch Barnet on various projects, many of our volunteers contribute to other charities in Barnet and London more widely or represent the public and patient voice on committees and boards throughout North London and beyond.

We would like to thank all our volunteers for their hard work and commitment.



The Team





Romanian & Eastern European

In April 2019, following a tri-borough project funded by the national Controlling Migration Fund, CommUNITY Barnet supported Harrow Council to set up the Romanian and Eastern European Network.

Following a year of hard work, we have become the independent infrastructure group for the Romanian and Eastern European Network. This network comprises 20 organisations working across London to support our Romanian and Eastern European communities. We meet monthly, where all network members come together to work collaboratively to meet the community's needs.

Over the year, we addressed poverty, indentured slavery, linguistic and cultural barriers, and the lack of appropriate services for young people. However, the network agreed on 3 main priorities to work on and provide support for domestic violence, employment, and the European Union Settlement Scheme (EUSS).

As part of our work, we established the Romanian and Eastern European Hub to provide essential support across Barnet, Brent, and Harrow communities. Joining us as members of the Hub are The Romanian Cultural Charity Trust (RCCT), and we cooperate with the Work Rights Centre (WoRC) and the Roma Support Group (RSG). RCCT takes responsibility for running a food bank, which is open twice a week and provides food and essential supplies to those in need.





Case Study

"A" is a Roma Romanian woman, who was referred to the Hub when she was found begging on public transport. "A" was 8 months pregnant. We worked to build trust and rapport with her and she was assigned a befriender who introduced her to the Romanian food bank, Citizens Advice Barnet, for help with benefits applications. She also had no access to healthcare and was supported to register with a GP, and referred to maternity services. "A" then began to prepare for the new arrival.

Working with our partners we raised an appeal on Romanian Facebook groups in the UK, and people kindly donated a buggy, cot, bathtub, clothes, bottles, and toiletries. Due to the language barrier, we are continuing to support her with GP and other appointments.

The Popescu family have recently moved to Britain from Spain where they lived for five years. On arrival, the family of 4 moved in with their maternal aunt and her partner. However, shortly after moving in, tensions in the household became heightened.

The family was referred to our Befriending service where we were able to find support for the family from social services and the police. This enabled all family members to share their experiences with the police.

We supported the family to apply for benefits, GP registration, EUSS applications and helped the parents register for ESOL classes.



Case Study

The Hub also runs a Befriending service operated by our staff. This was established to address isolation, loneliness, and domestic violence support.

We provide training courses for all our volunteers, including befriending, safeguarding, and casework. Our befrienders call members of the community who feel isolated or lonely and chat with them on the phone on a 6-week basis.

The Hub also provides volunteering opportunities to those who want to gain experience and add to their CV to make them more employable. These volunteering positions include safeguarding, befriending, EU registration, skills, and more.

Since our Facebook launch in June 2020, we now have 880 followers.

**Follow The Romanian
and Eastern European
Hub for the latest
updates.
@RandEEHub**



Volunteering

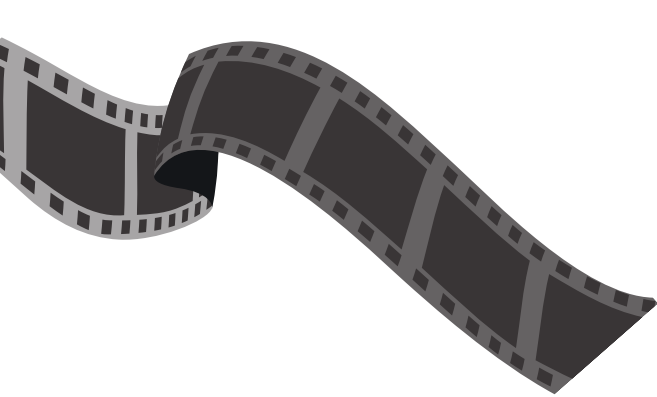
Volunteering is fundamental to a thriving, healthy society that drives change in local communities. We know that volunteering empowers residents whilst connecting them both to their local communities and each other.

We remain committed to supporting civic activity by working with community organisations that deliver their services through volunteering.

We will...

- **Continue to develop this culture of volunteering that can be embedded in different stages of people's lives.**
- **Work with formal and less formal groups, networks, and organisations in the voluntary, public, and commercial sectors to create an environment in which volunteering can flourish.**
- **Brainstorm with partners and funders to identify creative ways of supporting volunteering.**
- **Promote organisations that support volunteers and champion them so that the power of volunteering is realised.**





BUILDING A STRONGER BRITAIN TOGETHER

As an organisation, we want our values to be the driving force behind all societal action and the work we undertake. We strongly believe in the importance of faith and the freedom to practice, share and talk about faith safely.

In April 2018, the 'Punish a Muslim' Campaign spurred us into action to stand shoulder-to-shoulder with members from Barnet's diverse, multi-faith population and push for social change and take decisive action against hate crime. We were approached by several community organisations who were unsure of what they could advise community members to do.

We worked with community organisations, including Barnet Mencap and the Barnet Multi-Faith Forum, to bring people together who have different lives but retain similar values.

BARNET MULTI FAITH FORUM



In January, we put in a funding application for the Building A Stronger Britain Together (BSBT) campaign and received a grant. Our staff and Barnet Multi-Faith Forum (BMFF) received training on online 'Crisis Communications' from M&C Saatchi, who delivered this training.

The training included:

- Advice on promoting inclusion messages
- Understanding how to engage and support others to achieve the same goal
- How to deal with negative and offensive comments online, including remarks regarding hate crime.

They used our social media platforms to send targeted advertising messages of inclusion and diversity. This received a positive reaction across our social media. Additionally, the BSBT funding was put towards M&C Saatchi producing a video showcasing us, BMFF, and members of our diverse communities whose faith drives their social action to come together to oppose hate crime. This campaign strengthened our efforts to take action against hate crime in Barnet but has also given rise to a strong collaboration and relationship with the BMFF. This has helped us reach more of the community and spread positive messaging around inclusion, acceptance, and the importance of diversity.



Click here to watch



Barnet Fairness Commission

The Barnet Fairness Commission is a cross-party initiative of residents, community groups, and councillors established to tackle inequality in Barnet and consider how best to achieve a fairer, more inclusive, and more prosperous borough.

Establishing a Fairness Commission to look at fairness and inequality in Barnet was a local election pledge by the Barnet Labour Group of Councillors in 2018.

Following the local elections, the Labour Group is in opposition. Still, they have decided to establish the Fairness Commission in partnership with local community groups and on a cross-party basis. Community groups represented on The Barnet Fairness Commission include CommUNITY Barnet, Christians Against Poverty, Citizens Advice Barnet, Somali Bravanese Welfare Association, Islamic Association of North London, Finchley Progressive Synagogue, and Middlesex University. They are each serving in an independent capacity.

Lord Kennedy of Southwark chairs the Commission.



CB Digital

Our Communications team has had a busy year, especially in the latter part of the financial year, having to engage more online due to Covid-19. We managed 25 social media accounts across the year on Facebook, Instagram, Twitter, Pinterest, and YouTube, six websites, and produced over 40 newsletters/ newsflashes and six annual reports. We also delivered a new website for Healthwatch Barnet, which was well received.

With a dedicated Communications team, our digital content has reached over 1.3 million users and subscribers on digital platforms through our 16,000+ following on social media and e-mailings. All our staff across the organisation have been encouraged to create direct social media posts with the Communications team providing training and support.

During the Covid-19 pandemic, we have set up systems so that students, residents, and workers in Hillingdon could access our range of free online wellbeing webinars delivered by our qualified therapists. Topics have included: anxiety, coping with loss, social isolation, low mood, managing stress, mental health awareness, procrastination, PTSD, self-care, and worry management.

All of our websites contain considerable resources relating to Covid-19, which we continually update according to changing Government advice.

These accounts and websites include Healthwatch Barnet, Brent and Newham, Enfield Connections, and the Barnet Wellbeing Service. Our newsletter alone is delivered to 600 subscribers.





Find us on...



@CommUNITYBarnet

@CommUNITYBarnet



@CommUNITYBarnet

CommUNITY Barnet



@CommUNITYBarnet



www.communitybarnet.org.uk



New Message

Send

Digital Stats

We reached

1.3
million

users and
subscribers on
digital platforms

We managed 

6 
websites

We produced over

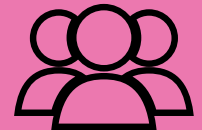
40 

newsletters
& newsflashes

We created

6 

annual reports



Our CB newsletter is
delivered to almost

600

Subscribers

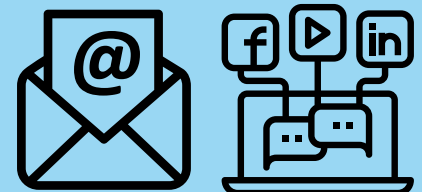
We managed

25 

social media accounts
across Facebook,
Instagram, Twitter,
Pinterest & YouTube

16K+

following on social
media & e-mailings





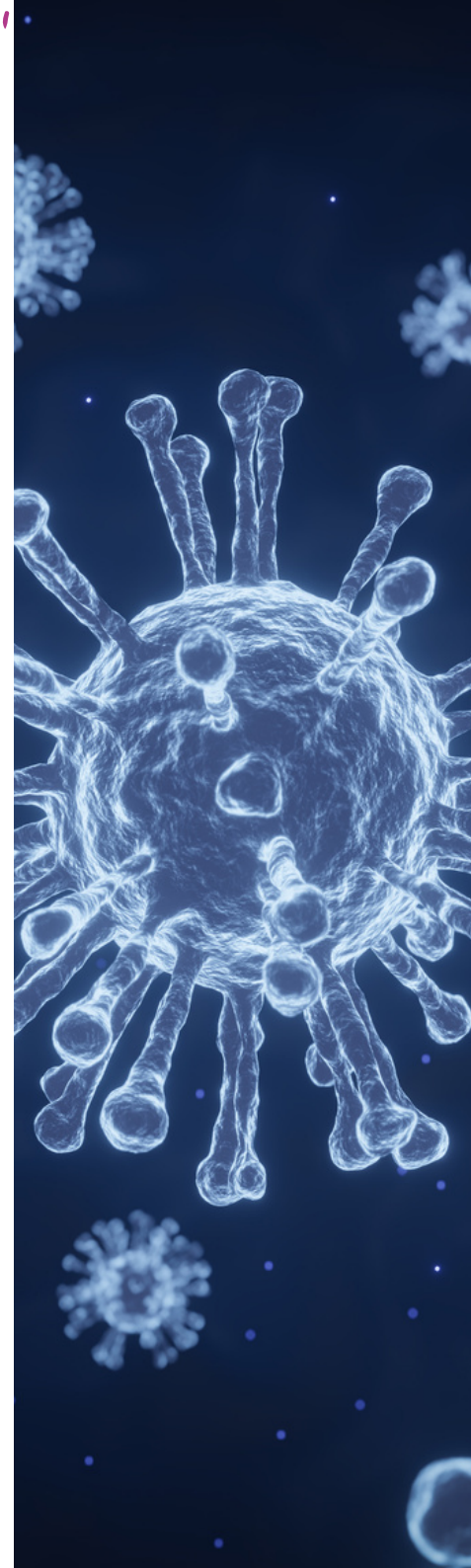
Our COVID-19 Response

Since the outbreak of Coronavirus in the UK and the sudden force to hit our community, we have continued to prioritise residents' needs by remaining a loyal and responsive organisation. We have aimed to act as a reliable source of up-to-date information about the Covid-19 pandemic and the UK's developments while also providing an array of resources to keep people busy, healthy, and mindful.

Information and Resources

We compiled an extensive resources page on both our website and the Barnet Wellbeing Service's website, with advice from the Government and local health organisations, which was checked and updated daily according to the changing guidelines. We also shared activities and resources to keep residents entertained while being mindful of their mental health. These included mindful exercises, links to educational classes for children, exercise classes, food tips, and recipe ideas.

We used our social media platforms to collaborate with therapists and nutritionists to create content surrounding calming breathing exercises and the importance of healthy eating. We used social media to share information & advice and signpost people to the correct services.



COVID-19 Newsletters

We produced three COVID-19 specific newsletters, each focusing on the most prominent needs we were hearing from our members.

The first newsletter on 18th March focused on emergency protocol and continuity plans for businesses and organisations. This included policies and templates on controlling the risk of infection in workplaces, reminders to employees of their responsibilities on controlling the disease, and a 'Managing Coronavirus Checklist.'

Then, we saw a wave of keen volunteers ready to join the cause, but small charities and local groups were struggling to ensure the right training and safeguarding protocols were in place. Our second newsletter on 30th March covered volunteering information and advice and safeguarding resources. We produced animated videos that explained safeguarding, volunteering and provided generic editable volunteering policies and manuals that any organisation could adopt. These YouTube videos are listed below.

We paired this with our DBS service, in which we worked with community organisations to get online DBS checking completed as quickly as possible to get volunteers in place.

Our third newsletter included the latest funding opportunities released to provide financial support to community infrastructure.

We then worked with several local organisations to secure relevant funding for their organisations.

Volunteering for Organisations video [View here](#)

Telephone Befriending Training video [View here](#)

Safe Volunteering Training video [View here](#)

Safeguarding Training video [View here](#)

COVID Newsflash - 18th March. [View here](#)

COVID Newsflash - 30th March. [View here](#)

COVID Healthwatch Newsflash - 31st March. [View here](#)





Dongle Campaign

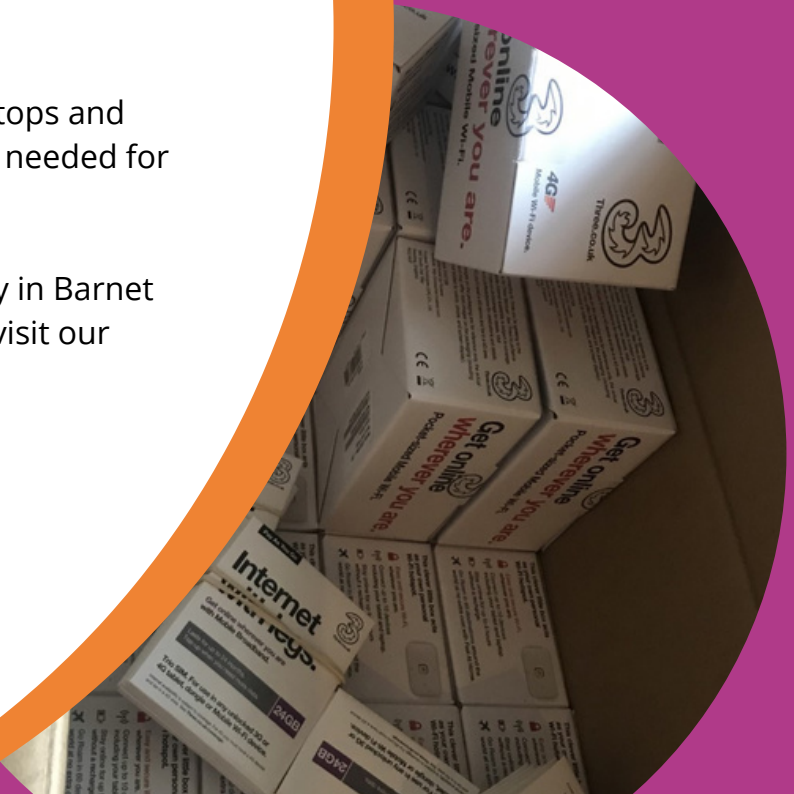
As children were forced to learn from home, those from a disadvantaged background without WiFi or laptops struggled to stay connected.

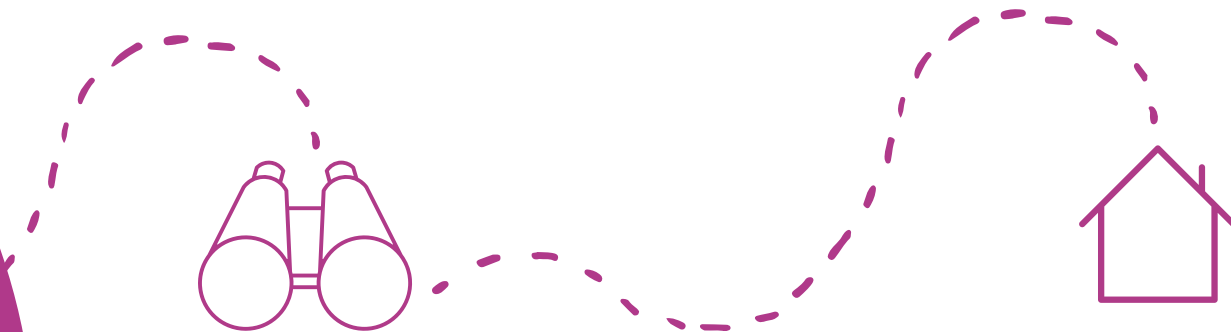
After reaching out to multiple networks, 3MobileUK responded to our pleas and provided us with 40 dongles, preloaded with 24GB of data.

We managed to collect some iPads and old laptops and set up a handful of children with the resources needed for them not to drop behind in their studies.

This is where our mission to end Digital Poverty in Barnet started. To find out where we are now, please visit our website: www.communitybarnet.org.uk

Spacehive





Barnet Boroughwatch

Barnet Neighbourhood Watch (BNW) moved under our guardianship from 1 April 2018. The Area Coordinator estimates that there are approximately 2,000 neighbourhood watch coordinators operating across the borough. It is regarded as one of London's most vibrant and successful schemes and has been praised by the borough commander to the Deputy Mayor of London responsible for Policing and Crime.

It is one of the pioneer users of the Online Watch Link crime reporting database. It has received funding from the Mayor's Office for Policing and Communities (MOPAC) and the London Borough of Barnet. There are currently over 30,000 registered users in Barnet – one of the largest GDPR databases locally. We are keen to grow the neighbourhood watch model in other boroughs. However, funding remains a challenge.

Crime and fear of crime have returned as the top priority for residents. The BNW members are an active part of the Barnet volunteer workforce and provide a useful source of community intelligence both for the police and the local authority. We currently have 7,400 friends on our Boroughwatch Facebook page.

Email: barnetnhw@communitybarnet.org.uk

Facebook: Barnet Boroughwatch

Locally Trusted Organisation

We are the Locally Trusted Organisation (LTO) for the Grange Big Local Partnership in Barnet and W12 Together in Hammersmith and Fulham. In addition, we support the staff employed by the Wembley Central Big Local Programme to establish a new partnership board, and Somers Town Big Local commissioned us to oversee their Community Chest programme.

The Big Local is funded by The National Lottery Community Fund and managed by Local Trust and is required to achieve the following outcomes:

- Communities will be better able to identify local needs and act in response to them.
- People will have increased skills and confidence to continue to identify and respond to needs in the future.
- The community will make a difference to the needs it prioritises.
- People will feel that their area is an even better place to live.
- During 2019/2020, CommUNITY Barnet supported both the Grange Big Local and W12 Together to develop their Local Plans commencing in April 2020.



Grange Big Local (GBL)

WSA Community Consultants supported the Grange Big Local Partnership Board to develop their 2020-2023 Big Local Plan. Using a mixture of focus groups, consultation and engagement exercises, surveys, interviews, and workshops, the partnership identified the following three priorities to inform their spending and their delivery priorities:

- Our residents can flourish
- Our environment can blossom
- Our economy can grow

Membership of the Partnership Board was refreshed after their last public meeting, and the board is supported by new members of staff whom we employ under the terms of our obligations as the Locally Trusted Organisation.



W12 Together had their Big Local Plan approved by Local Trust at the end of 2019. This was the first plan developed by the new partnership board. The Plan was produced internally and very well received by Local Trust. This three-year plan focussed on the following themes:

Youth: Fund activities to provide support to parents and young people's empowerment; identify and provide a safe space for children; build better linkages between parents, schools, and the police.

Health and wellbeing: Pilot community-based solutions to improve access to services and culturally specific health promotion services; contribute to the Parkview local health coalition; contribute to establishing a local database of health and wellbeing services.

Coming together: Hold an annual W12 festival which will eventually become financially self-sustaining; fund cross-cultural events; establish a centralised communication channel for the area; explore models to enable community-led housing.

Wembley Central Big Local was established following Local Trust's decision to dismantle the Wembley Futures Partnership following the irretrievable breakdown of relationships between resident and non-resident members of the partnership board. We were asked to continue employing and supporting the workers appointed under the previous partnership board to engage with residents and establish a new partnership that more closely reflected the Big Local area.

Somers Town Big Local approached us to help them to deliver a community grants scheme modelled on the one delivered in the Grange Big Local Programme. The partnership board was particularly keen to engage with under-represented communities, including the Bangladeshi community, who historically had not engaged with the programme. Through our support of the programme, the scheme generated the most interest and participation ever from this community, receiving over 100 queries.

Barnet Safer Neighbourhood Board (Barnet SNB)

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

Phone: 020 8364 8400

Email: BarnetSNB@gmail.com



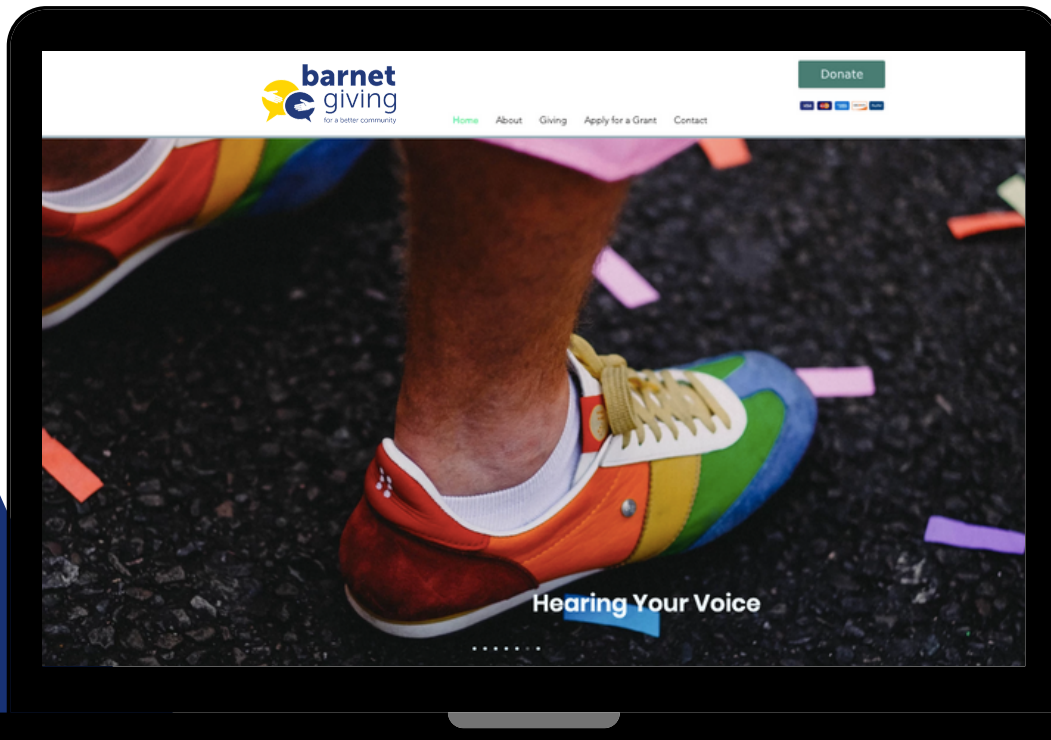


Our approach to community fundraising is simple. We develop relationships with local people, stakeholders, and corporate organisations who can donate through community funds to reduce disability inequality, reduce loneliness and reduce poverty.

One of the big achievements of this year was the successful registration of Barnet Giving as an independent charity.



The Trustees of Barnet Giving have thanked COMMUNITY Barnet for all the work they undertook to set them up as an independent charity and have recognised that there will be mutual benefit for both organisations in the ongoing partnership between them.





Finance

The Finance team have had a very busy year providing many 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

Community Barnet has been assisting us with our accounting needs for a number of years. They provide excellent accounting services and are reliable, knowledgeable, and proactive. I think it's important for local charities to support each other. Their fees are very reasonable, and they have saved us a lot in administrative hours. I have no hesitation in recommending Community Barnet.

Andrea Bilbow (ADDISS)



Summary Statement

The summary statement of our 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 6th November 2020.

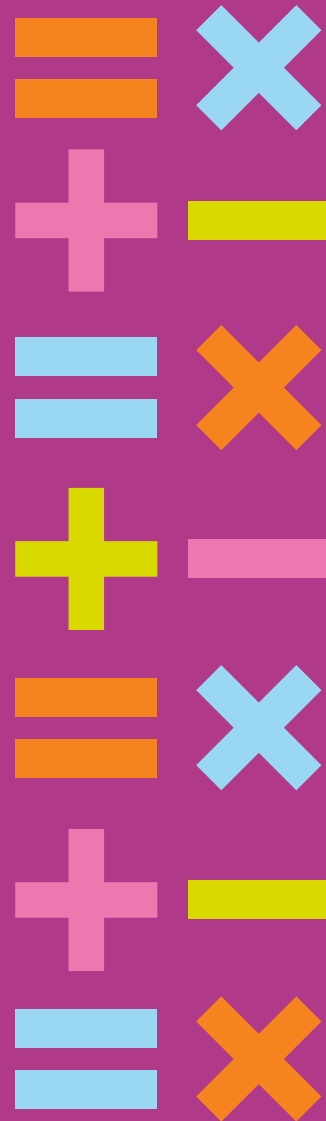
The summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, please consult the full accounts, the Auditor's report, and the Directors' and Trustees' Report.

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 6th November 2020

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.



ACCOUNTS	Unrestricted Funds £	Restricted Funds £	Total Funds to 31st March 2020 £	Total Funds to 31st March 2019 £
Charitable and investment income	184,130	1,066,606	1,250,736	1,387,500
Charitable activities expenditure and governance costs	(119,578)	(1,233,307)	(1,352,885)	(1,285,716)
Net (expenditure)/income for the year before transfers	64,552	(166,701)	(102,149)	101,784
Transfer between funds	108,838	(108,838)	-	-
Net (expenditure)/income for the year after transfers	173,390	(275,539)	(102,149)	101,784
Reconciliation of funds (total funds brought forward)	224,274	408,586	632,860	531,076
Total funds brought forward	397,664	133,047	530,711	632,860



Thank
you!

The Board and CEO would like to thank all the staff for their excellent work and commitment to CommUNITY Barnet and their contributions to vibrant and crucial services. Our volunteers, too, make an outstanding contribution, and without whom, we could not deliver our services.

We also extend our thanks to our funders and sponsors for continuous funding and all our members, well-wishers, and critical friends who continue to inspire and challenge us to demonstrate our impact and make a difference in our communities' lives.

Our Partners



Barnet





Working Together Works



020 8364 8400 | www.communitybarnet.org.uk
Company No. 3554508 | Charity Number 1071035

**CommUNITY Barnet is proud to
be a Living Wage Employer**