



**Annual Report**  
2020 -2021

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# Welcome to our Annual Report

This report will show how our inclusive approach has enabled us to widen and deepen our reach and enrich our networks to reflect London's diverse communities in 2020–21, a year dominated by the coronavirus pandemic.

This report is a little larger than usual and is a testament to our staff and volunteers' hard work and commitment and all the work they have undertaken this year.




  
**CHILDREN & YOUNG PEOPLE'S**  
**Mental Health**  
**End the Stigma**  
 join our social movement


  
 @brent\_ypt @brentypt



020 8364 8400 [bit.ly/BrentYPY](https://bit.ly/BrentYPY)



VIKTOR&ROLF

**CB Plus**  
 020 8364 8400

Working with residents and organisations to deliver a vibrant, empowered, and sustainable community sector


  
**CB Plus**  
 CONNECTING COMMUNITIES  
[www.communitybarnet.org.uk](http://www.communitybarnet.org.uk)


  
**BARNET WELLBEING SERVICE**  
 03333 449 088

The Barnet Wellbeing Service provides access to a wide range of services and activities to help mental health and emotional wellbeing. It is delivered through a variety of wellbeing mental health providers across Barnet.


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



# Our Chief Executive

Like everyone, we were rocked by the voracity of the COVID virus as the first lockdown hit hard and fast, and we tried to anticipate the needs of our staff, volunteers, members, residents, and the wider sector. From food and digital poverty to emergency funding, governance, and procedures. The urgency of that need was, at first, overwhelming for us all.

Our staff are truly amazing; their compassion, commitment, and willingness to help their colleagues and the community truly saw no bounds. From setting up a new service in three days; to the support they offered to everyone was truly humbling. Their patience and good humour as they scrambled to set up their offices from home. I thank you all.

Wellbeing, whilst firmly planted in our ethos, the pandemic certainly tested our resilience. Still, remote coffee breaks, picnic lunches and wellbeing activities, quizzes, and simply checking in with each other helped.

As the year closed, we took stock of the journey we had been on and the support, as an independent infrastructure organisation, we were able to provide. We were not surprised to discover we had generated over £516,000 into this borough through funding and in-kind support.

CommUNITY Barnet is an extraordinary organisation supported by an ambitious board of trustees, compassionate staff and volunteers, and service users who continue to inspire and hold us to account. Thanks to our funders, commissioners, donors, and IT providers for their continued support and vision.



**Julie Pal,**  
Chief Executive

# Learnings from the pandemic, for the future



I've got a world of trouble on my mind', confides the old song. We face a troubled world, and it is worse for those directly confronted with terrible violence. They need to feel a part of a community, which is what CommUNITY Barnet has, for over forty years, tried to do to help those who need justice and support. We all need to feel we are a part of a community and are not alone.

Antony Jacobson, President



The pandemic has presented considerable challenges to so many, particularly the disadvantaged. Trustees and staff have learnt to be adaptable, delivering new services and changing the delivery of existing ones to meet the growing needs of our most vulnerable communities. We will build on this to meet the new challenges ahead.

Sharon Rutter Trustee



We understood the challenges different communities faced in understanding how to protect themselves during the pandemic. We worked with our partners to produce information in other languages and formats, including videos and posters. We focused on increasing vaccine confidence by hosting non-English awareness programmes with healthcare professionals who spoke directly with communities to address their fears.

Fehintola Kolawole, Head of Wellbeing Barnet & Enfield



Collaboration and innovative working, e.g., well-being sessions, safe-space conversations and support for teams returning to office spaces contribute to building a positive workforce that tirelessly provides high-quality services on behalf of Community Barnet.

**Mav Ghalley - Trustee**



As a trustee, I was worried at the start of the pandemic about the impact it would have on CommUNITY Barnet. However, these fears were allayed by the excellent decision making of the senior staff team. The team, who have continued to work from home, created a Covid response path to maintain the community's support and develop other exciting projects. As a result, the organisation must continue to grow and develop.

**Michael Lassman Trustee**



Digital Poverty was brought to the forefront throughout this pandemic and has affected people of all ages and vulnerabilities. The partnerships between corporates, organisations and residents have made an enormous difference. We need to keep raising this issue and working hard to end digital poverty.

**Helen Harte, Head of Business Development**

# About us & our work

CommUNITY Barnet (CB) is an award-winning independent community infrastructure organisation delivering across seven London boroughs supporting residents, businesses, and communities to work together in collaborative partnerships to make a solid and resilient community.

We have well-established links with over 500 voluntary, community and faith (VCSF) organisations. We deliver services across Barnet, Brent, Enfield, Hammersmith and Fulham, Harrow, Hillingdon, and Newham.



**Reaching up to  
2.4 million Londoners**

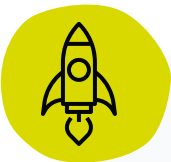


# Vision, Mission & Ambition



## 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.



# Organisational structure

✓ Community Services oversees organisational development, including hosting Big Local programmes in Barnet, Brent and Hammersmith and safeguarding training.

✓ Strategic Development – responsible for leading on fundraising, internal strategic development and overseeing our external partnerships, stakeholder relationships and Barnet Giving.



✓ Wellbeing Service delivers the integrated wellbeing service in Barnet, including Barnet Friends and Enfield Connections and the Primary Care Group.

✓ Business Development oversees CB's operational infrastructure, reputation management and communications.

✓ Young People Thrive delivers youth mental health support through one-to-one and webinar sessions in Barnet, Brent and Hillingdon.

✓ Volunteer Management and support are shared to reflect role functions and contractual obligations.

✓ We delivered Healthwatch contracts in Brent and Newham. Healthwatch is your health and social care champion.

# Our year in numbers

**156**

Participants attended safeguarding training

**10000+**

People joined our online events

**9** 

Videos

**3** Big Locals

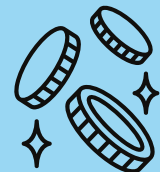
Hosted 3 multilingual events for Vaccine Hesitancy

**50** 

Organisations supported

**£516k**

Funding raised for Barnet residents and organisations



IT recycling scheme set up to fight Digital Poverty

**1**    
New website

Supported schools and organisations with Digital Poverty

**10**

LTO for organisations and boards

**4**



## Safeguarding

At an organisational governance level, we have integrated the NCVO safeguarding activities into our corporate risk register, reviewed quarterly by the Compliance and Risk Committee.

We continue to be one of the sector's safeguarding leads in Barnet providing safeguarding training for adults and children and Mental Health First Aid training for children and young people. Following our invitation to join Barnet Safeguarding Adults Board (SAB) Community Engagement Sub-Group, we delivered three digital workshops during National Safeguarding Adults Week to carers, Barnet Multifaith Forum, and Barnet Wellbeing service. Ninety-five people attended over the week, which was exciting. We are looking to continue our relationship with the Barnet SAB.



# Our Impact

As an independent infrastructure organisation, our annual report reflects the width of organisations we work with and shows the services we deliver and the impact we make.



# Community Services

Our organisational development function continued throughout 2020-2021 as a digital service. The year felt tough for many of our smaller member organisations, who struggled to maintain service delivery to their vulnerable service users and secure emergency funding.



**We raised £299,500 of funding through our organisational development work**

We established the Barnet Black, Refugee and Ethnic Minority Network following requests by local groups about their desire to grow and strengthen. The impact of COVID and the increased vibrancy of the #BlackLivesMatter movement made many Black-led organisations review their ambitions and their appetite to change. We feel very privileged that they came to us and are working hard to attract additional funding.



**We supported approximately 50 organisations through this service and supported 40 to complete funding applications.**

# Barnet Wellbeing Service



CommUNITY Barnet and the Barnet Wellbeing Service quickly responded and adapted their services and activities throughout lockdowns and COVID restrictions. We used various online and social media platforms to continue running our projects and activities.

The Barnet Wellbeing Hub, through its operational lead Meridian Wellbeing, transferred all its activities onto Zoom and developed additional digital activities to keep its users engaged and manage their mental health with confidence and assurance. New activities included chair yoga sessions, a virtual wellbeing café, Tai Chi and flower arranging workshops.

Clients had direct access to the service through the telephone navigation service, which included providing legal advice sessions relating to the impact of the coronavirus on vulnerable residents focusing on housing issues that have become a priority for residents.

CommUNITY Barnet uploaded COVID and mindfulness resources to the Wellbeing Service website and developed a series of short 5-minute mindfulness videos.





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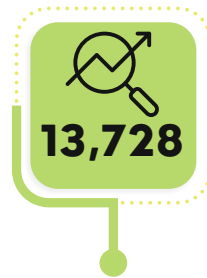
I'd like to thank you for listening to me on the phone for so long and treating me with respect, kindness and understanding. I have spoken to many people in the last 26 years, and I can honestly say that no one understood me the way you did! This gives me hope that there are people like yourself out there that care and that I can trust. As I told you, I have had horrible experiences in the past, so trust is vital to me.

Client

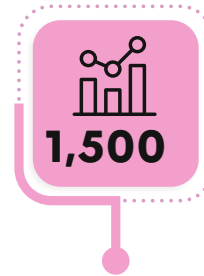
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# Delivering Healthwatch

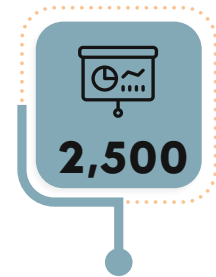
We delivered two local Healthwatch contracts in Brent and Newham.



Individual residents met and engaged with.



Individual views and comments on peoples' experiences of health and social care services through the lockdown were collected.



Residents reached through our team and community partners' communications, website, and social media.

Throughout lockdown Healthwatch Brent provided up-to-date resources through our website and social media and found new ways to reach out to Brent communities. We collected and reported their experiences of health and social care throughout the lockdowns, including recommendations on social care, hospital discharge, maternity services, communications, and vaccinations. We also received feedback on excellent care and support from Brent Council and Brent health services.

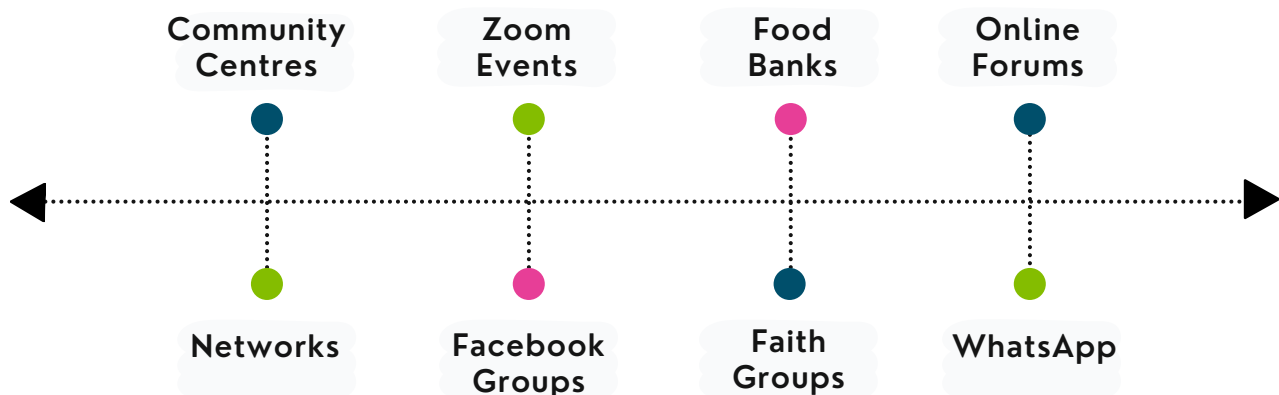
Despite the restrictions, we used our connections and networks to join online forums, WhatsApp and Facebook groups that sprung to life during the pandemic. As a result, we believe that we had one of the most extensive direct engagement programmes of any Healthwatch.

Healthwatch Newham hit the ground running and responded to the needs of Newham's residents by providing much-needed resources and information. We engaged with a range of residents to ensure their experiences of health and social care were recorded and their views shared.

We were concerned about how the pandemic's limitation on peoples' movements and interactions affected those relying on public services, family, and friends to cope. Our initial engagement on the impact of COVID revealed that despite services adapting quickly, some residents fell through the cracks, particularly affecting residents looking to access mental health services and relying on social care to manage their daily lives.

Despite the pandemic and national lockdown, we engaged with over 290 residents and gathered the views of over 1,700 residents on their experiences of health and social care services over the year.

We found the patient and resident voice throughout the pandemic:



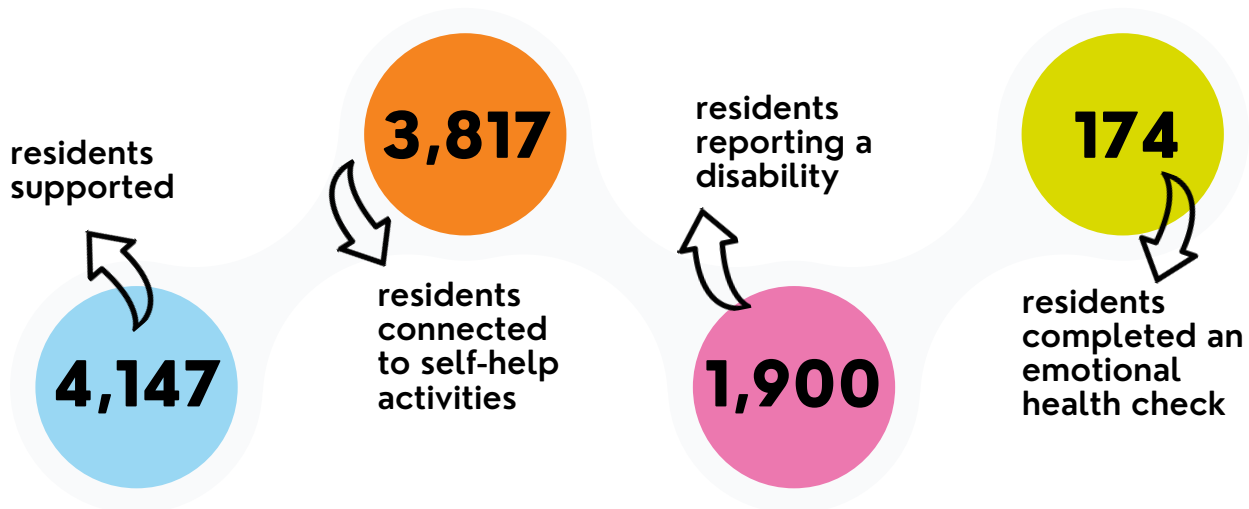
# Enfield Connections



Enfield Connections is an information and advice service for residents in Enfield. Our delivery model centres on prevention and early help to support individuals to remain healthy in their communities through easy access to practical information and advice using various channels and approaches provided by our partners in the voluntary and community sector.

Importantly, these services build individuals, families, and communities' capacity, independence, and confidence to access information and advice actively and stay healthy and safe in their communities.

We also supported the council's borough-wide 'Enfield Together' initiative for vulnerable residents, part of Enfield Council's voluntary and community sector services review.



# Young People Thrive

Young People Thrive is a new tri-borough service that has grown over the past couple of years. Building on the social engagement work, Brent CCG commissioned us to deliver an anti-stigma and mental health promotion service.

Additionally, Hillingdon CCG approached us to pilot a digitally based online seminar programme for Brunel University students. Hillingdon CCG then expanded the service to provide COVID therapeutic counselling to young people aged 16-24 and deliver a broader IAPT compliant online seminar programme to young people living or studying in the borough. In Barnet, the CCG wants us to work with young adults aged 18-24.

**"Thank you for your session today on procrastination. The students seemed very engaged, and hopefully, they can use the information they learned today to ensure they perform well in upcoming assessments/ exams etc. I also hope today's session will have a positive impact on their wellbeing".**



# CB Digital

Our Communications team has had a busy year, especially in the latter part of the financial year, engaging more online due to COVID. 'You are on mute' has almost become a catchphrase for everyone!

We managed 25 social media accounts across Facebook, Instagram, Twitter, Pinterest, and YouTube. Our digital reach is 1.3 million, with over 16,000 followers and subscribers. Additionally, we manage four websites and produce over 40 newsletters to over 2,000 subscribers. We also design six annual reports and support staff in communications and marketing training.

The pandemic saw organisations moving their services online. Fortunately, our systems were fully operational, and we continued to offer online wellbeing webinars delivered by qualified therapists on a range of self-help topics through Hillingdon Young People Thrive.

All our websites contain considerable resources relating to COVID, which we continually update following changing Government advice.

We continue to refresh our approach to communications and branding, which has resulted in external organisations approaching us about managing their social media and websites.

## Digital Stats

We reached

**1.3 million**

users and subscribers on digital platforms

We managed 

**4**  websites

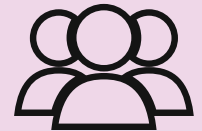
We produced over

**40**  NEWS

newsletters & newsflashes

We created

**6**  annual reports



Our newsletters are delivered to over

**2000+**

Subscribers

We managed

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

**18K+**

following on social media & e-mailings



# The Primary Care Group

CommUNITY Barnet Primary Care Group provides a wealth of experience and capacity in patient engagement, supporting patient representatives and challenging and working with health and social care services in Barnet and beyond.

The Primary Care Group, co-chaired by Sue Blain and Stewart Block, has led on several exciting and important projects this year, emphasising the patient perspective, understanding, and communication. Throughout the year, the group has worked productively with teams at 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 CommUNITY Barnet offer simple, practical solutions and make evidence-based recommendations.

## Current projects include:

- Remote Consultations
- Patient Information
- Audit of GP websites in Barnet
- Preparing materials for Self-Care Week 2020



**SELF CARE:  
LIVE SELF  
CARE FOR LIFE**

Self Care Week 2020



# Barnet Neighbourhood Watch

Barnet Neighbourhood Watch (BNW) moved under CB's guardianship from 1 April 2018. The Area Coordinator estimates approximately 2,000 neighbourhood watch coordinators operating across the borough. Regarded as one of London's most vibrant and successful schemes and has been praised by the borough commander to the Deputy Mayor 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.

**30,000**



There are currently over 30,000 registered users in Barnet – one of the largest GDPR databases locally.

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 Secured**



**£472,925**

of external  
financial support

**Plus...**



**£43,700**

of external  
in-kind support

**Total funding  
raised**



**£516,625**

for Barnet  
Organisations  
in 2021

#DomesticViolence  
#YoungPeople #FoodPoverty  
#Homelessness #Employability  
#Wellbeing #ESOL #Health  
#Language #CulturalBarriers  
#Nutrition #DigitalPoverty #BAME

# Our response to Covid-19

In response to the pandemic and national lockdown, we worked closely with critical organisations locally, regionally, and nationally. Strengthening our sub-regional footprint to support London's marginalised communities, many of whom were disproportionately impacted by experiencing health inequalities, food insecurity, digital poverty, and under-representation at strategic conversations.



# How have we done this?

At a local level, we worked proactively and constructively with partners, residents, and broader stakeholders, undertaking new models of service delivery we had never expected to. We have aimed to be a reliable source of up-to-date information about the COVID pandemic and the UK's developments throughout the year. We also provided various resources to keep people busy, healthy, and mindful.

Taking our cue from what was happening around us, we closed our offices before the government announced the lockdown. Listening to our members, we heard what they needed and acted to produce the following information through four unique edition newsletters that included information on:



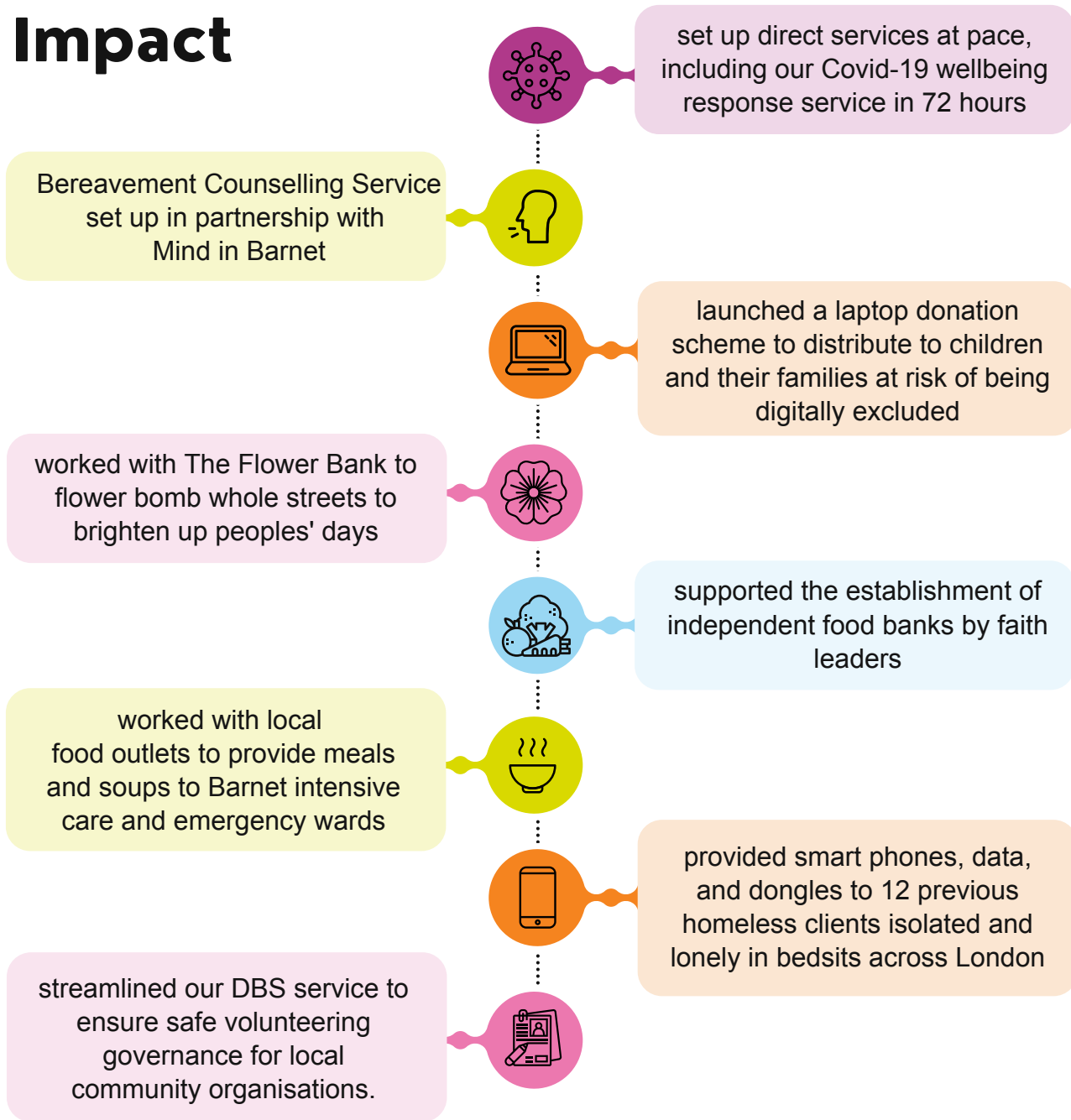
**Emergency protocol, policies, and governance, volunteering protocol.**

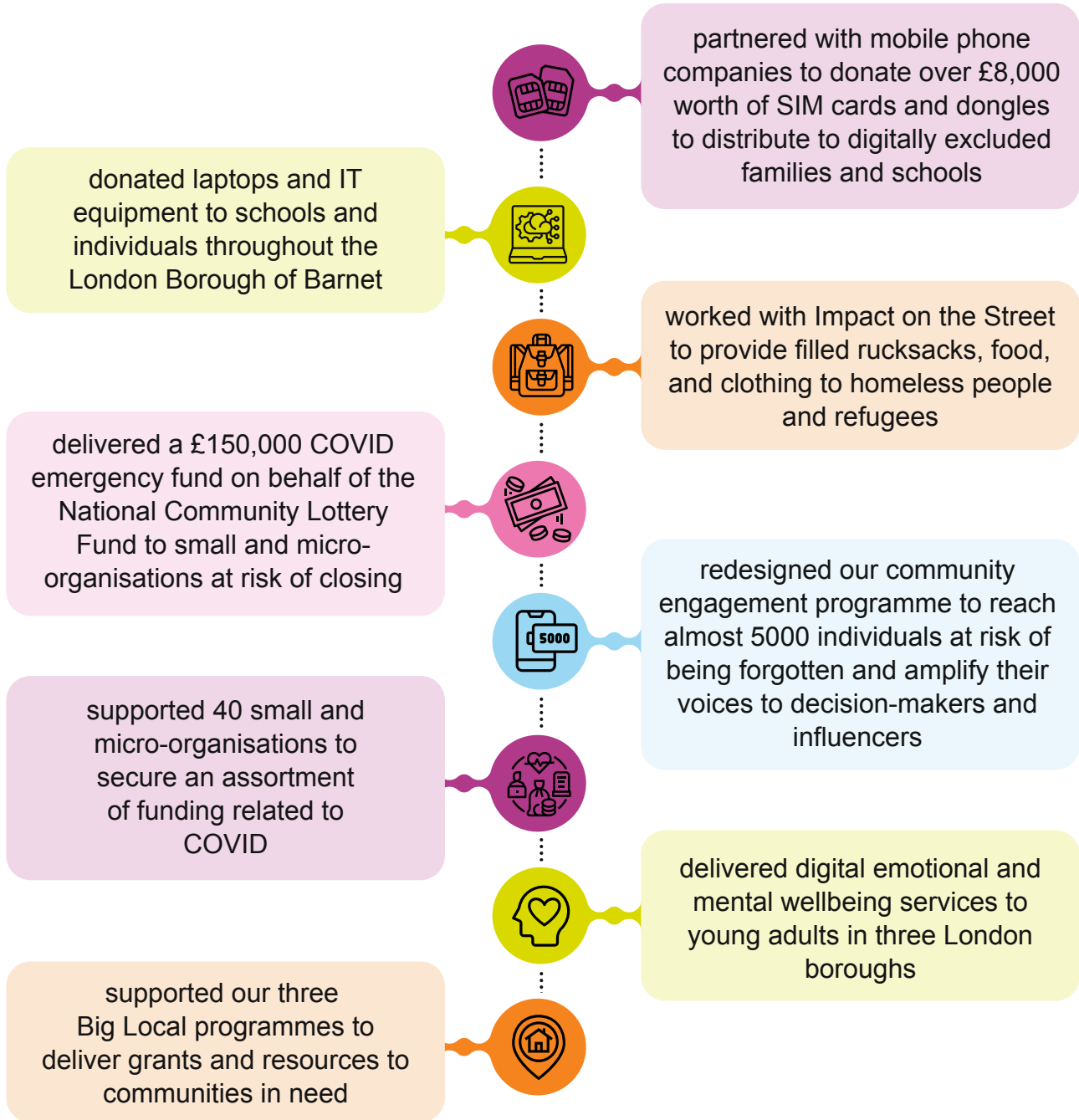


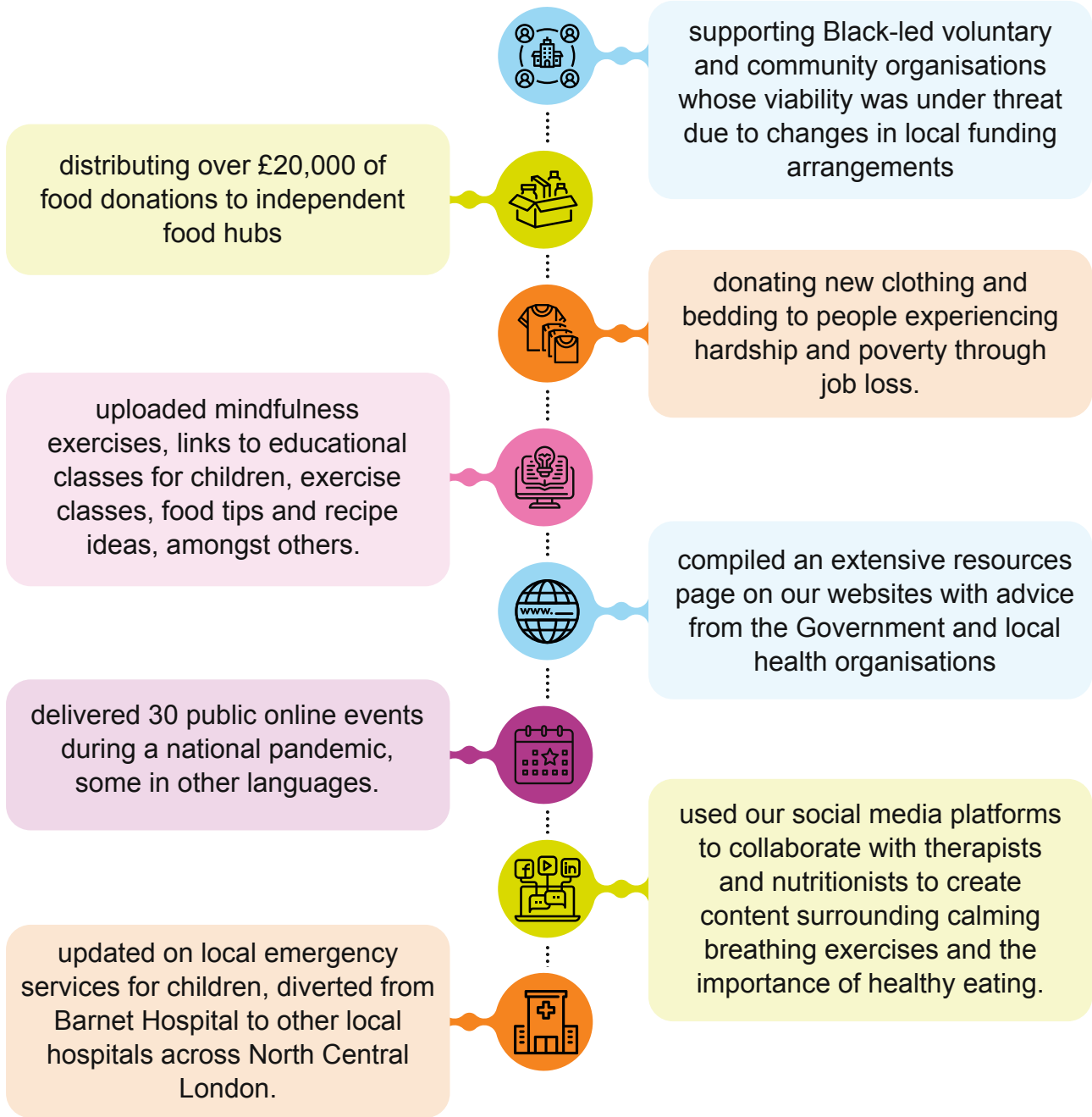
**Safeguarding resources and the latest emergency funding.**

We produced animated informational videos on safe volunteering, safeguarding, and telephone befriending; we published these and other resources on our website, social media, and YouTube.

# Impact







# CommUNITY Barnet Giving emergency response to Covid-19

We knew our local Barnet residents and communities faced extreme difficulties through the pandemic and lockdown. In summer 2020, the National Lottery Community Fund asked for a Barnet organisation to deliver a grant scheme worth £150,000. We applied and submitted the required supporting documents. We explained the needs of Barnet residents based on what adults, young people, families, and isolated people told us. We listened to people on doorsteps, food banks, and through our Emergency Support and Befriending Schemes.

We were pleased to receive the funding of £150,000 for Barnet. We set up the scheme, ran workshops and allocated grants quickly to ensure the funds were out in the community exactly where needed. We funded 25 organisations across Barnet, focusing on poverty, physical and mental wellbeing, social justice, and community cohesion.

**"By working alongside these expertly placed funding programmes, such as CommUNITY Barnet Giving, and relying on their local knowledge and network of contacts, we can ensure National Lottery funding reaches more charities and community projects."**

- A spokesperson for the National Lottery Community Fund.







**£150,000 from The National Lottery Community Fund to support communities through the COVID-19 crisis.**

**The Organisations awarded a grant through CommUNITY Barnet Giving were:**

Community Focus: Exposure Organisation Ltd; Strength and Learning Through Horses; HOPE for Paediatric Epilepsy London; Wild About Our Woods; Yaran; Angie's Keep Calm and Sing; St Mary's (8th Hendon) Scouts; Moon Academy; NW7 Hub; Barnet Community Projects; Live Unlimited; Misgav Women in Development Enterprise; The Larches; Barnet African Caribbean Association; Romanian Cultural Charity; Kick Action Academy; All Saints Church.



**Kafele Morgan, from Kick Action Academy, ran sports and mentoring activities where young people learnt new skills to reduce conflict and work as a team.**

"This funding will improve young people's lives, especially those at risk of gang involvement and who are disadvantaged."



**HOPE provided a day trip to London Zoo and a Christmas party for children with epilepsy; some are clinically vulnerable and had not left the house during the pandemic. A parent said,**

"We all had a wonderful time at the party, and the kids were excited by everything", and Dr Nadine Gurr added, "It is marvellous to see families relaxing, bonding and enjoying life, away from the relentless pressure of caring for a child with epilepsy."



**Pathway to Wellness worked with older people with idea sessions and information on physical and mental wellbeing, including diabetes awareness, dementia support, and respite for family carers. Daksha Chauhan-Keys said,**

"We are delighted to receive this funding. People can take control of their health and wellbeing following the challenges of the lockdown. The grant enables us to support people facing language, digital and cultural barriers."

# Brent Cross Community Support Scheme

Hammerson appointed us to deliver their Brent Cross Community Support Scheme in Autumn 2020. Food poverty, domestic violence, homelessness, and employment opportunities were priorities.

We were delighted to award ten grants to local Barnet community groups. Staff and volunteers worked hard to provide Barnet residents with warm meals, including Halal or Kosher food; employment skills for refugees; and outdoor activities and legal advice to those experiencing domestic violence. Through this partnership with Hammerson and Brent Cross Shopping Centre, residents received additional support through the pandemic.

The organisations funded were:

AidExcel, African Refugee Community, Bread n Butter, Community Network Group, Flower Bank, John Trotter Trust, Living Way Ministry, Middle Eastern Women and Society Organisation, Wild About Our Woods and Our Yard.



**£20,000 of funding support delivered to Barnet residents**



Hammerson

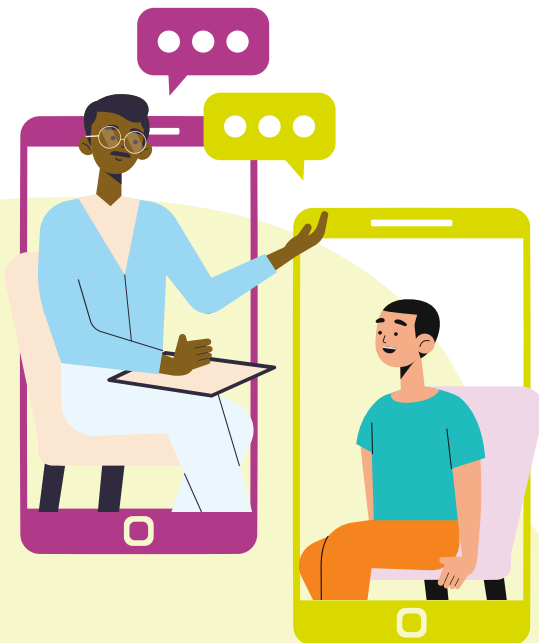
BRENT CROSS



# Covid-19 Bereavement & Counselling Support Service

Barnet Public Health commissioned us to be the contract holder and provide the access point and provide social support elements of the Barnet Covid-19 Bereavement and Counselling Service (BCS).

The six-month bereavement and counselling service was for Barnet residents going through a loss during the pandemic. We ran this service in partnership with Mind in Barnet, who offered emotional support and bereavement counselling. The service went live on 26th May 2020 following a quick mobilisation period. We also produced an informational video to promote the service.



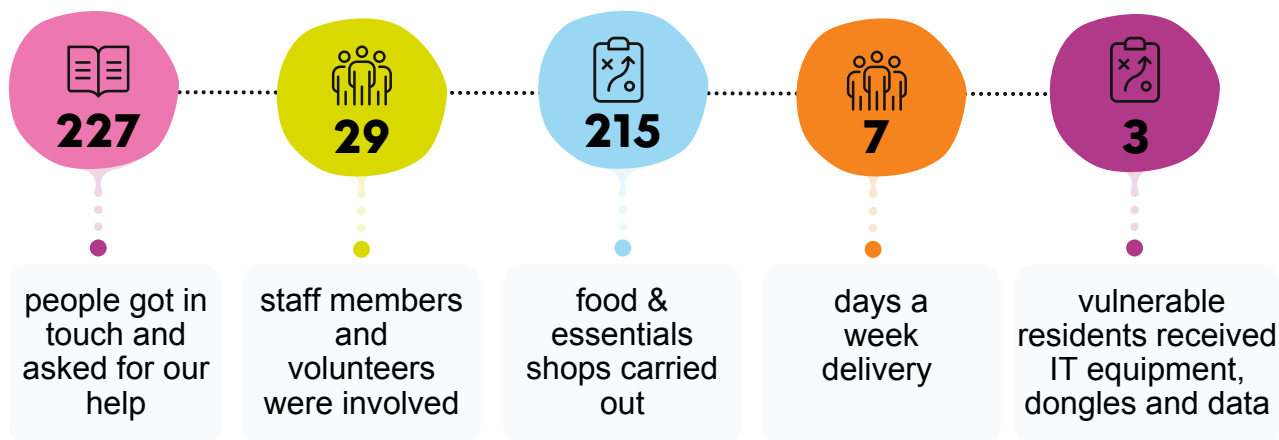
We directly supported 63 clients who received emotional support and immediate access to counselling. Our staff also offered further support to dozens of other residents who later decided not to start the additional Bereavement support.

From 26th November, the original contract ended; however, Mind in Barnet continued to offer emotional support and counselling.

# Covid-19 Wellbeing Response Service

Barnet Council commissioned CommUNITY Barnet to provide a COVID Support Service for adults aged 18-55 requiring urgent and non-urgent wellbeing support for 12 weeks in April 2020.

We responded and mobilised to create this new service in just three days. We recruited volunteers; set up a dedicated phone line, email account, and web forms. Staff and volunteers immediately responded to residents' needs delivering shopping and medication. Before the service ceased, all clients received a resource pack and the latest referral information.



We made referrals to organisations including Barnet Carers, Barnet Refugee Service, The London Community Support Group, Chipping Barnet Food Bank, The Islamic Association of North London, and the Wellbeing Hub.

**Thank you on behalf of the clients I have accessed your help for, and also in my capacity as a Barnet resident!**

Best wishes, Jewish Care





I just want to say a huge big thank you for all your help and support during the quarantine. I was very anxious and stressed about how I would manage, but your services meant that my stress levels were reduced to next to nothing because I wasn't anxious any longer. I'm immensely grateful for you being so helpful and all the numerous volunteers who cheerfully helped to get our needs met. Thank you, thank you, thank you!

**A Service User**



I want to thank you for all your support; not only did you bring food to my family, but you also brought smiles to my children, who ran to the door to see who was there. You brought happiness in times when we felt very lonely. Thank all of you for your valuable work in such a difficult time. I have five children, an autistic son and another child with cerebral palsy. Your support is very much appreciated. It eases our challenges and hardship. Last but not least, I thank you all once again. I thank you a million times. Amazing team.

**A Service User**



Thank you so much for all you have done and continue to do for our community. The speed and organisation with which you set up this response service were nothing short of phenomenal, and I am so sincerely grateful that you have been there to support the people I work with as well as many others.

**Touchpoint Peer Worker, Inclusion Barnet**



I just want to say THANK YOU for all your assistance and support over the past months. You have been invaluable as I think all the residents who have received your support and services would agree, as well as colleagues.

**Assessment & Enablement Officer, Barnet General Hospital**

# Volunteering during Covid-19

It was humbling to see the community spirit that emerged during the first lockdown. So many people wanted to volunteer and help others more vulnerable than themselves, as we were all trying to understand and adapt to the latest information and national lockdown.

We responded to the needs of our members and produced a series of resources, including Top Tips for Safe Volunteering, Volunteering for Organisations, Safeguarding Training, and Telephone Befriending. We also created a generic COVID Volunteer Handbook, risk assessment, and Volunteer Guidelines; these were available to all organisations and charities through our website, social media, and YouTube Channel.

In addition, following new guidance, we updated our DBS checking systems and introduced online verification to help get volunteers in place as soon as possible.

Whether it was coordinating services such as delivering food parcels, providing information, sharing tasks like shopping, picking up medications, or making a connection between offers and needs, our volunteers continued to inspire us. To our volunteers and volunteers everywhere, we say Thank You.







## Volunteer Story

I decided to volunteer with CommUNITY Barnet during the COVID crisis as I was put on furlough at work at the beginning of lockdown. I wanted to make myself useful by helping people in my community during the time I had off, so I volunteered to carry out supermarket shops and pick up prescriptions for community members in need.

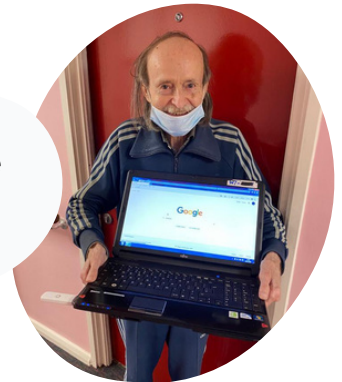
I did not expect to enjoy the experience so much – from the satisfaction of successfully sourcing items that were new to me to the smiles of relief and gratitude I was met with on delivery – I felt I was making a valuable difference. I felt very safe and looked after by the friendly and dedicated team at CommUNITY Barnet. I would encourage everyone thinking about volunteering to do so as it can be an incredibly rewarding experience, and there are people out there who need help.

# Staying connected

In 2020, not affording technology or access to the internet was a significant barrier to learning and exclusion for many people. We worked with 3 Mobile, residents and our IT supplier, 4Ways Solutions, to source and recycle equipment and increase Wi-Fi access. We secured over £8,000 of data and dongles and raised an additional £2,000 to buy new laptops.



Thanks so much to @CommUNITYBarnet & @ThreeUK for donating these WiFi dongles - helping people like 83-year-old James, who sent his first-ever email recently! Age UK Barnet



## Children and Young People

Local families told us they struggled to keep their children online and afford food and utilities. Schools told us some of their pupils entitled to Free School Meals were not eligible for Government support. The lack of connectivity was causing absenteeism and higher anxiety levels amongst these pupils. We collaborated with schools, colleges, organisations, and social services to provide disadvantaged young people with the equipment and connectivity to restart their education.

We assisted the following organisations in alleviating digital poverty to their vulnerable clients by supplying a mixture of laptops, dongles, or data: Whitefield Secondary School, Queen Elizabeth's Girls School, Barnet College, Broomfield's Primary School, New Citizen's Gateway, Age UK Barnet, Grange Big Local, Barnet Friends, Homeless Action in Barnet, Barnet Council Social Service Dept.

With the Mayor of Barnet, Cllr Caroline Stock, we delivered 18 laptops to Barnfield Primary School in Burnt Oak.



We received £8,000 of dongles and data from 3 Mobile and we raised another £2000 of funding.



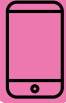
We supplied Whitefield School in NW2 with dongles and data to get 37 children back online and able to access their live-streamed lessons.



We delivered 10 smart phones, data and dongles to homeless clients.



We supported 10 organisations, schools colleges, and social services with digital poverty.



## Refugee Community

Collaborating with New Citizen's Gateway, we became aware of the lack of connectivity their clients were experiencing; this was causing extreme isolation, and they felt cut off from all family ties and social and educational networks. We reached out to residents and sourced old phones, IPADS and games consoles, and we were also able to provide them with additional data.



## Local Community

As the LTO for The Grange Big Local, we became aware of a shortage of equipment and connectivity. We worked with The Good Things Foundation to supply six tablets and data sims.



## Homeless and Recently Resettled Clients

Our food poverty support with Homeless Action in Barnet led to a conversation about extreme loneliness their clients were experiencing as the isolation in bedsits across London took its toll. No TV, no radio, no company, just four walls and the weekly food parcel delivery. Putting our partnership skills to work, Impact on the Street and CommUNITY Barnet provided ten smartphones, dongles, and data cards.

As a result of the phones and data, Homeless Action in Barnet supported clients with housing applications and Universal Credit. Clients were also able to contact Streetlink for support while rough sleeping and another client used his connectivity to start a business course.

# What a difference a phone makes!



An isolated client who would not leave the bedsit. He went on to have online counselling. "Thanks for the phone and your messages. I do get so lonely. Yes, please for the phone counsellor.

**Client A**



I had no credit on my smartphone. I saw I had a text from the NHS about flu jabs. It said to follow the link. I could not do this as I had no credit, so I couldn't buy the data to follow the link. In the past, I have missed two appointments from the Royal Free, one for my eyes and the other to do with a more serious medical condition. You are helpless.

**Client B**



A client who did not talk but could express more by text and WhatsApp. 'Thank you so much. Not going over the top. I get so lonely. I very much appreciate this more than anything. I will help someone in the same situation as I was.

**Client C**



Sometimes you sit with no credit, and at least there is a radio on the phone. But sometimes, you can only hear your own thoughts all day. If you can call someone, your thoughts disappear. Or, if you can watch YouTube or use WhatsApp, other people are in the room with you.

**Client D**



Invoice Total : 2165.40

# Food Insecurity

A considerable part of our efforts during 2020- 2021 included addressing the growing levels of food insecurity emerging in Barnet, as witnessed by the emergence of new food banks in wards traditionally regarded as economically stable.

The pandemic hit hard and fast, and like many of us, food banks struggled to meet demand and quickly ran out of supplies. We collaborated with London Plus, the GLA and City Bridge Trust to arrange for large-scale food donations to be delivered to food banks across Barnet. In addition, we supported Kitchen Theory to provide hot meals to Barnet Hospital staff and connected catering companies to NHS workers and food banks to supply hot, cooked food to frontline workers and families.



## £20,000

We brought in an additional £20,000 food supplies through our partnership and community networking between May and September 2020



## 5

We sourced five new microwaves and ten kettles for individuals who lacked the equipment to provide themselves with hot meals.

## £1,025

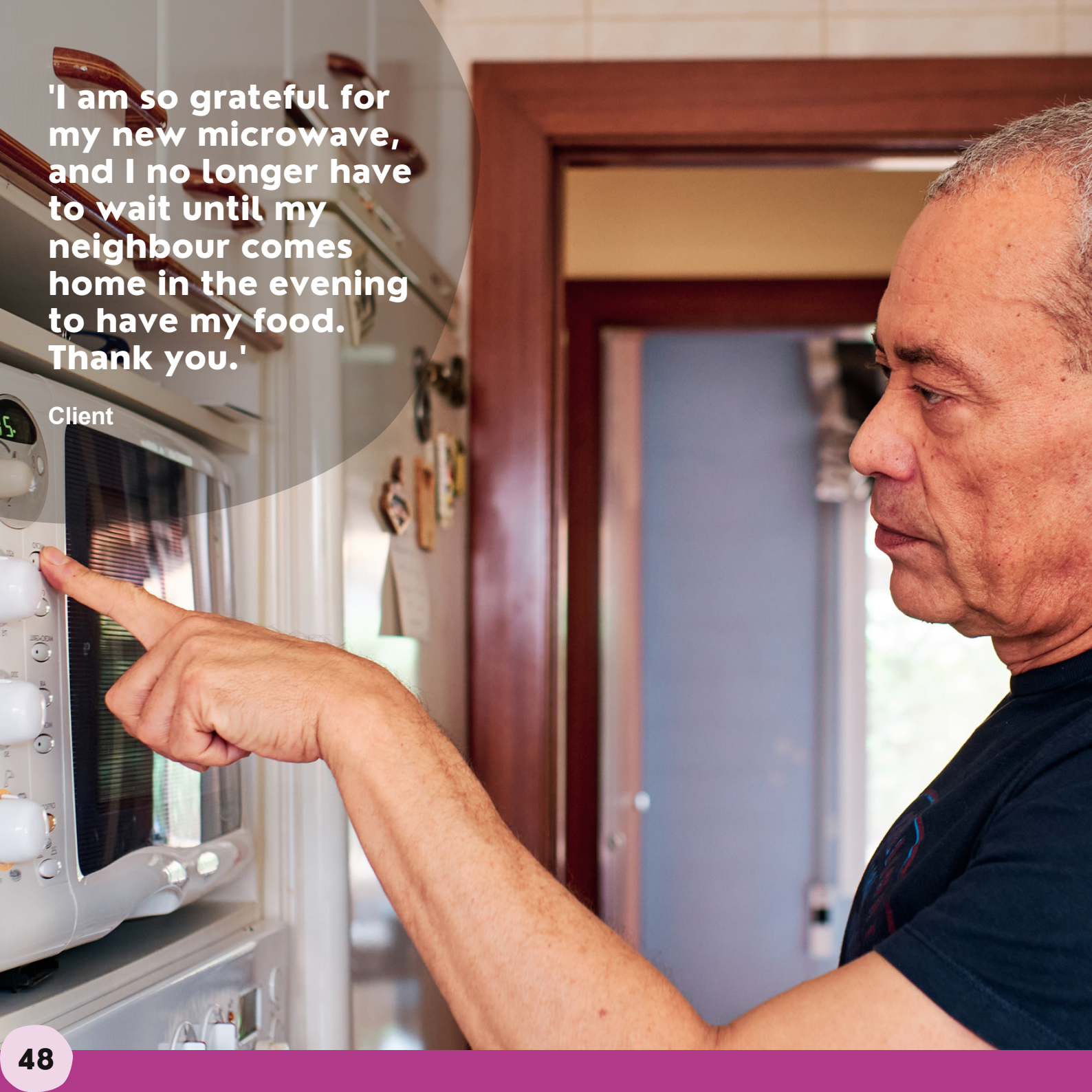


Christmas 2020, we set up a local fundraiser to raise funds for three food banks, St Barnabas, Livingway Ministry and St Mary's East Finchley.



**'I am so grateful for my new microwave, and I no longer have to wait until my neighbour comes home in the evening to have my food. Thank you.'**

Client







## **A letter from 'Rev Helen Shannon, St Barnabas Church, and Food Bank**

As a faith leader, I want to commend and thank CommUNITY Barnet for engaging and working with faith groups. CommUNITY Barnet understands the enormous contribution faith groups make to communities and have been a real bridge for us into the voluntary sector.

You brought out the best in people. All those community relationships you've invested in over the years really came to the forefront, especially in the first lockdown, where your team was the place to go to find out any information. On a personal note, your team were definitely the knowledgeable glue that stuck those working with food poverty together in the early days. But more than that, you just got on with what was needed: providing food for those in desperate need. At the food bank, we were struggling to get the amount of food we needed - despite the vast generosity of the local community. To know there was a group of people working to source food and having the money to pay for it was hugely liberating for us.

It wasn't about what we could do for you or what boxes we could tick; it was about what you could do for us and how you could lighten our load.

For me, one of the essential attributes in an organisation that seeks to take the lead in a community is the attitude of service. The attitude that says, "how can we help you do what you're doing better". That is true leadership, and I believe that's what we saw and continue to see at Community Barnet. So, keep doing what you're doing.'



Newhope 2020  
**THANK YOU!**

ROUGH SLEEPING  
PREVENTION  
SERVICE

JENANG  
SUSTAINM  
TEAM

**Goods  
FOR  
Good**

**IMPACT**  
ON THE STREET

# Homeless and Refugee Support

We have listened hard to organisations around us and worked to help and meet their needs. Whilst addressing food poverty, organisations told us that they needed coats, sleeping bags, thermals, hats, scarves and gloves, flasks, rucksacks, snacks, beverages, personal toiletries, and so much more.

We joined forces with several organisations and groups to supply these essentials, including Impact on the Street and Goods for Good. These partnerships saw us extend our reach to homeless young people in Watford, the West End of London, Old Street and Shoreditch and of course, in Barnet.

## Organisations that we assisted included:

- ✓ Homeless Action in Barnet
- ✓ New Citizens Gateway
- ✓ Eastern European Hub
- ✓ Herts Young Homeless
- ✓ Help and Hope Homeless
- ✓ The Little Things UK



# Tackling vaccine hesitancy



The quotes below, are from the Romanian and Eastern European Hub COVID Vaccination video, with members of the Romanian Community in Harrow. Watch here



<https://bit.ly/CBvaccinevideo>

I got the vaccine for my family, children, grandparents, for all of those around us

I got the vaccine because I want to be ok and not transmit the virus

My husband and I have decided to get the vaccine together with friends and some of our cousins

To be able to get back to normal and protect the vulnerable



Working with Barnet Public Health and NCL (Barnet) CCG, we delivered a series of webinars to communities experiencing a lack of confidence about taking the vaccine.

In partnership with New Citizen's Gateway as part of the Barnet Wellbeing Service to support refugees and asylum seekers to ask questions about the vaccination, its clinical fidelity, eligibility, and access if asylum seekers were dispersed under the government's dispersal scheme. We had a panel of local trusted experts, including two local GPs, a representative from New Citizen's Gateway, Barnet Public Health, and a local representative from the Muslim community. We recorded the event and uploaded it to the Barnet Wellbeing website.

To encourage uptake of COVID vaccinations, we worked with two local GPs from the Watling Medical Centre to encourage wider communities in the borough, including faith and BAME communities, to be vaccinated.

We delivered a multilingual seminar to the Romanian and Eastern European Community keen to speak directly with clinicians to understand misinformation circulating about the vaccines.



**We reached out to almost 150 people who agreed to attend their vaccine appointments when the GPs would contact them at the end of the digital seminars through webinars.**



# Hosting Big Local Programmes

CommUNITY Barnet is the Locally Trusted Organisation (LTO) for the Grange Big Local Partnership in Barnet, W12 Together in Hammersmith and Fulham and Wembley Central in Brent. Our role is to administer the grant money awarded by the Local Trust and employ the staff to deliver the board's Partnership Plan.

The pandemic initially compromised the programmes, and the Big Locals had to rethink their delivery to counter the effects of the pandemic and the needs of their community.

All three Big Locals supported food banks and offered a community grant programme to help individuals and small organisations provide a COVID emergency fund and digital wellbeing support.

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 respond**

**People will have increased skills and confidence to continue identifying and responding 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**



# Barnet Safer Neighbourhood Board

Barnet Safer Neighbourhood Board aims to establish local policing and crime priorities, monitor police performance and confidence, and fulfil 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.

"Barnet Safer Neighbourhood Board (SNB) was introduced by the former Mayor of London, Boris Johnson, in his election manifesto "Fighting Crime in London". All London Boroughs now have an SNB to reform community engagement with local police and monitor their performances with support from Mayor's Office for Policing and Crime (MOPAC). Barnet SNB is very fortunate to receive excellent administrative support from CB. We have our Treasurer, who manages the day-to-day business; nevertheless, CB also takes care of our financial support. Thank you, CommUNITY Barnet, for everything you do for the community, and I appreciate it!"

**Amlan Kumar Ghoshal**

Chairman of Barnet Safer Neighbourhood Board





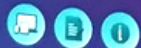
census  
2021

## Welcome to your Census Support Centre

Census 2021 is happening now

Ask an adviser how we can  
help you today

census  
2021  
Complete your  
census with  
our help here



10

The Census takes place  
every 10 years in the UK

We worked with the Office for National Statistics (ONS) to set up a Census Support Centre at Tarling Road Community Hub. Through the centre and our helpline, we supported people without access to digital devices and those who needed additional support to complete the Census.

Thanks again for your  
invaluable support of  
Census 2021. Your  
efforts will help us  
produce outputs about  
your community and  
local area

Stephen Pal  
Census Engagement Manager  
Barnet SW Office for  
National Statistics

# Finance

 **finances  
made simple**  
*for local businesses &  
non-profit organisations*



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 & 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. If you have a finance query, please do not hesitate to contact us at [finance@communitybarnet.org.uk](mailto:finance@communitybarnet.org.uk)

# 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 21st December 2021

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

Copies 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 21st December 2021

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.



<b>ACCOUNTS</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds to 31st March 2021 £</b>	<b>Total Funds to 31st March 2020 £</b>
Charitable and investment income	120,692	1,199,547	1,320,239	1,250,736
Charitable activities expenditure and governance costs	(136,475)	(1,214,699)	(1,351,174)	(1,352,885)
Net (expenditure)/income for the year before transfers	<b>(15,783)</b>	<b>(15,152)</b>	<b>(30,935)</b>	<b>(102,149)</b>
Transfer between funds	-	-	-	-
Net (expenditure)/income for the year after transfers	<b>(15,783)</b>	<b>(15,152)</b>	<b>(30,935)</b>	<b>(102,149)</b>
Reconciliation of funds (total funds brought forward)	-	-	-	-
<b>Total funds brought forward</b>	397,664	133,047	530,711	632,860
<b>Total funds carried forward</b>	<b>381,881</b>	<b>117,895</b>	<b>499,776</b>	<b>530,711</b>

# 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, and trustees, make an outstanding contribution, and without them, we could not deliver our services.

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

To all the volunteers, who have shown the most incredible commitment and kindness to help their community, we say thank you.

Lastly, we would like to thank 4Ways Solutions, our IT provider, who has supported us in our mission to end Digital Poverty.



# Our Partners





Working Together Works

**020 8364 8400**

**www.communitybarnet.org.uk**

**Company No. 3554508**

**Charity Number 1071035**



**like**



**comment**



**share**



**save**



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