



Annual Report.

2023-2025

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This annual report outlines
our programmes, delivery
and achievements in:

2023-2025

At CB Plus, we are committed to strengthening communities and improving lives

As an award-winning, independent organisation, we work across seven London boroughs to support local people, community groups and businesses. Our work focuses on addressing social challenges and creating lasting change through collaboration and practical support.

We partner with over 700 voluntary, community and faith-based organisations. These relationships help us deliver high-quality services across Barnet, Brent, Enfield, Hammersmith and Fulham, Harrow, Hillingdon and Newham, **reaching nearly 2.4 million people.**

Building a stronger, more inclusive society

Vision:

A confident, inclusive society that celebrates diversity and empowers everyone to thrive.

Mission:

To improve life chances by working with residents and organisations to build stronger, more connected communities.



Our Aims

Our four strategic aims shape everything we do.

They reflect what we stand for and guide our work with communities, partners and organisations across London.

1

Empowerment

We believe people know what's best for their own lives. We support individuals and communities to shape their own solutions and work towards the goals that matter to them.

Equality

We take action to challenge injustice and reduce inequality. Fairness and inclusion are at the heart of everything we do.

2

3

Collaboration

We know that lasting change happens when we work together. That's why we build strong relationships with communities, partners and local networks to achieve shared goals.

Sustainability

We help organisations grow stronger for the long term, supporting them to be ambitious, resilient and ready for the future.

4

Our Organisational Structure

CB Plus is made up of four core departments. Each plays a vital role in delivering our mission and supporting the communities we work with.

COMMUNITY SERVICES

Delivers community development work, including hosting Hammersmith Big Local, safeguarding training, and organisational development support.

WELLBEING SERVICES

Provides the integrated wellbeing service in Barnet and Enfield Connections, as well as information, advice and a range of mental health services.

STRATEGIC DEVELOPMENT

Leads on fundraising, internal strategic planning, and the management of external partnerships and stakeholder relationships.

BUSINESS DEVELOPMENT

Supports CB Plus' operational infrastructure, manages communications and reputation, and oversees the delivery of Barnet Giving.

Cross-Organisational Delivery

Volunteer management and support are shared across departments, reflecting both the nature of individual roles and the requirements of our contracts. Our Young People Thrive service and the delivery of Healthwatch in Newham are overseen directly by the CEO.

This annual report highlights our work, programmes and impact across 2023–2025.



A Word From Our Chief Executive

I'm pleased to share this year's Annual Report, which reflects the passion, innovation, and dedication that drive everything we do at CB Plus. Over this reporting period, we've continued to strengthen our early intervention and prevention services, while deepening our partnerships across London to co-deliver a range of impactful community programmes.

A particular highlight has been our ongoing work to evidence the financial value of early intervention, helping to make the case for long-term, sustainable investment in community-led approaches. As ever, we remain committed to amplifying the voices of residents, ensuring that lived experience informs the decisions that shape our services and wider systems.



We believe that meaningful change comes from building strong, inclusive communities, responding to the needs of the moment, and working together to improve lives.



Thank you to our staff, trustees, volunteers, partners, funders, and critical friends. Your insight, energy and commitment continue to inspire me. I look forward to all that we'll achieve together in the year ahead.

Messages from our Trustees

As we present this report, it's clear that the challenges facing the Voluntary and Community Sector have continued to grow over the past year. Financial pressures on organisations delivering public services remain significant at both local and national levels, while families face increasing cost-of-living pressures. For many people, particularly those who are more vulnerable or living alone, daily life has become more difficult, and demand for support services is higher than ever.

We are also seeing increasingly complex and interconnected needs, with mental and physical health, poverty, social isolation and wider deprivation often overlapping. Organisations working to address these challenges are frequently doing so in the context of rising costs and reduced funding.

These conditions demand innovative and forward-looking approaches, and I am proud that CB Plus continues to be at the forefront of this work. This year's report highlights the breadth of our activity across multiple London boroughs and the strength of our partnerships at both local and regional levels.

None of this would be possible without our dedicated and highly professional staff team, working closely with a diverse and active Board of Trustees. I would like to thank everyone involved for their commitment, resilience and continued focus on supporting communities and improving lives.

Anthony Vardy
Chair, CB Plus



I am proud to be a Trustee at CB Plus. I have seen the organisation grow to provide effective leadership and localised support across the wider London landscape, addressing inequality and improving community cohesion.

Paula Arnell



Who We Are & How We're Governed



CB Plus is a registered charity and company limited by guarantee, first registered in 1979 and incorporated in 1998. Our work is overseen by a Board of Trustees, with day-to-day operations led by the Senior Leadership Team, headed by the CEO and supported by Directors, Managers and Heads of Service.

Trustees and Governance

Member organisations can nominate Trustees each year, and the Board may co-opt people with specialist skills or fill vacancies in line with our Articles of Association.

New Trustees meet with the Chair and CEO before the AGM, receive an induction pack, and take part in an induction session at the first Board meeting. Ongoing training is encouraged throughout their term.

Our Approach to Risk, Safeguarding and Data Protection



We want everyone who works with us, partners with us, or receives support from us to feel safe, respected and confident in the way we operate. We have robust systems in place to manage risk, safeguard people, and handle personal data carefully and transparently.

Risk Management

We take a proactive approach to managing risk and ensuring the organisation operates safely and effectively.

Our Corporate Risk Register is reviewed quarterly by the Compliance and Risk Committee and reported to the Board. Trustees also carry out an annual review of key operational and financial risks.

Oversight of delivery against our strategic priorities is provided through the Performance Committee, helping us identify issues early and strengthen our internal systems.

Safeguarding

Safeguarding sits at the heart of everything we do, and we embed it across all our services and projects.

- All staff, volunteers and trustees complete the appropriate DBS checks, with enhanced checks where needed.
- We have Designated Safeguarding Leads at staff and trustee level, supported by Safeguarding Champions.
- Our safeguarding policies are reviewed annually and monitored through the Corporate Risk Register.

Data Protection

We take our GDPR responsibilities seriously and have strong systems in place to protect personal data.

- We comply with GDPR and have completed the ICO self-assessment.
- A Board-level Data Protection Officer (DPO) oversees our approach and liaises with the ICO if needed.
- We use secure cloud-based systems, encrypted devices and protected gateways.
- A tested data breach protocol ensures we act quickly and transparently if required.

Impact: Our Year in Numbers



2.4M

people were reached across **7 London boroughs** through our services and partnerships.



1,512

residents accessed the **Barnet Wellbeing Hub**, receiving personalised support for their mental health and wellbeing.



157

young people were supported through **Young People Thrive**, with a mix of group work, webinars and 1:1 sessions.



553

hours of emotional support were delivered through **34 befriending matches** by our **Barnet Friends volunteers**.



60

courses were delivered by **Barnet Recovery College**, building confidence and supporting mental health.



15k+

people received information and advice through **Healthwatch Newham**, amplifying community voices to improve services.



16.5k+

residents engaged in **119 health events** delivered through our **Health Educators Partnership Service (HEPS)**.



5

payroll and **8 examination clients** supported by our **finance team** to strengthen local groups.



700+

community, voluntary and faith-based organisations **partnered with us** to deliver inclusive, impactful services.

Barnet Wellbeing Service



We deliver a community-based, integrated service in Barnet that provides adults with access to a wide range of mental health and wellbeing support. This includes physical activities, talking therapies, and community events, all designed to promote positive mental health.

Working in collaboration with over 40 of Barnet's voluntary and community organisations (VCOs), and in partnership with the NHS and local authorities, we help manage demand on statutory services and reduce waiting times. Our approach is person-centred, shifting the focus from "what is the matter with you?" to "what matters to you?"

The service combines early and preventative support with pathways for individuals with more complex needs, including access to IAPT-compliant therapies. Our offer includes the following services:

Barnet Wellbeing Hub

Based at the Meritage Centre in Hendon, the Barnet Wellbeing Hub continues to serve as a vital single point of access for adults in the borough seeking support for their mental health and overall wellbeing. Residents can connect with services through multiple referral pathways, ensuring timely access to appropriate support.

All clients begin their journey with an Emotional Health Check, which includes the Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) and self-assessment tools such as the PHQ-9 and GAD-7. These tools help shape a personalised wellbeing plan and identify early signs of mental distress or suicidal thoughts. Any concerns are escalated to the weekly Joint Case Management Group, co-led by the Hub and the Barnet Mental Health Network.

Wellbeing Café

The Wellbeing Café offers a welcoming, peer-led space where individuals can connect over refreshments and join social and creative activities, including arts and crafts and table tennis. Held at least twice a month, it is run by volunteers with lived experience of mental health challenges, creating a supportive and inclusive environment. Through personalised assessments, case management, and spaces like the café, the Barnet Wellbeing Hub remains a trusted resource for residents navigating their mental health journey.

Community Talking Therapies Service

Delivered by New Citizens' Gateway, this specialist service supports refugees and asylum seekers who have fled war and conflict zones. It offers culturally sensitive, IAPT-compliant interventions in safe, non-clinical community settings.

Support includes:

- Step 2: IAPT-compliant psychoeducational workshops delivered by qualified therapists in community settings.
- Six sessions of Step 2 IAPT-compliant one-to-one therapy.

The service is designed for people who may have limited or no English. It follows NICE guidelines and is delivered by bilingual practitioners from diverse cultural backgrounds. The approach is trauma-informed, respecting clients' lived experiences while promoting emotional resilience and wellbeing.

Recovery College

Barnet Recovery College, delivered by Mind in Enfield and Barnet and commissioned in April 2021, supports residents with moderate to severe mental illness to self-manage their mental health. In 2023–2024, 60 courses were delivered, including Anger Management, Body Care, Art Therapy, Get Ready for Work and Singing Skills. A peer support group was also established for ongoing support beyond course completion.

A photograph of two women sitting at a wooden table outdoors. The woman on the left has white hair and is wearing a grey cardigan over a pink top and a pink and white patterned scarf. She is holding a green mug. The woman on the right has dark hair and is wearing a pink sweater and a black bag. She is also holding a green mug. They are both smiling and looking at each other. The background is a blurred green hedge.

My stress was related to my housing situation and getting support from the advisor has helped us. We were given the names of solicitors who could help us. The Wellbeing Hub has been helpful.

Barnet Wellbeing Hub Service User

Barnet Friends



Barnet Friends offers telephone befriending for adults aged 18–55 living, working or studying in Barnet. Trained volunteers provide weekly emotional support over 6 to 12 months, helping to reduce loneliness, build confidence, and connect clients with local services.

In 2023 to 2024, the service received 55 referrals, a 25% increase from the previous year. It established 34 matches and delivered 553 hours of support. Referrals came from GPs, social prescribing link workers, self-referrals, and local community organisations.

The rise in referrals reflects stronger outreach, including a presence at 27 community events, reaching over 1,100 residents. Monthly clinical supervision ensures safe, high-quality support, and 44 clients were signposted to services such as the Barnet Wellbeing Service and Mind in Enfield and Barnet Recovery College.



Cost Avoidance & Possible Savings 2023/24



Barnet Wellbeing Hub: 1,488 people did not require referral to a Step 2 IAPT service. A further **73** were referred to IAPT, resulting in a potential NHS cost saving of **£1,510,264**. The Hub receives **£185,000** in funding, showing a strong return on investment.



New Citizens' Gateway: This service costs **£64,000 to deliver**. It supported **513** people through psychoeducational workshops, and **62** individuals received one-to-one Step 2 IAPT-compliant therapy. If delivered directly by the NHS, the same support would cost an estimated **£332,683.81**.



Reducing Emergency Service Use: 2,438 people accessed Barnet Wellbeing Services instead of presenting at A&E or using urgent care, resulting in a projected cost avoidance of **£1,021,522**.

Barnet Wellbeing Service Website Traffic (2023–2025)

Over the 2023–25 period, the Barnet Wellbeing Service website continued to be a key source of trusted health and wellbeing information for Barnet residents.

Between April 2023 and April 2025, the website received:



46,000+
sessions



27,000+
unique visitors



84,000+
page views

Visitors spent an average of 4 minutes and 59 seconds on the site, showing strong engagement. The most visited pages focused on mental health support, local services and cancer screening, highlighting where residents most often seek help. Our website remains a key route to trusted information and local support.

Barnet Wellbeing in Numbers



Reach and Access

We supported **2,329** residents, with **1,521** accessing the Wellbeing Hub and **1,251** completing emotional health checks.



Young People Thrive

157 young people took part in group and 1:1 sessions, with workshops delivered in colleges across Barnet.



Recovery College

162 residents joined **48** recovery-focused courses, with a peer support group launched for continued connection.



Therapies and Befriending

486 people accessed community talking therapies, while **112** residents received **553** hours of befriending support.

Young People Thrive



Young People Thrive (YPT) is a CB Plus service supporting children, young people, and families to improve their mental wellbeing. The service is open to young people aged 17.5–25 who are living with low to moderate mental health issues, such as anxiety and depression, but who do not meet the threshold for statutory support. YPT offers one-to-one talking therapies, therapeutic group work, and psychoeducational webinars, all shaped around the needs, schedules, and lifestyles of young people.

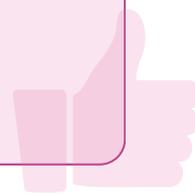
Programme impact: 2023–25

Over the 2023–25 period, Young People Thrive directly supported **over 900 young people** across Barnet, Brent, and Enfield, and reached **more than 28,500 people** through outreach, assemblies, training, and community engagement.

The following pages offer a closer look at the different projects delivered as part of the Young People Thrive programme this year.

90%

Reported having someone to talk to about mental health was helpful.

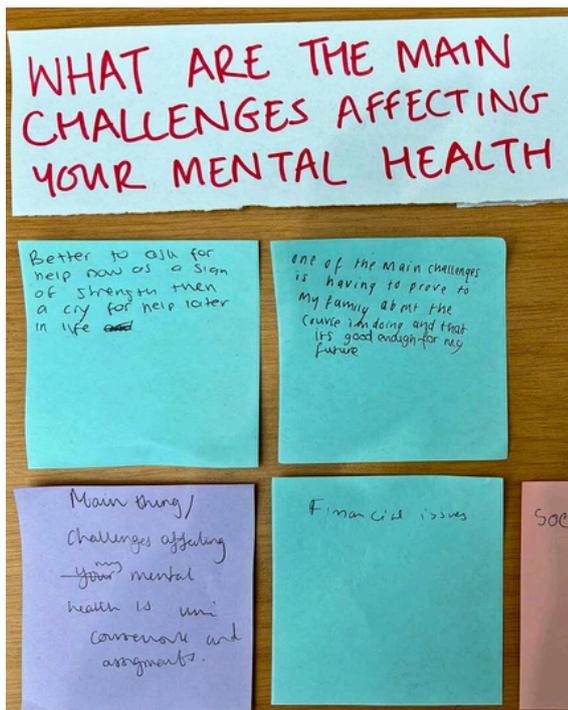


“The Young People Thrive sessions helped me redirect my focus and energies towards reconnecting with my values, and finding tools such as planning, reframing self-talk and finding enjoyable and empowering activities to start to build myself back up.”

– Service User, 2023

Barnet Young People Thrive

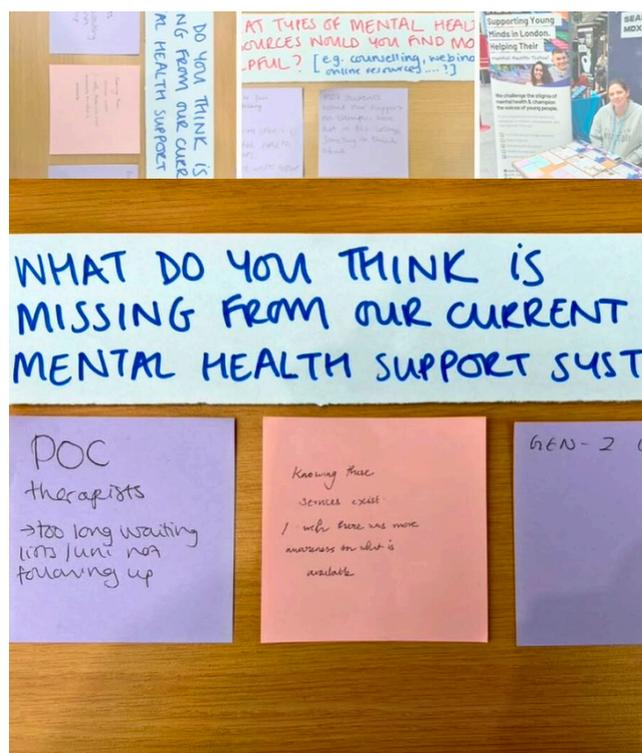
Barnet YPT provides CBT-informed therapeutic support for young people who live, study, or work in the borough. Part of the **Barnet Wellbeing Service**, it works with local partners to support mental health and wellbeing, offering one-to-one therapy, group work, and psychoeducational workshops delivered in partnership with Middlesex University and Barnet & Southgate College.



Most young people presented with low mood, anxiety, or both. However, we also saw referrals involving more complex challenges, including domestic abuse, alcoholism, OCD, PTSD, baby loss, bereavement, early-stage psychosis, and past suicide ideation or attempts. Many clients were also managing ADHD, Autism, or awaiting diagnosis, and there was a noticeable increase in those already on mental health medication.

Referrals came via young people themselves, GPs, universities and colleges, social prescribers, local schools, and other services such as Change Grow Live, British Red Cross, and Barnet Mencap. Nearly 50% of referrals were self-referrals.

We worked closely with partner services including Talking Therapies, The Network, Sanctuary, New Citizen Gateway, Child Bereavement UK and Home Start Barnet.



Collaborative projects this year included:

- A mental health peer mentoring programme for Wellbeing Ambassadors at Barnet & Southgate College
- A drop-in support offer at Unitas Youth Zone
- Mind Body Boost sessions co-delivered with Middlesex University



Barnet Wellbeing Together

As part of the Barnet Wellbeing Together partnership, YPT provides one-to-one support for young people aged 17.5–25 transitioning from CAMHS to adult mental health services. Two Young Adult Specialist Practitioners deliver non-clinical support focused on building independence, life skills, goal-setting and community connections.

Brent Young People Thrive

Brent YPT is a mental health awareness and anti-stigma programme guided by the Thrive Framework. It supports children, young people, and families, particularly from underserved communities, through early intervention and improved access to support.

We work with schools, youth, and faith groups, engaging young people to share lived experience and help shape local services. YPT also sits on the Brent ICP Children & Young People Mental Health and Wellbeing Steering Group, contributing to the development of Brent's CYP MH Thrive framework for early intervention and prevention.



This year, Brent YPT played an active role in:

- Mapping early help services across Brent for children and young people
- Influencing local mental health transformation through participation in Brent Children and Young People Emotional Wellbeing Group, CYP Thrive Working Group and Brent Young Adults Mental Health Implementation Group

Be Brave Be Bold (Barnet & Enfield)

Supports Year 6 pupils transitioning to secondary school by reducing anxiety, boosting self-esteem, and fostering peer connections. Pupils are paired with mentors in Years 7–9 to build confidence and belonging.

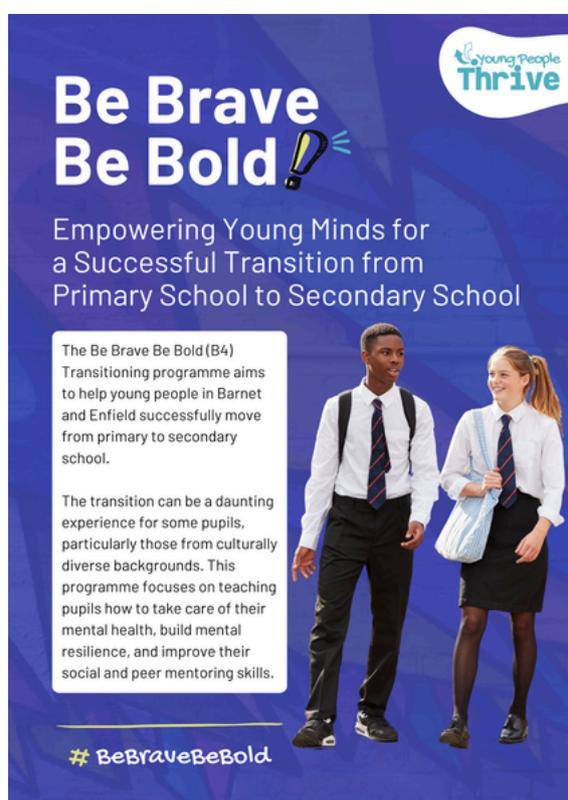
In 2023/24, we:

- Trained 18 peer mentors
- Reached over 1,000 students through assemblies
- Delivered group work and 1-2-1 support to 134 young people

Key topics included social anxiety, fear of change, low self-esteem, making friends, and handling bullying.

Barnet Wellbeing Matters

YPT delivered Emotional Health Check (EHC) training to 12 staff and volunteers from five Barnet community organisations. The strengths-based, non-clinical tool builds emotional resilience and supports goal-setting. Funded by the National Lottery Community Fund, CB Plus leads a partnership providing culturally sensitive mental health support and exploring future service integration.



“Moving to Year 7 was a little bit nerve-racking... I wanted to participate in this programme because when I was in Year 6 I was a little nervous [and] had a feeling that I will be a little isolated because we are in a new school. I want to make sure that you feel welcome and you should be happy”

- **Secondary School Mentor**

Ark Pioneer Academy

“At our school, we have decided to train the Year 9 volunteers in the Be Brave Be Bold programme as part of our Wellbeing programme. This way they can support their peers, the current year 7s and will be ready for the new cohort of year 6 in the Spring term. We are taking a holistic approach which will benefit the entire school”

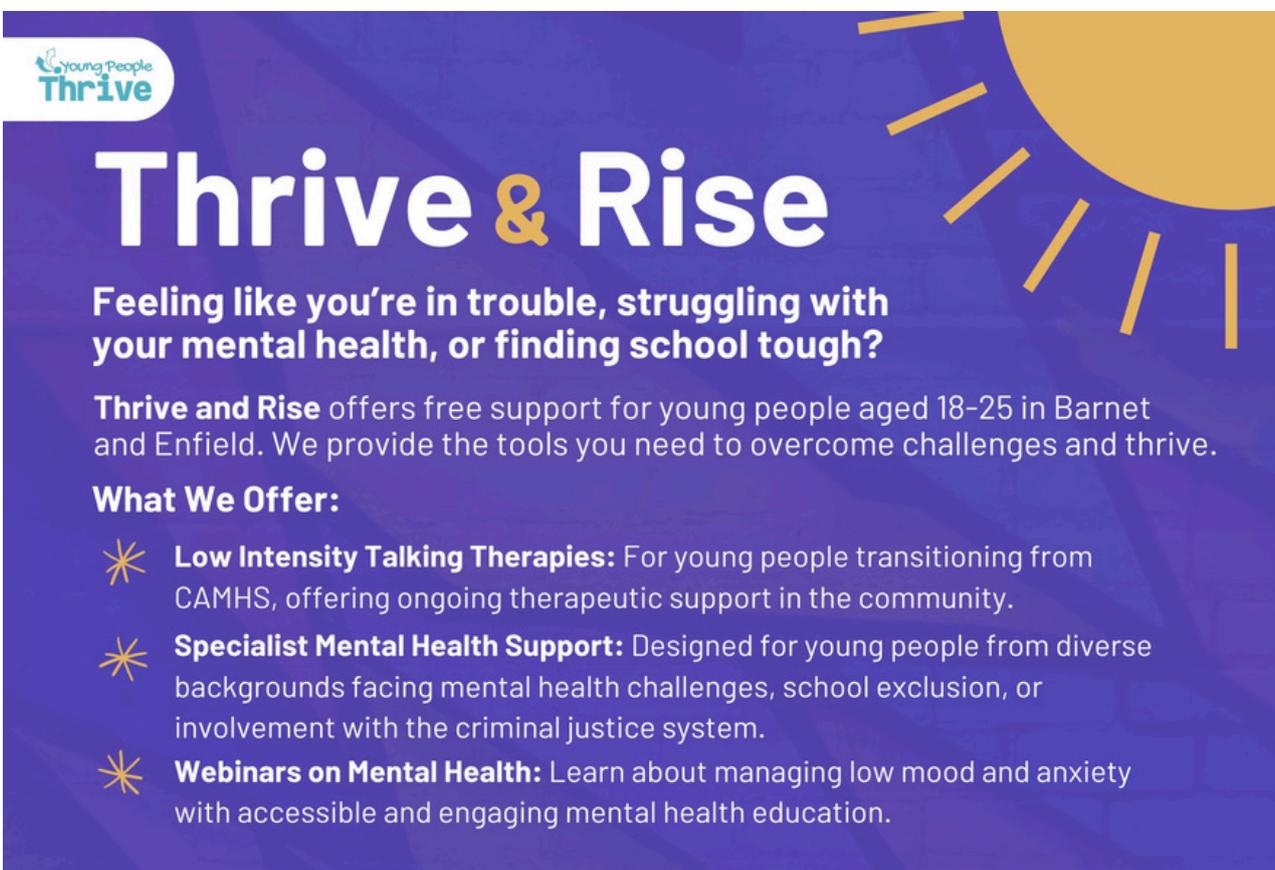
- **Wellbeing and Safeguarding Officer, Enfield Secondary School**

Thrive and Rise

Thrive and Rise supports young people aged 17–25 from global majority communities in Barnet and Enfield who may be facing mental health challenges, difficulties in education or work, or involvement with the criminal justice system. The programme offers low-intensity talking therapies, targeted group work, and engaging webinars to provide early intervention and practical tools to help young people overcome challenges and thrive.

This year:

- We ran 10 group sessions at Barnet & Southgate College across three campuses, supporting students during exam season with topics such as revision strategies, sleep hygiene, and anxiety management
- We offered drop-in support at Unitas Youth Zone for young people disengaged from other group offers
- We engaged over 100 organisations, schools, colleges and youth groups through events, outreach, and newsletters

A promotional graphic for 'Thrive & Rise' on a dark blue background. In the top left corner is the 'Young People Thrive' logo. The main title 'Thrive & Rise' is in large white and yellow font. Below it is a question in white: 'Feeling like you're in trouble, struggling with your mental health, or finding school tough?'. A paragraph follows: 'Thrive and Rise offers free support for young people aged 18-25 in Barnet and Enfield. We provide the tools you need to overcome challenges and thrive.' Underneath is the heading 'What We Offer:' followed by three bullet points, each with a yellow star icon. A stylized yellow sun is in the top right corner.

Young People Thrive

Thrive & Rise

Feeling like you're in trouble, struggling with your mental health, or finding school tough?

Thrive and Rise offers free support for young people aged 18-25 in Barnet and Enfield. We provide the tools you need to overcome challenges and thrive.

What We Offer:

- * **Low Intensity Talking Therapies:** For young people transitioning from CAMHS, offering ongoing therapeutic support in the community.
- * **Specialist Mental Health Support:** Designed for young people from diverse backgrounds facing mental health challenges, school exclusion, or involvement with the criminal justice system.
- * **Webinars on Mental Health:** Learn about managing low mood and anxiety with accessible and engaging mental health education.



LET'S END THE STIGMA.

Supporting Young Minds in London.

Helping Their Mental Health Thrive!



We challenge the stigma of mental health & champion the voices of young people.

Promoting positive mental health and wellbeing for children, young people, and their families, through:

- 1-2-1 and group therapy sessions
- Peer programs
- Mental health education
- Wellbeing web:



Young People Thrive
Jan 29, 2025

We had a great day yesterday at [@middlesexuniversity](#) talking to students about their [#mentalhealth](#) and asking what support they would like to see more of. 🧠 Thank you to everyone that came over and had a chat with us 🧡

postgrad

SEARCH MDX.AC.U

#ANDYSMANCLUB

SUICIDE IS THE BIGGEST KILLER

TO FIND YOUR NEAREST GOOD MENTAL HEALTH SERVICES



#ITSOKNOTOTALK



Baby Plus You

Baby Plus You was delivered in partnership with Central and North West London (CNWL) Perinatal Mental Health Services and funded by the North West London (NWL) Perinatal Mental Health Collaborative.

The project aimed to raise awareness of perinatal mental health and encourage women and birthing people in Brent and Harrow to access support services, particularly those from diverse communities who may face barriers such as language, unfamiliarity with UK services, or mistrust of statutory services.

The initiative included a social movement, signposting and information resources, and the development of referral pathways to provide timely clinical support and prevent statutory intervention.



24,000 people reached

Through a combination of organic and paid social media campaigns.



3,300 participants engaged

Direct engagement through activities across Brent and Harrow.



223 activities delivered

Including workshops, signposting sessions, and awareness events.

Baby Plus You!

We understand. The journey of pregnancy and new parenthood is a whirlwind of emotions.

Remember, it's okay to feel this way; you're not alone. We're here to support you.





Baby Plus *You!*

Pregnant or New Parent in Harrow & Brent?

Feeling overwhelmed? You're not alone. It's okay to feel this way.

We're here to help!

For women/ birthing people in Harrow and Brent, we've launched the Baby Plus You project with Central and North West London Perinatal Mental Health Services.

How We Can Help:

- Explain the referral process
- Answer your questions
- Join your first appointment virtually

Ready to Take the First Step?

Visit the link or scan the QR code to learn more and register for a call with us.



- bit.ly/baby-plus-you
- [/cbpluscharity](https://www.facebook.com/cbpluscharity)
- [@CBPlus_](https://www.instagram.com/cbplus_)
- [@cbplus_](https://www.tiktok.com/@cbplus_)



CB Plus Young People Thrive



Young People Thrive

Aug 27, 2024

Our team has been out in the community, raising awareness about [#BabyPlusYou!](#) 🧡

We're dedicated to making sure local families know about the support available for [#PerinatalMentalHealth](#). It's all about breaking down barriers and helping parents access the care they need. 🧡

Being Me

Being Me is a student support and awareness initiative delivered in collaboration with Buckinghamshire New University (BNU). It aims to increase understanding of eating disorders and disordered eating behaviours while providing targeted support to students, particularly those from underrepresented groups.

The initiative includes two main elements:

- E-learning module for staff – equips staff to identify and respond to disordered eating effectively.
- Being Me society for students – provides peer support, access to resources, and a safe space for students to share experiences.

The project focuses on underrepresented groups, including young men, non-binary students, Black young adults, international students, and those experiencing bulimia, binge eating disorder, or a history of dieting. By raising awareness, providing peer support, and giving access to tailored resources, Being Me empowers students to recognise disordered eating early, seek appropriate support, and engage with a supportive community at BNU.



Food & Me: A New Narrative on Disordered Eating

This year, we were awarded funding by the North London Adult Eating Disorder Collaborative to deliver Food & Me, a targeted social movement supporting people with lived or current experience of eating disorders, particularly those from minoritised communities where underdiagnosis is common.

In partnership with CNWL NHS and ORRI, we:

- Delivered 12 inclusive and culturally sensitive webinars
- Reached 35,000 people through a dedicated social media campaign
- Explored themes such as cultural identity and food, body image, and the importance of routine in recovery

The **Food & Me Impact Report** is available to read online at cbplus.org.uk.





Young People Thrive

Oct 4, 2024

We want to extend a heartfelt thank you to all who joined us at the first [#FoodAndMe](#) webinar in partnership with [@Orri_UK](#). Join us at the next one to explore aspects of food sensitivities, communication, cultural considerations, and more! See more here: <http://bit.ly/food-and-me>

Brent Health Educators Partnership Service



Our Health Educators play a vital role in empowering residents to prevent and manage long-term health conditions while supporting access to a broad range of services and advice across Brent. Delivered by a consortium of VCS partners including Brent Carers Centre, SAAFI, CB Plus, PLIAS, and Brent Mencap, the service recruits locally to reflect Brent's diverse cultures and languages, enabling effective community engagement.

In 2023/24, Health Educators engaged with 16,547 residents through outreach in streets, shops, and community centres, offering personalised support to 66 individuals focused on achieving healthier lifestyle goals within three months. They also assist residents in registering with GPs when needed.

Key projects include an 8-week Diabetes Peer Support group which provided a supportive space for 62 participants to improve their physical and emotional wellbeing, and a 6-week Diabetes Digital Inclusion course helping 65 residents build confidence using online health resources such as the Know Diabetes platform.



Healthwatch Newham



Now in Year 3 of delivering our statutory service, Healthwatch Newham continues to represent residents' experiences and views to decision-makers, commissioners, and providers. Our role within the Newham Health and Care Partnership remains central to driving improvements in local services.

This year marked a major step forward in our collaboration with the local NHS Trust, helping us connect with seldom-heard communities. From maternity to dentistry, we gathered meaningful feedback from those who often go unheard, ensuring their voices help shape future services. We've also expanded our volunteer programme, with a dedicated team contributing over 120 hours to our mission.





Our commissioned work has included:

- Managing the Maternity Voices Partnership, with a strengthened relationship between Chairs and Patient Experience Midwives.
- Co-leading the SEND Diagnosis and Autism Pathways project, which uncovered long wait times and support gaps.
- Quality assessing the Diabetes Service at Shrewsbury Road Health Centre to highlight good practice and areas for improvement.



Deaf Community Outreach

Since October 2024, CB Plus has supported Deaf and hard-of-hearing residents in Newham, led by Holly, a Deaf Community Outreach Worker with lived experience, to address barriers and improve digital, primary, and emergency healthcare services.

Improving digital accessibility

A review of Stratford GP websites and online booking systems found many relied heavily on telephone contact, creating barriers for Deaf residents. Findings, documented in the GP Online Booking Accessibility Report, highlighted the need for accessible online information and clearer links to Deaf services, community events, and BSL resources.

Resident Engagement and Workshops

In November 2024, Holly worked with Deaf Roots to gather feedback from Deaf residents about their experiences accessing health and NHS services. Key findings included limited Deaf awareness in GP practices, lack of interpreter provision, high levels of frustration accessing care, and particular difficulties with Accident & Emergency (A&E) services. Residents also requested more health workshops delivered in BSL.

System-Level Advocacy

Holly raised these issues with the Health and Wellbeing Board in January 2025, highlighting gaps in Deaf awareness, interpreter provision, and emergency care. A March 2025 NHS engagement event confirmed these barriers, reinforcing the need for improvements and Deaf awareness training.

Next steps

Building on this work, CB Plus will:

- Expand Deaf awareness training for frontline healthcare staff
- Develop governance structures, including a Deaf Advisory Board
- Improve interpreter access and communication across GP and hospital services, including A&E
- Develop practical guidance to support more inclusive, Deaf-friendly events and services



Newham Parent Carer Forum



NEWHAM PARENT FORUM
Empowering Parents and Influencing Services

The NPCF represents parents and carers of children and young people (0–25) with SEND in Newham, ensuring their voices shape local services and providing guidance and peer support. Hosted by CB Plus, we strengthen the forum’s capacity, governance, communications, and membership systems, increasing involvement in SEND decision-making and supporting its long-term goal of becoming an independent, self-governing organisation.

Key Activity and Delivery

- **Training and Development:** SEND Level 2 and autism awareness training; recruitment, induction and training for Steering Committee members and paid roles.
- **Engagement and Events:** Monthly Coffee Mornings with Local Authority Q&A; public events to share experiences; recruitment fairs and community visits; bi-monthly newsletters and ongoing website engagement.
- **Communication and Advocacy:** Active social media engagement; representation in SEND policy forums; encouraging members to contribute to joint working groups and local SEND guidance.

Impact and Focus

NPCF continues to influence improvements to everyday experiences for children and young people with SEND, including accessibility and inclusion in public spaces and services. The forum is actively reviewing and responding to findings from the recent OFSTED inspection, ensuring parent and carer perspectives inform local action plans.



Enfield Connections



Enfield Connections is an award-winning information and advice service supporting Enfield residents aged 18+. The service empowers people to self-manage long-term care, understand when to contact adult social care, and live independently for as long as possible.

Over the reporting period, Enfield Connections delivered 3,464 interactions and managed 2,018 referrals, demonstrating the service's ability to respond effectively to increasing demand and complex needs. Telephone support remains central to delivery, accounting for 70% of interactions, with face-to-face appointments reserved for more complex cases. 73% of referrals were self-initiated, reflecting growing confidence among residents to access support independently.

Working closely with partners including Citizens Advice Enfield and Age UK Enfield, the service ensured vulnerable adults received timely, relevant guidance to stay safe and well in their homes. Wider partnerships across Enfield support residents with issues such as housing, debt, benefits and mental health, particularly within underserved communities.



Engagement Snapshot



45% of all interactions were handled via the CB Plus telephone advice line.



60% of clients were women – a trend consistent across all services.



The most represented age group was **60–69**, followed by strong engagement from those aged **45–64**.

Partnership and System Influence

Enfield Council Mental Health Partnership Board

CB Plus is an active member of the Enfield Mental Health Partnership Board, contributing to the Board's Black and Minority Ethnic sub-group. As part of this work, we co-led a project mapping the mental health needs of Black communities in Enfield to inform future commissioning and service design.

Enfield Black Health Forum

We are active members of the Enfield Black Health Forum, delivered by the Caribbean and African Health Network. The forum brings together Black-led organisations and statutory partners to address health inequalities and improve health outcomes across Enfield's Black communities.

CB Plus Primary Care Group

The CB Plus Primary Care Group (PCG) is a volunteer-led initiative working to improve access to and understanding of primary care services across Barnet. In partnership with the Integrated Care Board, Barnet Federated GPs, and local practices, the group ensures patient voices shape better healthcare experiences.

In 2023–2024, the PCG delivered key projects, including:

- A Patient Information Leaflet with guidance for out-of-hours GP access, distributed via QR code to 52 GP practices and 75 pharmacies.
- Promotion of the GP IPSOS Survey, raising awareness through community outreach and digital channels after discovering 90% of residents were unaware of it.
- Ongoing community engagement, attending local events, recruiting volunteers, and co-producing resources to strengthen primary care for all.



 **CB Plus Primary Care Group**

Improving Barnet's
Primary Care Services

Campaigns for Change

CB Plus is dedicated to tackling social issues and driving positive change within the community. Over the past year, we have launched impactful campaigns that have made a tangible difference in people's lives.

Severe Mental Illness (SMI) Programme

In partnership with the GP Federation, CB Plus worked to increase physical health checks for people on Barnet's SMI GP register. We aim to strengthen relationships between patients and healthcare teams to support early detection and prevention. To remove access barriers, we offer appointment booking support. Since 2024, we've engaged 673 residents, health professionals, and VCSE staff, with 462 reached online from 2023 to 2024.

Public Awareness Campaign with North Central London Cancer Alliance

Commissioned by NCL Cancer Alliance, CB Plus led a campaign to raise awareness of cancer signs and encourage screening, especially among ethnic minorities and underserved groups. We're delivering three events alongside ongoing activities. The first, in February 2024, promoted the "Help Us Help You" campaign and educated 78 attendees. Expert speakers and personal stories highlighted services and strengthened partnerships. Feedback was unanimously positive, with 100% reporting improved knowledge of cancer symptoms.

A safe space to discuss health and wellbeing concerns.

Schedule your free Health Check.

Contact your GP surgery today.



Suicide Prevention with Barnet Public Health

Working closely with Barnet Public Health, CB Plus supported phases 1 and 2 of the Suicide Prevention Campaign to raise awareness and reduce suicide risk through community engagement and training. Between April 2023 and May 2024, we delivered five Zero Suicide Alliance lunch-and-learn sessions to 265 participants, including residents, voluntary sector staff, and healthcare professionals. These sessions provided a safe space to discuss mental health challenges and stigma, helping participants build confidence and skills to initiate life-saving conversations. Feedback was universally positive, with all attendees finding the sessions useful and recommending them to others.

Targeted Lung Health Check Programme with Claremont

Commissioned by Claremont to support the North Central London Integrated Care System, this campaign aimed to raise awareness of Lung Health Checks and prevent lung conditions and cancer. Aligned with our goal of improving community wellness, we reached over 3,500 people, many from groups less likely to engage with healthcare services. The campaign revealed both its impact and the barriers people face. We used this insight to refine our outreach, extend our reach, and strengthen collaboration with partner organisations.

#WORLDSUICIDE
PREVENTIONDAY

#ZEROSUICIDELDN

ZERO SUICIDE ALLIANCE

Lunch & Learn

WORLD SUICIDE PREVENTION DAY

Staying Connected, Bridging the Digital Divide

CB Plus launched the Staying Connected campaign in 2020 in response to the COVID-19 pandemic. At a time when access to education, healthcare, and social support rapidly shifted online, we recognised that digital poverty posed a major barrier, especially for children and isolated residents without access to devices or the internet. What began as an emergency response has since grown into a lasting initiative that supports schools, families, and individuals across Barnet with access to digital tools.

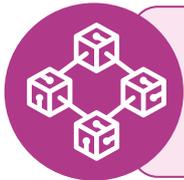
Key Achievements since the start of the campaign:



Secured and distributed over £11,000 worth of data, dongles, tablets, phones and laptops to more than ten schools, colleges, isolated residents, and community organisations.



Partnered with corporate supporters to collect over 300 used Chromebooks, previously issued to their staff.



Worked with residents and our IT supplier, 4Way Solutions, to wipe and repurpose donated laptops, preventing unnecessary landfill and supporting local needs.



Recent Highlights



Donated 30 Chromebooks to Moss Hall Infant School, where children expressed their excitement at learning to use the devices independently. One Year 1 pupil told us:
"I love learning about how to use the laptop so I can go on it at home without my mummy helping me."



Delivered 30 Chromebooks to Deansbrook Junior School, helping children from low-income families access digital learning at home for homework and research.



Visited Whittings Hill Primary School to donate a further 30 Chromebooks, joined by Cllr Zahra Beg, staff and enthusiastic Year 6 pupils.

These donations have been met with overwhelming gratitude from students, families, and school leaders, and have shown the powerful role technology plays in unlocking educational opportunity.

Ongoing Campaign

To continue this work, we've launched a JustGiving campaign to raise funds for additional Chromebooks and laptop chargers. With many schools and families still facing digital exclusion, every donation helps us bridge the digital divide and ensure no child is left behind due to lack of resources.



At Moss Hall Infant School, 90 pupils had to share just 30 Chromebooks. By collecting unused tech and partnering with 4Way Solutions, we were able to provide free digital resources to meet local needs.



Barnet Safer Neighbourhood Board

CB Plus provides administration for this Board. Through their grants program, we successfully bid to create a number of animations, including; Child Safety, Children and the Internet, Nude Selfies, Advice for parents and carers. We also produced the following videos; Keeping Women and Girls Safe in Barnet; Healthy vs Abusive Relationships; Modern Day Slavery.

Barnet Integrated Voluntary Community Service.



Helping young adults move confidently from clinical care into community life.

The Barnet Integrated Voluntary Community Service (IVCS) supports young people aged 17–25 who are living with more complex mental health needs. The service is delivered in partnership with Barnet, Enfield and Haringey Mental Health Trust (BEH) and Wellbeing Together CIC – a collaboration between CB Plus, Meridian, Mind in Barnet and Inclusion Barnet.

CB Plus has two Young Adult Specialist Practitioners (YASPs) seconded into BEH. They provide recovery-focused, non-clinical support for young people, particularly those moving from Child and Adolescent Mental Health Services into Adult Mental Health Services.

YASPs help young adults build confidence, independence and social connection by linking them with community activities, peer support, volunteering, education and wellbeing services. Their work bridges the gap between clinical care and community life, helping young people feel supported through a major transition.

Safeguarding Adults

Within the timeframe covered by this report, CB Plus launched a new safeguarding adults video in partnership with the Barnet Safeguarding Adults Board, funded by Public Health Barnet as part of their Prevention Project.

The video reframes safeguarding as “Keeping All Adults Safe”, aiming to shift perceptions and encourage Barnet’s diverse communities to feel confident speaking up when they have concerns about adults with care and support needs. By presenting safeguarding as a shared community responsibility, the video promotes awareness, understanding and action.

This initiative supports our wider commitment to creating inclusive, informed communities where adults feel protected, respected and empowered. By increasing confidence in recognising and reporting safeguarding concerns, the video helps ensure that adults at risk receive timely support and protection.

The video is available online and has been promoted through community networks and digital channels to maximise reach and accessibility across Barnet.



Newham Keeping All Adults Safe

In Newham, our Keeping All Adults Safe work showed how unclear and inaccessible safeguarding can feel for many residents and community groups. This insight helped lead to the creation of a dedicated Community Sub-Committee, giving local organisations a direct voice within Newham’s Safeguarding Adults Board (NSAB). Community representatives now contribute to safeguarding forums, helping services better understand the experiences and cultural contexts of Newham’s diverse communities.

Our constructive challenge also inspired the development of the “Does It Look Like Newham?” (DILLN) tool, which compares safeguarding activity with the borough’s demographics. The tool highlights where some communities may be over- or under-represented in referrals, supporting a more equitable approach to safeguarding.

In March 2025, Healthwatch Newham and the NSAB brought residents, families and community organisations together to share their experiences of raising concerns and navigating adult social care. Their insights continue to shape improvements to safeguarding practice across the borough.



At a **Healthwatch Newham** safeguarding event, residents and community partners share their experiences, helping shape safer, more inclusive support.



Racial Justice Fund

CB Plus was awarded funding by Trust for London's Racial Justice Fund to research, campaign, and influence decision-makers to better recognise, invest in, and support Black-led businesses and social enterprises. In partnership with Middlesex University and other local stakeholders, we mapped Barnet's business ecosystem, identified gaps in enterprise support, and explored opportunities for investment and development.

A steering group and advisory board were established to guide the programme, connecting Black-led businesses with networks, funding, and training.

This work is building a strong foundation for future initiatives, including a planned Black Business Fair, and is driving lasting change to increase equity, visibility, and sustainable investment in Black-led business across the borough.



Voluntary and Community Sector Emergency Partnership (VCSEP)

CB Plus continues to serve as the joint London Lead for the VCSEP, holding a seat on the national Strategy Steering Group. Working alongside statutory bodies, emergency services, and community organisations, we support Barnet and wider London communities in preparing for and responding to emergencies such as severe weather events, power failures, and infectious disease outbreaks.

Over the past year, we have intensified our efforts to amplify the voices of smaller organisations and those serving under-represented groups. This engagement has influenced updates to emergency response strategies, training programmes, and guidance materials.

With funding from regional and national partners, we are delivering a project in Barnet focused on strengthening resilience among under-served communities in partnership with Barnet Council and the Greater London Authority.



Building Capacity, Strengthening Communities

This year, we supported a wide range of grassroots groups, community organisations and faith-based networks to strengthen their skills, confidence and long-term sustainability. Our support included 1:1 development advice, training and guidance on business planning, governance, fundraising and managing change.

We worked with organisations such as BACA, HOPE, Livingway Ministries, Barnet Wellbeing Matters, RCCT, Hooyo's Without Borders, Yaran and Moon Academy, as well as local churches and the BREM Network. Support included help with funding applications, strengthening governance, volunteer recruitment and planning for sustainable growth.

We also delivered peer support training for Barnet Carers, a City Bridge Trust grants webinar, fundraising workshops, and wrote the business plan for Enfield's Black Heritage Centre.

CB Plus continues to act as the Local Trusted Organisation for the Ro-EE Hub and played a key role in developing Barnet Giving, supporting its website, first grant round and registration as a charity.



We also supported the development and coordination of the Nowruz partnership, convening six planning meetings with community partners. Rather than delivering a single central event, organisations were supported to celebrate Nowruz within their own communities, strengthening local ownership and collaboration.

We helped with:



1:1 development support



Help with funding bids



Governance and structure advice



Volunteer recruitment



Sustainable growth planning



We delivered:



Peer support training



Business planning



Grant writing support



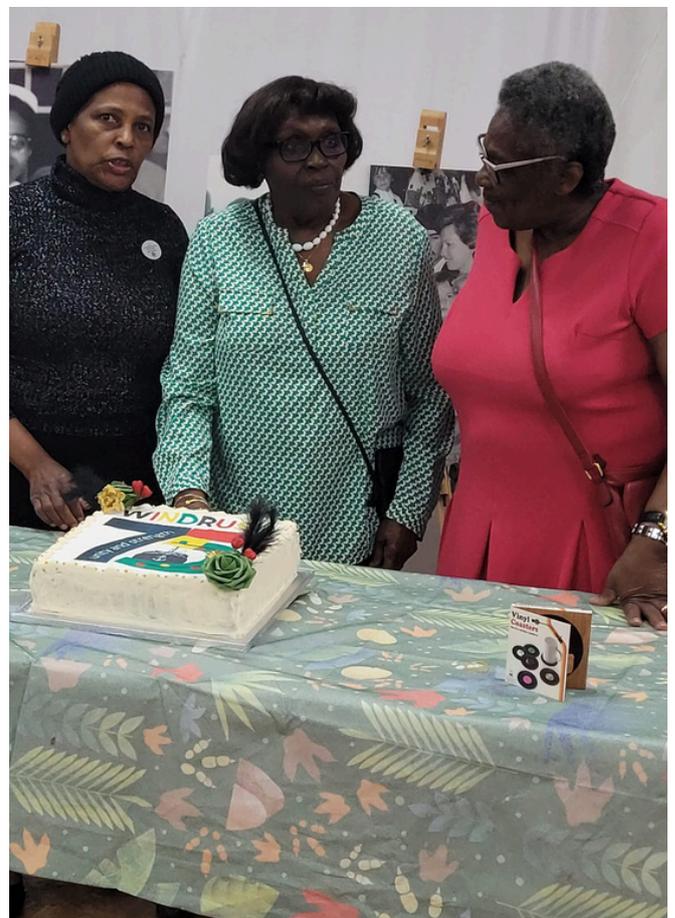
Bespoke workshops



Barnet African Caribbean Association

Our ongoing support for BACA includes peer-led wellbeing initiatives and a thriving day centre offering cost of living support, hardship payments, and access to key services. BACA now hosts a members' committee that co-designs events with staff, including the Windrush Project. Partnering with Age UK, Middlesex University, CB Plus, and Cherry Lodge, BACA also works across sectors to address the needs of high-vulnerability residents.

One case study involved a woman with complex mental health needs, who was supported with benefit applications, household essentials, and community reconnection. The centre also partners with artists and galleries, such as Heritage Community Crafts and Thomas Ferdinand Gallery, to support wellbeing through creative expression.





CB PLUS

Oct 24, 2024



The [#Barnet](#) Multi-Faith Forum, supported by [@CBPlus_](#) & BACA, hosted a powerful evening honouring Barnet's [#Windrush](#) generation on Oct 11th. Highlights included moving performances & impactful speeches. Don't miss the next event! 🙌🌟 [#CommunityCelebration](#)

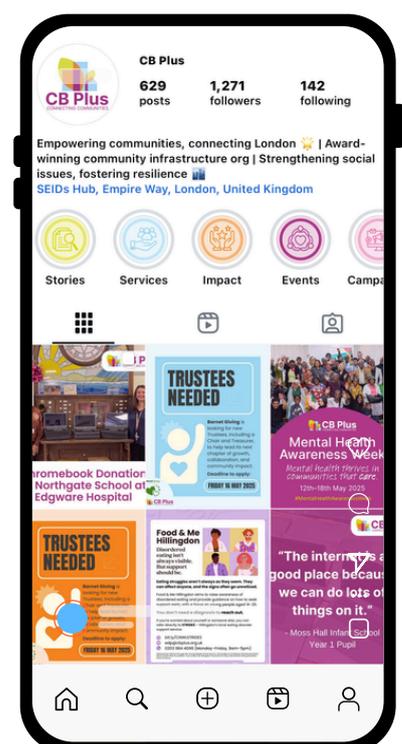
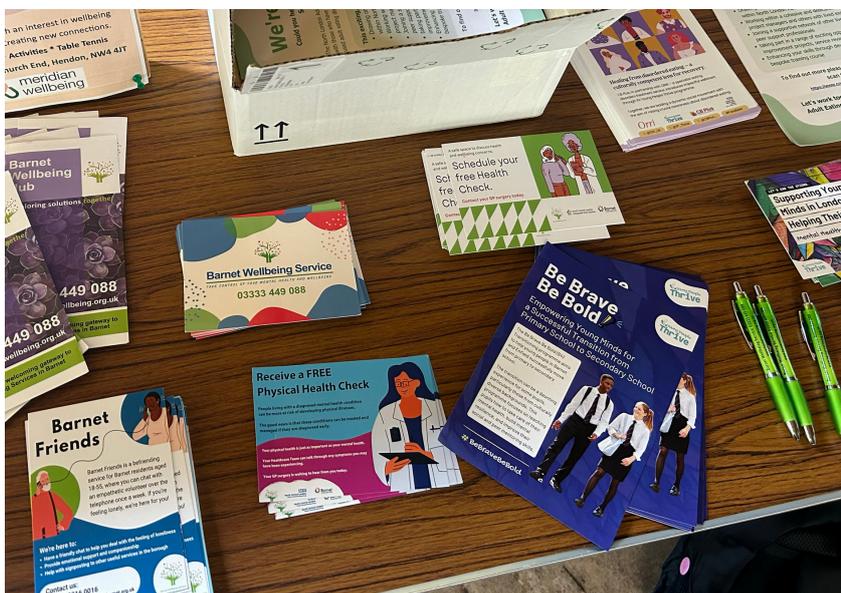
Communications

Our communications work ensures CB Plus and its services remain visible, accessible, and engaging, reaching communities with clear, creative, and meaningful messaging. Over the past year, we've continued to build a strong visual identity across our core services, while supporting a wide range of projects through design, digital, and strategic communications.

In this timeframe, we:

- Created visual content across digital and print formats, including social media assets, flyers, posters, postcards, reports, newsletters, and animations
- Produced key materials for projects and campaigns, including the Food & Me programme
- Managed and maintained three websites: CB Plus, Barnet Wellbeing Hub and Healthwatch Newham
- Provided design support and content guidance across internal teams and external delivery partners

Whether through printed leaflets or digital campaigns, our communications continue to support connection, collaboration, and community voice at the heart of all we do.



Social Media in Numbers

Social media continues to be a vital space for reaching communities, sharing updates, and celebrating the work of our services and partners. Through campaigns, events, service updates, and moments of connection, we've built a dynamic digital presence that reflects the diversity and impact of our work. Across CB Plus, Barnet Wellbeing Service, Young People Thrive, Healthwatch Newham, and Enfield Connections, we manage over a dozen accounts spanning Facebook, Instagram, X (Twitter), LinkedIn and YouTube.

Our Digital Reach:

13,000+ Followers

Across Facebook, Instagram, X, LinkedIn and YouTube, growing our presence and reach.

15,000+ People Reached Organically

Through unpaid posts on Facebook and Instagram.

12+ Active Social Accounts

Managed across five brands, each tailored to its audience.

Multi-Channel Campaigns

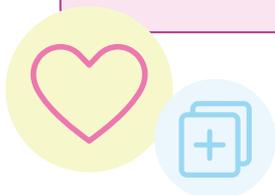
From service updates to community stories and wellbeing tips.

1,000+ Newsletter Subscribers

Regular email updates delivered to engaged service users.

Top-Performing Posts

School visits, anti-bullying campaigns, wellbeing sessions, and community webinars.



Finances

The finance team provides several organisations with bookkeeping, Independent Examinations and Payroll services.

- ✓ **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@cbplus.org.uk

Table of Finance

ACCOUNTS	Unrestricted Funds £	Restricted Funds £	Total Funds to 31st March 2025 £
Charitable and investment income	109,810	1,474,824	1,584,634
Charitable activities expenditure and governance costs	(166,264)	(1,441,225)	(1,607,489)
Net (expenditure)/ income for the year before transfers	(56,454)	33,599	(22,855)
Transfer between funds	-	-	-
Net (expenditure)/ income for the year after transfers	(56,454)	33,599	(22,855)
Total funds brought forward	359,617	184,528	544,145
Total funds carried forward	303,163	218,127	521,290

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 28th January 2025.

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 CB Plus.

Signed on behalf of the Directors and Trustees
Treasurer: Chris Cormie 28th January 2025.

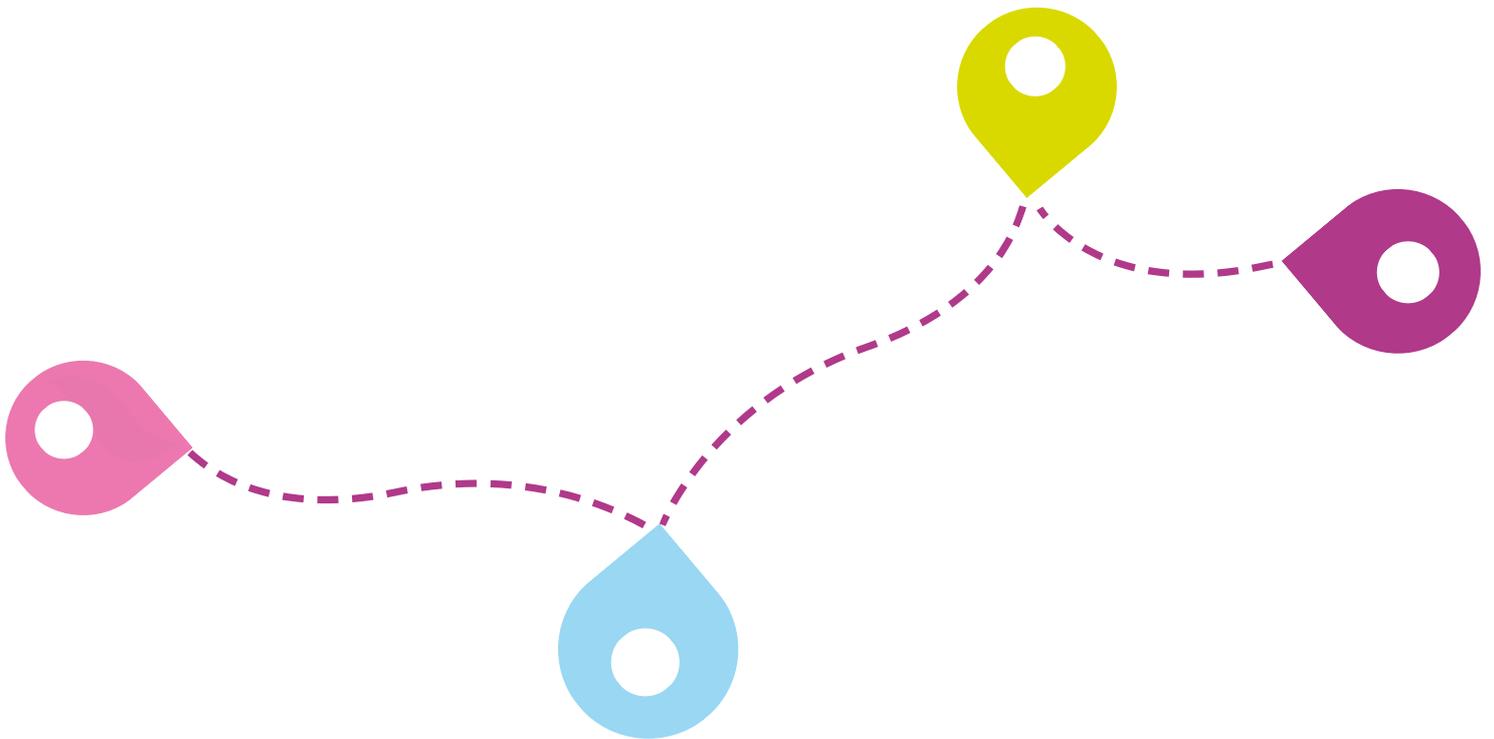
In our opinion, the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Thank you

The Board and CEO thank all the staff and volunteers for their excellent work, commitment to CB Plus, and contributions to vibrant and crucial services. Our volunteers and trustees make an outstanding contribution; without them, we could not deliver our services.

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

Lastly, we thank 4Way Solutions, our IT provider, for their unwavering support in our mission to end Digital Poverty.





Thank You!



Our Partners





Stay in touch.



020 8364 8400

www.cbplus.org.uk

Company No. 3554508

Charity Number 1071035

