










Barnet Wellbeing Service

Annual Report

2023/24

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Welcome

Welcome to the Barnet Wellbeing Service Annual Report for the year 2023-2024.

This report highlights the diverse range of services provided by local voluntary and community sector organisations, reflecting the Barnet borough-based partnership's dedication to implementing the NHS Long-Term Plan priority of early intervention and prevention.

It also showcases how we have worked closely with Barnet residents to promote and support their mental health and wellbeing.



A Collaborative Approach to Mental Health and Wellbeing Support in Barnet

"Our aim is to create a locality-based safe, welcoming facility for people to access community-based community interventions and services."

Barnet Wellbeing Service is an integrated community-based service for adults in Barnet, offering access to a variety of mental health and wellbeing support services – from physical activities and talking therapies to a range of events.

We collaborate with 40 of Barnet's voluntary and community organisations (VCOs). Through these partnerships, we can support many Barnet residents, providing activities and interventions that are co-designed with them to ensure they meet their needs.

We are also proud to work closely with our NHS and local authority partners, helping to manage the demand for statutory services. This collaborative approach has enabled us to address key challenges faced by Barnet residents, including reducing waiting times for support.

Our approach shifts
the focus of care from
asking, "**What is the
matter with you?**"
to exploring, "**What
matters to you?**"



Promoting Early Intervention and Mental Health Awareness

The Barnet Wellbeing Service is a key part of the Integrated Care System's borough-level Early Intervention and Prevention Service. We understand that effective early intervention not only works to prevent problems from arising but also addresses them directly when they do, helping to stop issues from escalating. This approach helps to build essential personal strengths and skills for life.

A core aim of the Barnet Wellbeing Service is to empower residents to identify the early warning signs of mental health or substance use challenges and to take action before they worsen. Recognising these signs early can make it easier to access appropriate support from a counsellor or medical professional, preventing issues from escalating further.

This year, the rising cost of living has contributed to an increase in the number of complex cases we have encountered.

This Annual Report highlights some of the work we have undertaken during the financial year 2023-2024.

Delivering the Barnet Wellbeing Service

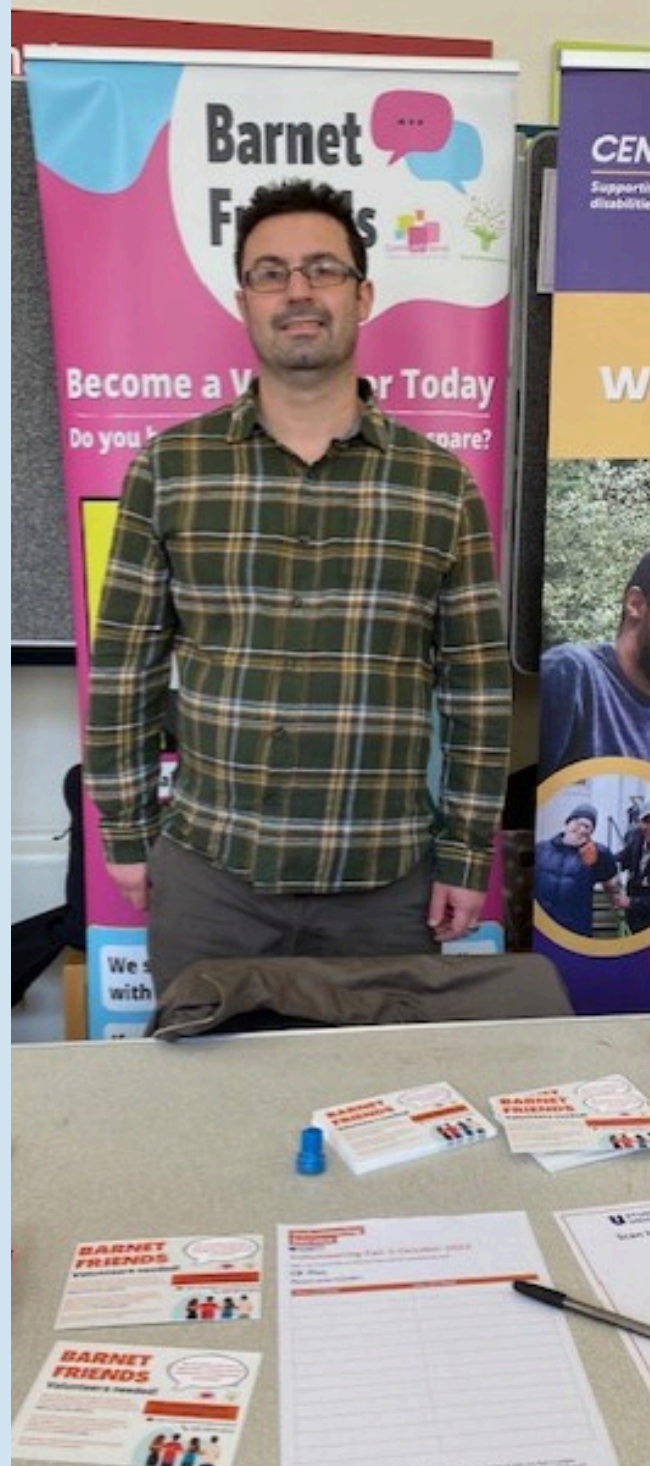
Barnet Wellbeing Service was established in 2018 as a partnership between people who use mental health services, voluntary and community organisations, the NHS, Barnet Council, and Barnet, Enfield and Haringey Mental Health Trust.

The North Central London Integrated Care System (formerly the Barnet Clinical Commissioning Group) appointed CB Plus as the prime contractor to lead this partnership of local charities delivering emotional and wellbeing support. Sub-contracts have been established with Mind in Enfield and Barnet, Meridian Wellbeing, and New Citizens Gateway.

Our services are delivered through a combination of in-person and online activities. This approach reflects the needs of our service users, the expertise of our providers, and the varied experience of our practitioners. To reach as many communities across Barnet as possible, services are offered in trusted venues and centres by staff and volunteers who reflect the communities they serve.

‘I have had a wonderful experience using Barnet Friends. It has helped me in so many ways. The volunteers are really friendly and helpful. They are always very sensitive towards the issues you discuss with them. This service is really very good and confidential.

**-Barnet Friends
Service User**



Our Aims



Barnet Wellbeing Service - Overview



Barnet Wellbeing Hub

Community Interventions



Community Talking Therapies Service

Barnet Wellbeing Hub

The Barnet Wellbeing Hub, managed by Meridian Wellbeing at the Meritage Centre in Hendon, serves as the central gateway to the Wellbeing Service. Residents can access support through various referral channels, ensuring streamlined entry.

During their initial appointment, clients complete an 'Emotional Health Check' based on The Warwick-Edinburgh Mental Wellbeing Scales to identify personal goals for their Wellbeing Plan. They also undertake Patient Health Questionnaire 9 and General Anxiety Disorder 7 self-assessments to evaluate their mental health and check for suicide ideation. If concerns arise, referrals are made to the weekly Joint Case Management Group, co-chaired by the Barnet Wellbeing Hub and the Network.

The Wellbeing Café, also at the Meritage Centre, offers a safe, welcoming space for social connection and activities like Arts & Crafts and Table Tennis. Managed by Meridian Wellbeing and led by volunteers with lived experience, the café operates at least twice a month.

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



Community Interventions

Autism Awareness Service -
Barnet Mencap

**Barnet
Sanctuary**

**Community
Talking
Therapies
Service**

**Barnet
Friends**



**Public
Health
Campaigns**

Diabetes Awareness, Suicide
Prevention, Vaccine Hesitancy

**Recovery
College**

**Young People
Thrive**

**Barnet
Enfield
Haringey
Integrated
Voluntary
Care Sector
Service**

Community Talking Therapies Service

The Community Talking Therapies Service is delivered by New Citizens' Gateway, a specialist organisation supporting refugees and asylum seekers who have fled war and conflict. This tailored service offers:

- Step 2 IAPT-compliant psychoeducational workshops led by qualified therapists in welcoming, non-clinical community settings.
- Six Step 2 IAPT-compliant 1-2-1 sessions.

This service is designed for individuals who face language or confidence barriers. Delivered in line with NICE Guidelines, bilingual practitioners from diverse cultural backgrounds provide support within the IAPT framework.

"I have also learned to value myself and to love very much. At a moment in my life where everything could happen if only, I had love for myself"

- Community Talking Therapies Workshop Service User

Young People Thrive

Young People Thrive, delivered by CB Plus (formerly CommUNITY Barnet), supports young people aged 17-25 experiencing challenges with their mental and emotional well-being. The service is designed for those without a diagnosed mental health condition but who are living with low levels of mental ill health or poor emotional well-being.

Support is offered through a blend of webinars, in-person therapeutic group sessions, and 1:1 IAPT-compliant therapeutic services for those facing low mood or depression. Tailored to the specific life needs of this age group, the service has been well-received by education partners such as Middlesex University and Barnet and Southgate College.

In 2023/2024, the service made a meaningful difference in the lives of 112 young people, providing tailored and impactful support to help them thrive. It is the smallest of all the commissioned services.

"When I was referred to Young People Thrive, I was feeling very low and had dropped out of university. My therapist helped me regain confidence through behaviour activation techniques, reconnect with my values, and take the bold step of speaking to my university about rejoining my course."

– Young People Thrive Service User

Food & Me

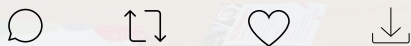


Disordered eating impacts us differently.
It's about eating in a way that many of us don't notice.



YOUNG PEOPLE THRIVE
@youngpeoplethrive

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!




Barnet Friends

Barnet Friends is a telephone befriending service delivered by CB Plus for adults aged 18 to 55 who are experiencing isolation or loneliness. Trained Volunteer Befrienders offer emotional support, guidance, and information on activities and services to help individuals boost their confidence and social connections.

The service is overseen by a Clinical Supervisor who provides monthly case reviews. This year, Barnet Friends supported more individuals with complex needs, connecting them to appropriate services for further support. Those experiencing high levels of mental distress or complex situations are referred to expert agencies, including GPs, the Network, the Joint Case Management Group, and the Mental Health Trust.

Service Users:



'I will give you 5 stars. Your organisation is very helpful. Also, the volunteer is a very professional man. He helped a lot.'

"It was lovely to talking to you today. What I just noticed that every time I spoke to you, rest of my day goes really well and I find myself very happy and positive in the public, and more self confidence. I just wanted to say thank you for being there."



Barnet Friends

WE SUPPORT RESIDENTS
STRUGGLING WITH
LONELINESS



BARNET WELLBEING SERVICE

@barnetwellbeingservice

This week is

[#LonelinessAwarenessWeek](#). If you are struggling with [#loneliness](#), [#BarnetFriends](#) provides telephone befriending for emotional support. To refer yourself, or someone else, please email: befriending@communitybarnet.org.uk

[#communitybarnet](#)
[#lonelinessawarenessweek](#)



Barnet Recovery College

Barnet Recovery College supports Barnet residents with moderate to severe mental illness, empowering them to self-manage their mental health conditions. It offers a wide range of courses to promote mental wellbeing, build confidence, and develop the tools and skills needed for recovery. Commissioned in April 2021, the service is delivered by Mind in Enfield and Barnet.

In the **2023-2024** financial year...



A peer support group was established to support residents post-course completion.

60

courses were offered, including anger management, body care, art therapy, get ready for work and singing skills, supporting residents on their recovery journey.

The atmosphere was **positive, social, informative, inspiring** and **engaging**.

- Recovery College Service User

Clinical Support

Clinicians from Barnet, Enfield, and Haringey Mental Health Trust (BEHMHT), alongside community-based practitioners, provide Step 2 and Step 3 IAPT therapeutic services, psychoeducational workshops, and webinars. Referrals come through a combination of self-referrals, GPs, other healthcare professionals, and local authority colleagues.



Barnet Wellbeing Service Annual Impact

DELIVERY IN NUMBERS

The Barnet Wellbeing Service is known for its community-based, person-centred support, helping diverse residents with mental health and wellbeing. Exceeding targets, we've introduced new, well-received activities. Clients consistently give positive feedback, highlighting the service's quality and impact.



2,329

Residents Supported

Barnet Wellbeing Hub

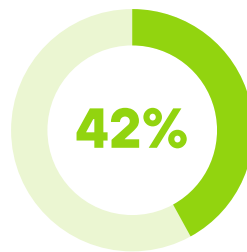
1,521

Individuals Supported

1,251

Emotional Health Checks Completed

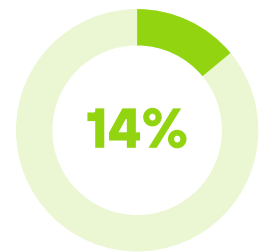
Referral Breakdown:



self-referrals, indicating strong visibility and trust within Barnet's communities.



referrals from NHS bodies, demonstrating effective collaboration with statutory organisations.



of clients worked with the NHS to ensure appropriate care for complex needs.

New Citizens Gateway:



486

Residents supported by the Community Talking Therapies Service.



424

Workshop attendees



62

individuals received 1:1 support

Recovery College:



162

residents engaged with Recovery College courses
48 courses delivered



48

Courses Delivered



7

Average Attendees per Course

Young People Thrive:



157

clients supported
through group work
and 1:1 support



50

young people
received 1:1 sessions,
totaling 50 sessions



60

young people at
Middlesex University
and Barnet & Southgate
College benefited from
wellbeing workshops.

Barnet Friends:



112

clients
supported



55

referrals
received



48

clients
discharged,
20 active at
year-end.



553

befriending
hours
delivered



19

befriending
volunteers,
up from 15
last year.

Who uses our services?

A Summary

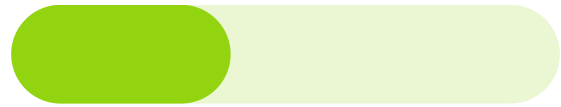
60%

of users are **female**, reflecting national trends in emotional and wellbeing services.



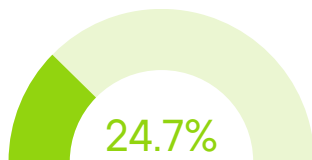
40%

of **New Citizens' Gateway** clients were aged 36–45, representing this group's desire for a fresh start.



36–45

years was the largest user group across **Barnet Wellbeing Service** and **Barnet Friends**.



1,521

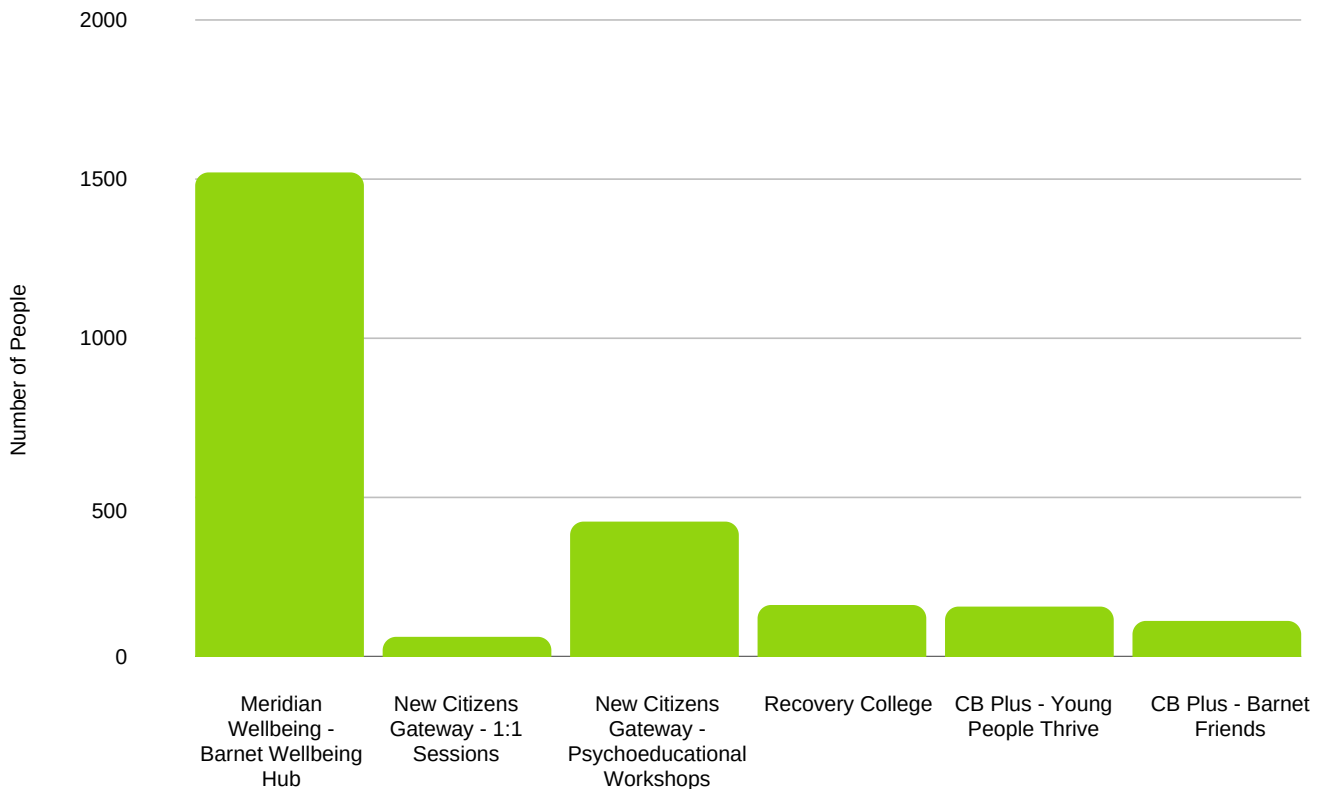
people accessed the **Meridian Wellbeing Hub**, making it the most-used service.



Barnet Recovery College collected the most ethnicity data by requiring disclosure at registration.

Total Number of People Accessing Barnet Wellbeing Service

The Meridian Wellbeing Hub was the most accessed service, supporting 1,521 people, far exceeding other services. New Citizens Gateway's psychoeducational workshops attracted around 500 users, while smaller-scale services, including Recovery College and CB Plus programs, had approximately 200 participants each.

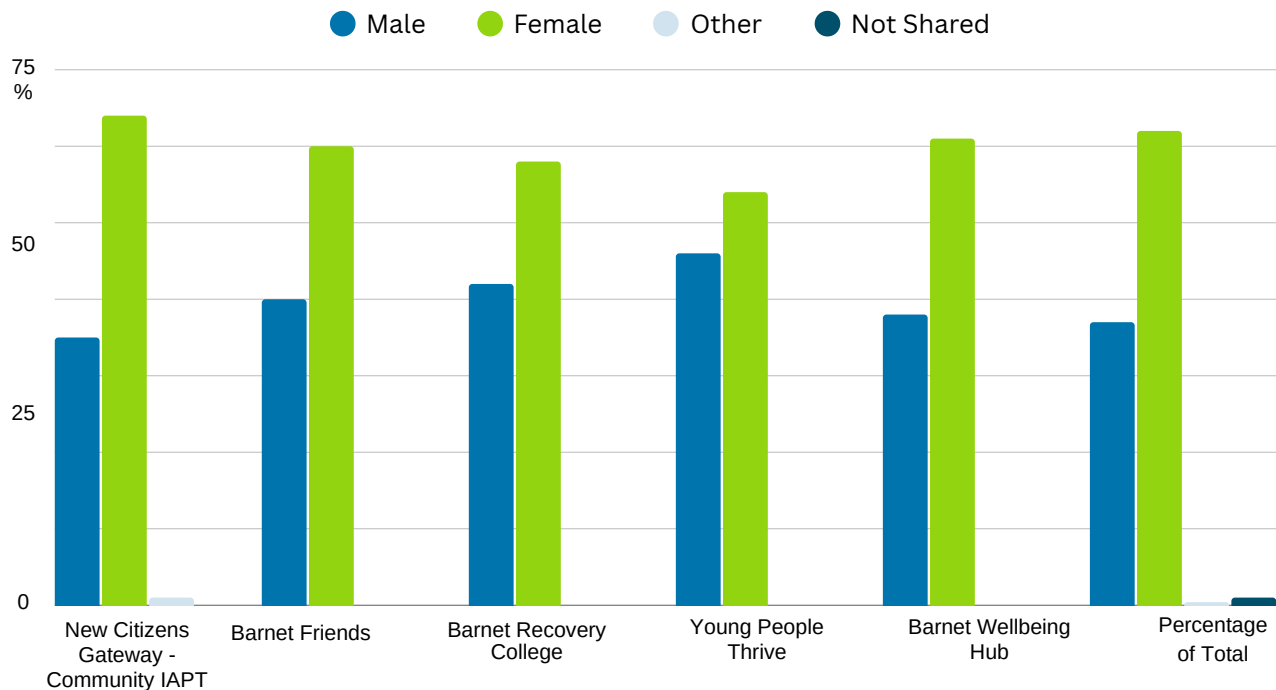


Who uses our services?

Gender Distribution of participants accessing the Wellbeing Service

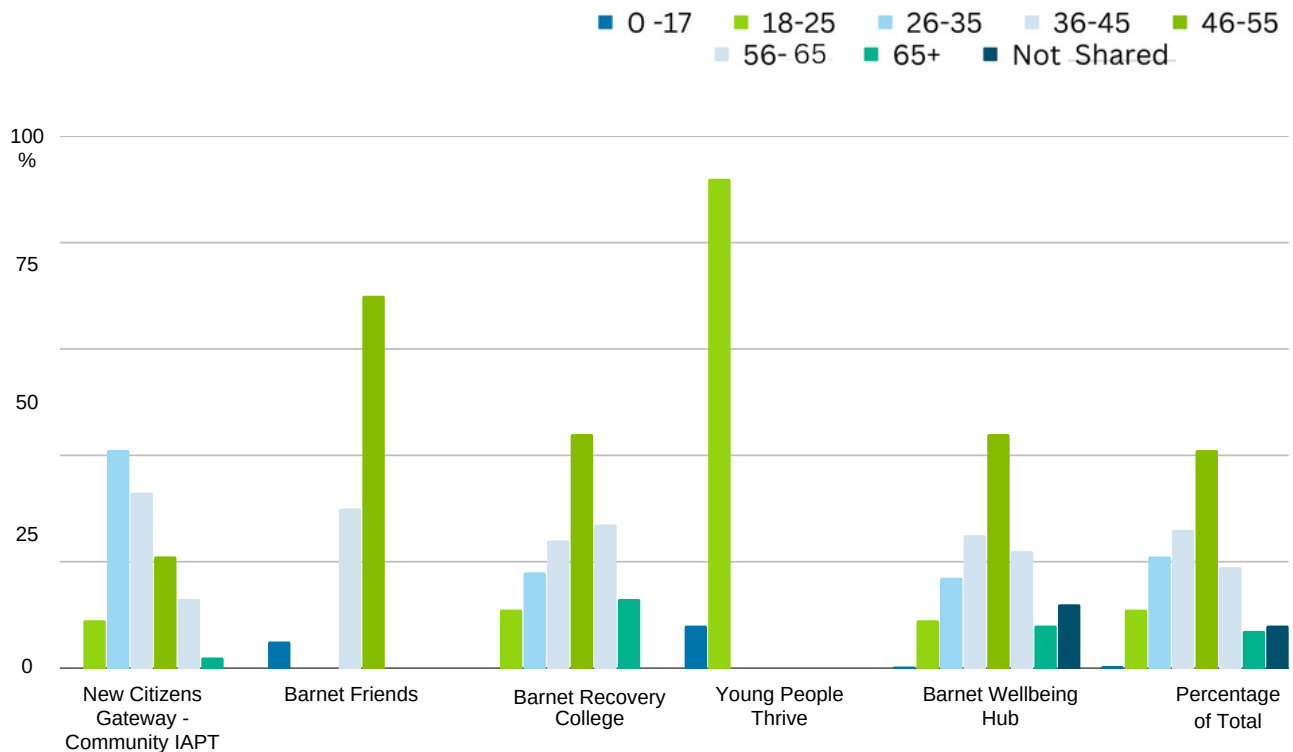
Almost 60% of Barnet Wellbeing Service users are female, reflecting the national trend for emotional and wellbeing services.

This year, we have focused on engaging men, resulting in an increase in male users. We will continue these efforts to encourage more men to access the service.

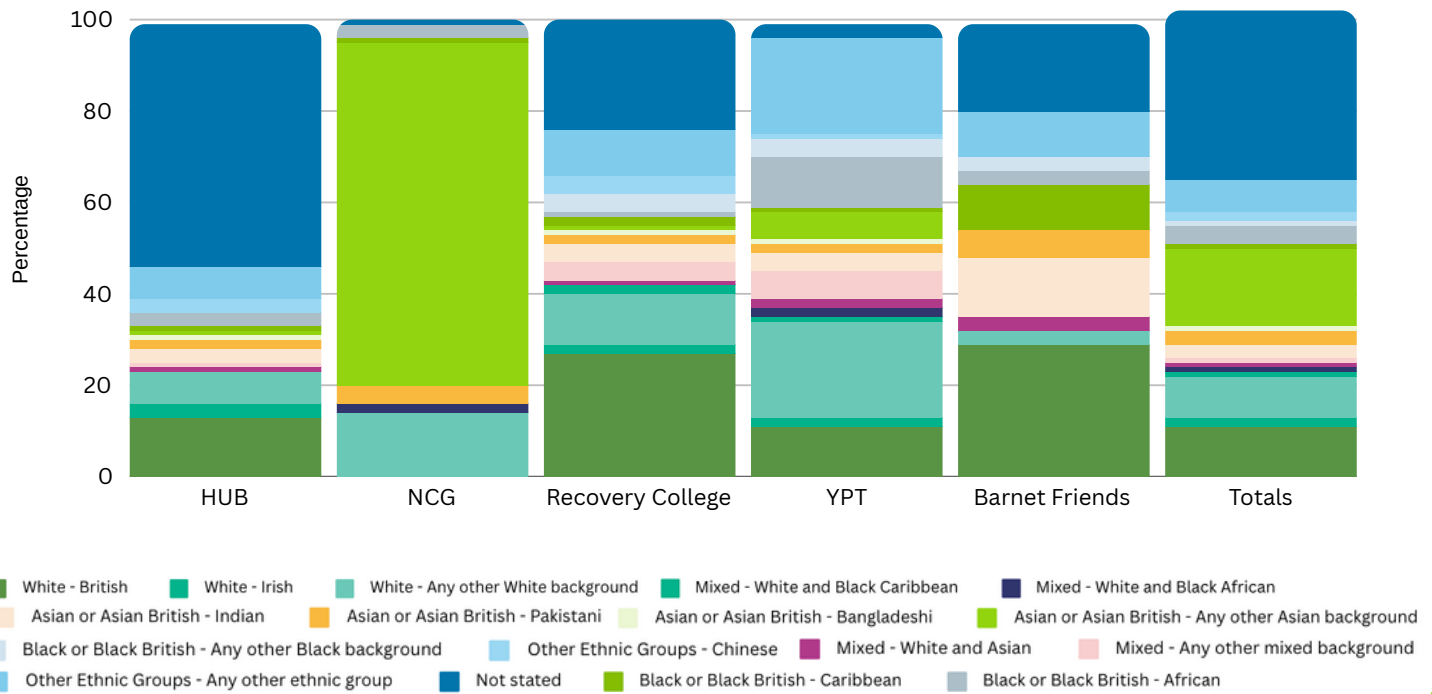


Age of participants accessing the Barnet Wellbeing Service

The majority of participants accessing the Barnet Wellbeing Service (24.7%) and Barnet Friends were aged 36–45. While 80% of Barnet Wellbeing Hub clients were under 65, most users were over 65. Nearly 40% of those supported by New Citizens' Gateway were aged 36–45, reflecting this group's desire for a fresh start. Attendees of Barnet Recovery College courses were evenly split between 36–45 and 46–55.



Ethnicity of participants accessing the Barnet Wellbeing Service

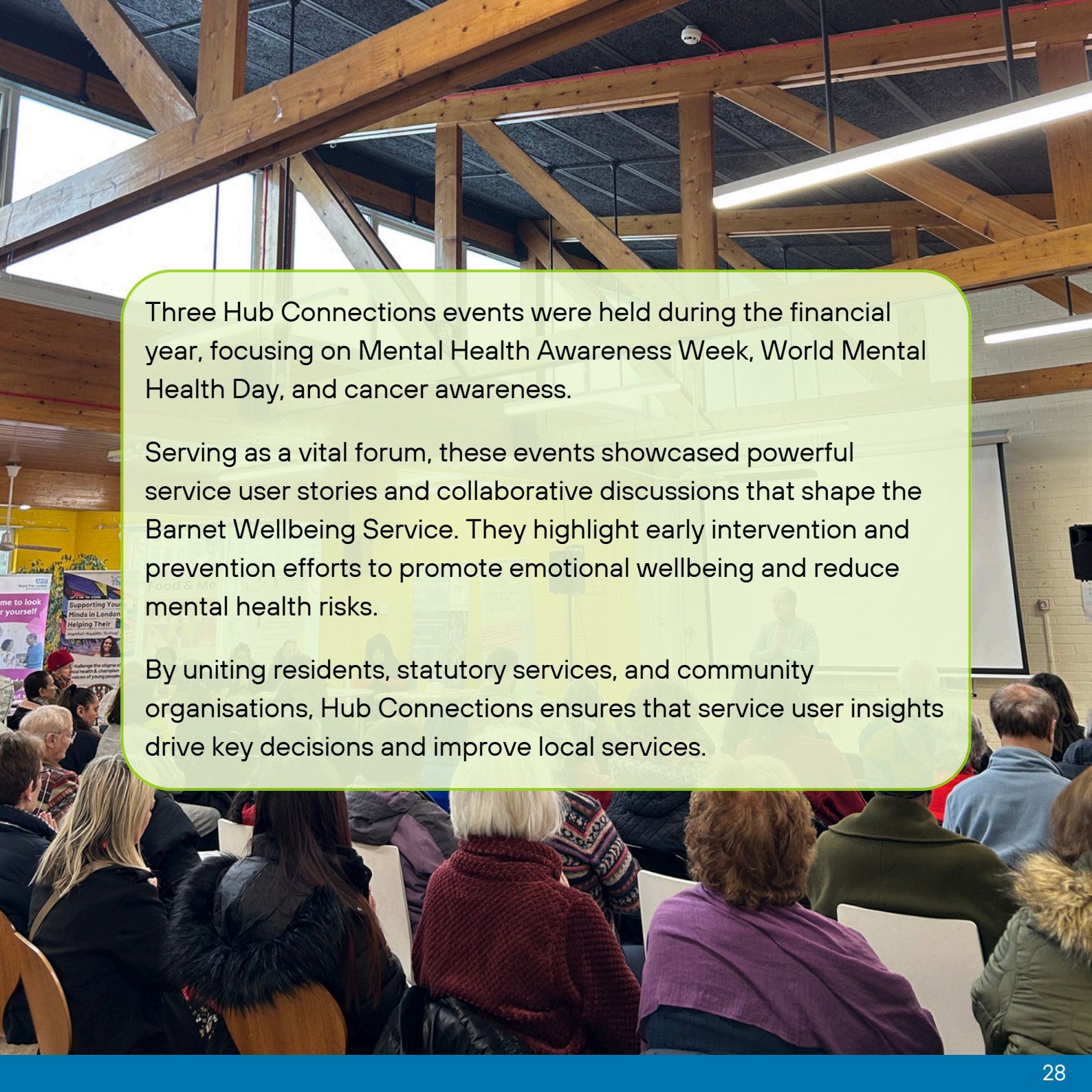


Collecting ethnicity data is a challenge for most commissioned partners, but Barnet Recovery College has succeeded by requiring participants to share this information during registration. This approach is not used across other services. To reduce mental health inequalities in early intervention and prevention, we aim to simplify ethnicity categories and provide frontline staff with scripts to encourage clients to disclose protected characteristics.

Our Events

Hub Connections

Hub Connections is a quarterly networking event that brings together Barnet residents, patients, community organisations, and statutory services. These events provide a platform for networking, sharing updates on the Barnet Wellbeing Service, and collaboratively identifying future priorities. They also offer local organisations the opportunity to raise awareness of their services and feature powerful presentations from service users.



Three Hub Connections events were held during the financial year, focusing on Mental Health Awareness Week, World Mental Health Day, and cancer awareness.

Serving as a vital forum, these events showcased powerful service user stories and collaborative discussions that shape the Barnet Wellbeing Service. They highlight early intervention and prevention efforts to promote emotional wellbeing and reduce mental health risks.

By uniting residents, statutory services, and community organisations, Hub Connections ensures that service user insights drive key decisions and improve local services.



Hub Connections **creates engagement**, builds **collaborative networks**, and drives **positive change** between community organisations, service providers, and residents, enhancing the impact of mental health support.

Hub Connections Presents

Mental Health Awareness Week

Community Event

May 15th | 11AM-3PM
Free Event



In collaboration with Barnet Public Health, the Persian Advice Bureau, New Citizens Gateway, and Meridian Wellbeing, the Barnet Wellbeing Service hosted a thought-provoking event to mark Mental Health Awareness Week.

This year's event focused on the mental health support needs of migrants and refugees, offering a platform for vital conversations around trauma, cultural perceptions of mental health, and the challenges faced by these communities.

Held at Burnt Oak Leisure Centre, the event attracted over 150 attendees, many from Barnet's refugee communities, eager to learn more about the support available to them. The gathering provided a safe space for sharing experiences and highlighted the importance of community-based mental health support for those who have fled conflict and trauma.

The event featured impactful presentations offering insights into refugee and asylum seeker mental health. It opened with the Mayor of Barnet delivering an inspiring message on Barnet as a Borough of Sanctuary, underlining the council's commitment to a welcoming space for refugees.

Dr Nazee Akbari from New Citizens Gateway outlined a holistic approach to refugee support, emphasising both practical assistance and emotional wellbeing, while Ellie Crawford from Mind in Enfield and Barnet introduced trauma-informed practices and key local services like Barnet Recovery College and Barnet Sanctuary.

John Truong from Meridian Wellbeing discussed tailored support for British National Overseas citizens from Hong Kong, highlighting unique mental health challenges, and Foujon Naini from the Persian Advice Bureau provided updates on initiatives to support refugees, especially from Persian-speaking communities.

Julie Pal from CB Plus updated on the impact of the Barnet Wellbeing Service for vulnerable groups. Finally, Zoe Kattah from Young People Thrive and Tim Hoyle from Barnet Public Health led a workshop on managing anxiety, offering practical strategies for coping with stress.



On 10th October, Barnet Wellbeing Service partnered with Meridian Wellbeing to host a Hub Connections event in honour of World Mental Health Day 2023. The theme, "Mental Health is a Universal Human Right," set an inspiring tone for the day. Chaired by Ven Chennubotla and hosted by John Truong, the day opened with the Mayor of Barnet's address.

A range of talks by service users and expert speakers, along with updates from Tola Kolawole and John Truong, explored mental health from multiple perspectives. Attendees engaged with 10 partner organisations via stalls offering services and advice.

Energising activities—including dancing and live musical performances—added a celebratory element. The event reinforced mental health as a universal human right and strengthened community connections across Barnet. The event truly celebrated the power of community engagement.

100% of participants rated the variety of topics and speakers as either **excellent** or **good**.



Hub Connections

Closing the Care Gap

Wednesday 28th February | 10AM – 1PM

Free Community Event



As part of our commitment to addressing health inequalities, Barnet Wellbeing Service partnered with the NCL Cancer Alliance to support their Public Health Campaign. The campaign aimed to raise awareness around cancer, encourage individuals to recognise early signs and symptoms, and seek help promptly. This was delivered through social media, in-person events, brief interventions, and one-on-one conversations.

The February 2024 Hub Connections event was dedicated to raising awareness of the NHS Help Us Help You campaign, which educates communities about cancer signs, symptoms, and the importance of early detection. The event, titled *Hub Connections: Closing the Care Gap*, highlighted health inequalities in cancer care and was chaired by Councillor Zahra Beg, Cabinet Member for Communities and Health Inequalities.

The event, chaired by the Cabinet Member for Communities and Health Inequalities, featured engaging talks from knowledgeable speakers. Lee Townsend (Macmillan) and Lisa Steele (Chai Cancer Care) shared insights into available cancer support services, while Hawa Abdi (Centre of Excellence) discussed community-focused initiatives.

Stewart Block, a CB Plus volunteer, gave a moving account of his cancer diagnosis experience.

Positive feedback highlighted the informative presentations, relaxing chair yoga, and the diverse resources offered by partner organisations, with **100%** of participants rating the event as excellent or good.



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Thanks to all who attended [#HubConnections](#)! Special shoutout to our speakers for valuable insights.

Connecting with our community and learning about [#ClosingTheCareGap](#) and local [#CancerScreening](#) services was inspiring. Stay tuned for upcoming events!



Lived Experiences

These condensed case studies exemplify the strength of human connection in overcoming adversity.

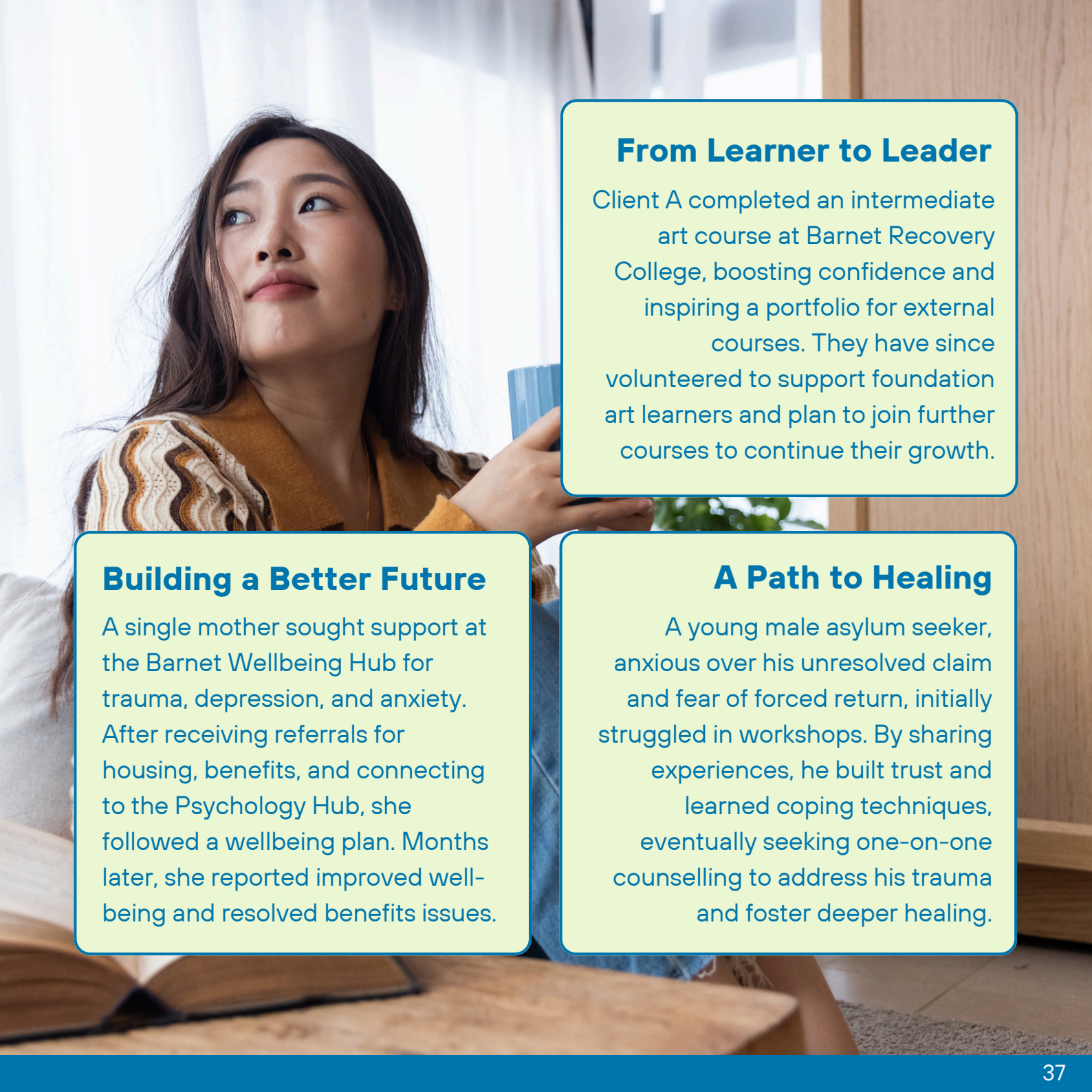
From Isolation to Opportunity

Client V self-referred to the Barnet Friends service in January, seeking support after experiencing complex trauma, including family rejection and homophobia. Initially reclusive due to fear of abuse, Client V gradually gained confidence through his Befriending Volunteer's support.

With encouragement, he enrolled in a maths course and began exploring web design certifications. Financially, Client V made strides by applying for grants and Personal Independence Payment (PIP) after receiving guidance on cost-of-living support.

This journey has empowered Client V to take proactive steps toward independence and a brighter future.

"Barnet Friends has been an invaluable support. As someone who lives alone and is considered high-risk, the past two years have been extremely challenging. The regular calls from my volunteer have provided essential emotional support."



From Learner to Leader

Client A completed an intermediate art course at Barnet Recovery College, boosting confidence and inspiring a portfolio for external courses. They have since volunteered to support foundation art learners and plan to join further courses to continue their growth.

Building a Better Future

A single mother sought support at the Barnet Wellbeing Hub for trauma, depression, and anxiety. After receiving referrals for housing, benefits, and connecting to the Psychology Hub, she followed a wellbeing plan. Months later, she reported improved well-being and resolved benefits issues.

A Path to Healing

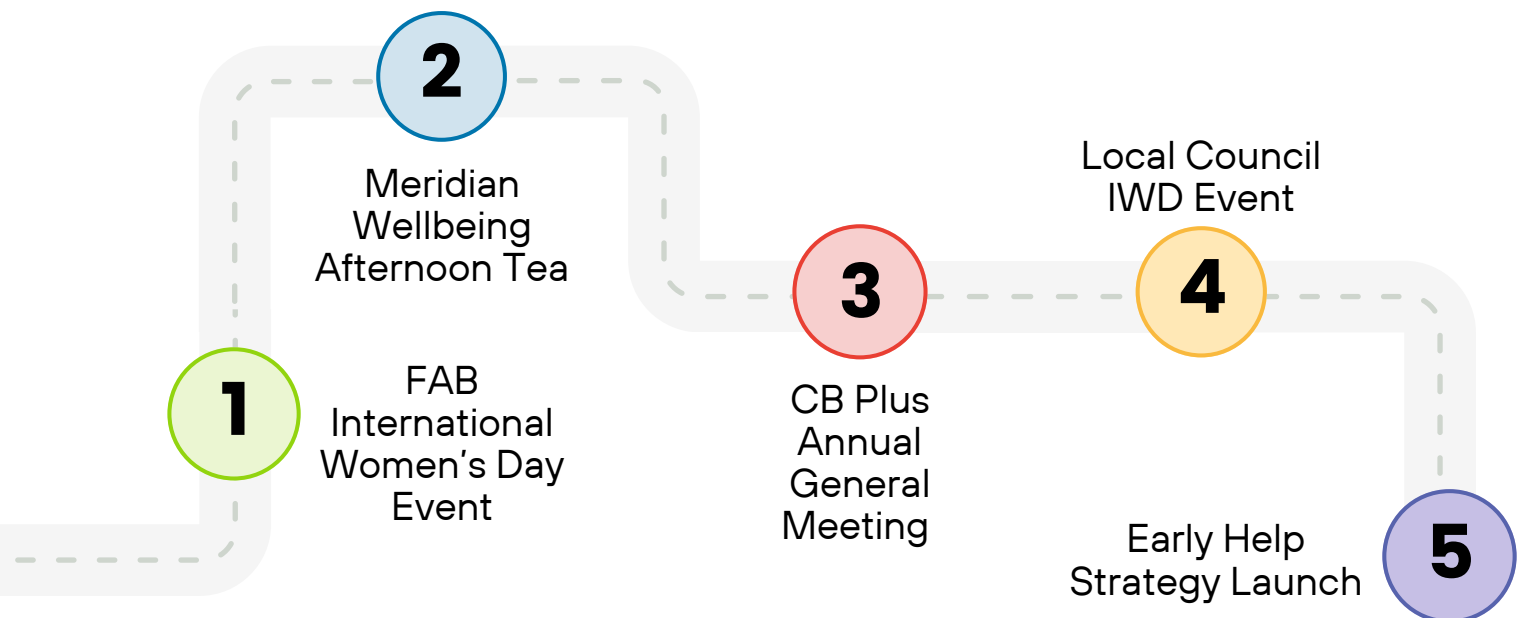
A young male asylum seeker, anxious over his unresolved claim and fear of forced return, initially struggled in workshops. By sharing experiences, he built trust and learned coping techniques, eventually seeking one-on-one counselling to address his trauma and foster deeper healing.

Engagement and Outreach

Over the past year, our teams have connected with more than 500 individuals through community events and forums across Barnet. Understanding the barriers created by stigma and uncertainty around mental health, we provide a safe space for people to share their experiences.

We offer on-the-spot guidance, resources, and referrals to the Barnet Wellbeing Service for continued support and tailored activities.

Here's a snapshot of our activities in the past year:



**1**

Participating in the FAB International Women's Day event, we connected with attendees through a day of activities, promoting mental health awareness and support services.

**2**

Supporting Meridian Wellbeing's Afternoon Tea, we engaged with 120 attendees, raising awareness of mental health support and promoting the Help Us Help You campaign.

**3**

At the CB Plus AGM, we engaged in discussions on collaboration and equity, fostering valuable connections between service users and providers.

**4**

At the Local Council International Women's Day event, we hosted an information stall, distributing leaflets and engaging in conversations about cancer awareness, particularly within BME communities with lower screening uptake.

**5**

We attended the Early Help Strategy Launch event at Canada Villa Youth Centre to network with Children and Young People Services, promote our support services, and explore collaboration opportunities.



We also attended the following events:

- Barnet Voluntary Sector Forum Early Help Strategy Launch Event
- Over 55 Information Fair at Golders Green Synagogue
- UCL Volunteering Fair
- Mental Health and Wellbeing Community Forum

Suicide Prevention Awareness Campaign

Following the success of the suicide prevention campaign and Zero Suicide Alliance (ZSA) Lunch and Learn sessions, Barnet Public Health commissioned CB Plus to extend the ZSA training into 2023-2024.



The ZSA training video empowers individuals to initiate life-saving conversations with those experiencing suicidal thoughts, offering an introduction to suicide first aid and basic support techniques.

Each session featured the ZSA training video, an overview of Barnet Public Health's suicide prevention efforts, and insights into CB Plus's community engagement initiatives. Participants also explored important resources, such as the Stay Alive app, and engaged in mindfulness activities to help manage the emotional aspects of suicide prevention.

As part of Barnet's Partnership Suicide Prevention Strategy, the Suicide Prevention Board aims to increase the number of residents and professionals completing this vital training. We remain committed to supporting Barnet in this critical area of work, ensuring that more individuals are equipped to help prevent suicide in our community.



In total, we delivered three ZSA Lunch and Learn sessions in 2023-2024, training over 180 health professionals, voluntary sector staff, statutory sector staff, and residents.

The sessions were tailored to meet the needs of various communities, including faith groups and individuals with neurodiversity.

Participant Feedback



100% of attendees found the sessions useful and would recommend them.



90% reported feeling more confident in approaching someone considering suicide.



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Honour [#WorldSuicidePreventionDay](#) with us. Engage in a free online event by Barnet Wellbeing & Public Health on Sep 13. Gain life-saving skills & crisis handling through Zero Suicide Alliance training [@Zer0Suicide](#). Secure your spot: <http://bit.ly/47apem3> [#SuicideAwareness](#)

WORLD SUICIDE PREVENTION DAY #ZEROSUICIDEALLIANCE

ZERO SUICIDE ALLIANCE

Lunch & Learn

WORLD SUICIDE PREVENTION DAY

Wednesday 13th September 2023
11 AM – 1 PM | Online Event

To mark World Suicide Prevention Day, Barnet Wellbeing Service is holding a free Lunch & Learn event in partnership with Barnet Public Health. We will deliver the Zero Suicide Alliance training, where you will learn how to start a life saving conversation with someone considering suicide.

Speakers include:
Barnet Wellbeing Service, Barnet Public Health,



SMI Healthcheck Programme

Building on the success of last year's campaign, CB Plus, as part of the Barnet Wellbeing Service, has been recommissioned by Barnet Federated GPs to deliver a new campaign raising awareness of health checks for individuals diagnosed with a severe mental illness (SMI).

The campaign aims to encourage individuals to book their health check by working closely with local organisations and community groups. To make the process even easier, we offer to book the health check on behalf of residents, requiring only a few details and a completed consent form.

A safe space to discuss health
and wellbeing concerns.

Schedule your free Health Check.

Contact your GP surgery today.



Targeted Community Engagement

Barnet Wellbeing Service will collaborate with the federation to analyse data and identify areas in Barnet with a higher prevalence of residents diagnosed with SMI. This targeted strategy ensures our efforts reach those who need them most, encouraging deeper community engagement.

Campaign Resources

To promote the campaign and boost participation, we've created various resources, including:

- A video for GP surgeries
- Posters
- Leaflets
- Presentations

This approach is aligned with Barnet's goal to enhance healthcare access for vulnerable groups and address health inequalities in the community.

Targeted Lung Health Campaign

CB Plus, as part of the Wellbeing Service, partnered with the NCL ICB to deliver a 3-month outreach program promoting NHS Targeted Lung Health Checks (TLHCs). Through social media, community events, and resource distribution at eight venues, we engaged over 3,000 residents and raised awareness of this lifesaving initiative.



UCL Medical Student Placement

This year, we hosted Year 1 and Year 2 UCL medical students for their community placement. Students engaged with service users from Barnet Friends, Yaran, and RCCT and attended the wellbeing café at the Meritage Centre. Feedback was overwhelmingly positive, with students highlighting interactions with service users as the most valuable part.

The placement aims to enhance future doctors' cultural competency by deepening their understanding of the role and impact of community-based organisations.



It also raises awareness of community health services and fosters better communication between service users and medical professionals, reducing intimidation and improving patient-doctor relationships.



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Adam Wilson, who coordinates [#BarnetFriends](#), attended the Romanian Culture Charity Together (RCCT) to promote the Serious Mental Illness (SMI) project.

If you have an SMI, you can contact your GP for a free health check



Our Engagement



20,729 people visited our website this year, with us receiving **39,483** total page views.

Analytics show that the Barnet Wellbeing Service website performs **better than 93%** of sites in this category.



The number of returning visitors increased by **35.19%** this year, rising from **5,208** last year to **7,041**.

In total, our services have saved the NHS nearly **£3 million**.



Our social media following has grown to **1,833** across Instagram, Twitter, and Facebook.



There are **636** people subscribed to our site, and **480** people signed up to our newsletter.

This year, we hosted **6** events, bringing together over **500** attendees to engage, learn, and connect.



Over **27,000** residents engaged with the Barnet Wellbeing Service.

How do we know that we have made a difference?

The voluntary and community sector is ideally positioned to deliver early intervention and prevention services comparable to those provided by the NHS. We are currently collaborating with Middlesex University to develop a robust cost avoidance methodology that leverages our charity's strengths rather than relying solely on statutory services.

.....

Possible Cost Savings



Barnet Wellbeing Hub: 1488 people did not require a referral to a Step 2 Compliant service. **73** referred to IAPT, potential cost saving **£1,510,264**. It receives **£185,000**



New Citizens' Gateway: The service costs **£64,000**. **513** attended psychoeducational workshops. **62** received 1:1 Step 2 complaint IAPT Therapy. If the NHS delivered this same service, it would cost **£332,683.81**.



Young People Thrive: The service costs **£17,500**. It supported **107** through webinars saving **£52,751** and delivered 1:1 IAPT-compliant therapy to **50 people**, saving the NHS **£20,706**, resulting in a total of **£73,457**.



Barnet Friends: The service costs **£25,000**. It supported **112** residents living with a diagnosed mental illness. The cost saving to the NHS is **£55,216**.



Reducing presentation to Emergency Services: **2438** used Barnet Wellbeing Services - resulting in a cost avoidance of **£1,021,522**.



Barnet Recovery College: Supported **162** people and introduced a peer support group for ongoing support. The cost saving to the NHS is **£79,866**.

About our commissioned partners



Meridian Wellbeing (formerly Chinese Mental Health Association) is a health and wellbeing charity based in Hendon, Barnet.

Specialising in mental health services for London's Chinese communities, the charity has expanded its reach to offer inclusive services for the wider local population, supporting mental health and wellbeing, across diverse groups.



New Citizens' Gateway (formerly Barnet Refugee Service) is an independent charity focused on improving the quality of life and wellbeing of refugees and asylum seekers.

It works to reduce health inequalities, social exclusion, and poverty, helping individuals integrate into Barnet and surrounding areas.

The logo for Barnet Mencap features the text "Barnetmencap" in a green, sans-serif font. The text is enclosed within a white rectangular box with a thin orange border. A small orange checkmark is positioned at the bottom left corner of the box.

Barnetmencap

Barnet Mencap, established in 1965, is the leading charity for people with learning disabilities and autism in Barnet. It provides a range of services for children and adults, offering advice, information, and support.

The charity campaigns for high-quality services, ensuring those with learning disabilities and autism have a voice and are valued in the community.

The logo for Mind Enfield and Barnet features a stylized blue icon of a person's head and shoulders, composed of overlapping lines. To the right of the icon, the word "mind" is written in a blue, lowercase, sans-serif font. Below "mind", the words "Enfield and Barnet" are written in a blue, uppercase, sans-serif font.

mind
Enfield
and Barnet

Mind in Enfield and Barnet (formerly Mind in Barnet) is a mental health charity affiliated with National Mind.

The charity offers support to individuals with mental health difficulties, helping them move towards a better life. It operates independently of statutory services, prioritising user participation and involvement.



North Central London
Integrated Care System



Barnet Wellbeing Service

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Barnet Wellbeing



BarnetWellbeing



BarnetWellbeingService

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