



2019–2021

Annual Report



Barnet Wellbeing Service

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I am pleased to present the Barnet Wellbeing Service Annual Report, which summarises the activities of the service for the financial years 2019/20 and 2020/21. In 2019/20, we continued to build on the successes of the previous year.

Following the COVID-19 pandemic in 2020, we had to quickly adapt our services to meet the needs of the residents and focus on supporting clients through the pandemic.

I am proud to announce the Barnet Wellbeing Service has been actively engaged with the local community and supported over 5, 447 individuals during this period through its various activities. This includes the COVID-19 vaccine confidence sessions to increase vaccine confidence in the local community and our Hub Connections events, which have been well-received by all attendees and partner organisations.

We are very grateful to all stakeholders, staff and volunteers as well as our partner organisations for their support and their dedication to the service. The Barnet Wellbeing Service would not be successful without your engagement with the local community. We deeply appreciate your commitment to making the Barnet Wellbeing Service the best that it can be.

Dr. Louise Miller

Barnet Mental Health Clinical Lead – North Central London CCG.

Supporting Wellbeing in **Barnet**



The Barnet Wellbeing Service is a locality-based early intervention and prevention community service that seeks support adults with their mental health and emotional wellbeing. It was established by the Barnet Clinical Commissioning Group and is led by CommUNITY Barnet in partnership with 40 charities. We work with people who use mental health services, various community and voluntary sector organisations (CVOs), the health service, and Barnet Council.

We seek to:

- Reduce waiting times.
- Address the gaps in provision.
- Deliver low-level therapeutic services using social prescribing needs.
- Reduce costs for health services by providing support at early stages.

Barnet Wellbeing Service consists of three parts:

Barnet Wellbeing Hub:

The 'front door' service is delivered by Meridian Wellbeing (formally the Chinese Mental Health Association) – a single point of access to the whole Barnet Wellbeing Service.

Community Intervention Services:

1. Psychoeducational workshops are delivered by New Citizens' Gateway (formerly Barnet Refugee Service) to refugees and migrants who have fled war and conflict zones. The workshops are Step 2 Improved Access to Psychological Therapies (IAPT) compliant and contribute to the North Central London Clinical Commissioning Group's (NCL CCG) NHS targets.
2. Young People Thrive Service provides IAPT compliant therapeutic support to young adults aged 18-25 years experiencing low mood and general anxiety by qualified practitioners.
3. Barnet Friends is a new support service for people experiencing social isolation and loneliness. Our team of trained volunteers support people who may be living with a diagnosed SMI as well as people who feel unable to return to their former lives, particularly as a result of the pandemic.
4. Wellbeing Cafe is a fun-filled activity service delivered either virtually or in-person by the Barnet Wellbeing Hub. Here, you can share a friendly cuppa and learn low impact activities like line dancing, tai chi and peer-led walking.
5. The Hospital Discharge support service is provided to in-patients through the Barnet, Enfield and Haringey Mental Health Trust services.

Clinical Support

Blended support from Barnet, Enfield, and Haringey Mental Health Trust (BEHMHT) delivered by clinicians offering Step 2 and Step 3 IAPT therapeutic services, psychoeducational workshops, and webinars.

CommUNITY Barnet was appointed by North Central London Clinical Commissioning Group (NCL CCG, and formerly Barnet CCG) in 2018 to oversee this local partnership and act as the prime contractor for the Integrated Wellbeing Service. The success of the Barnet Wellbeing Service is a result of the partnerships and collaborative arrangements with CVOs and their commitment to supporting Barnet residents experiencing poor emotional and mental health.

Subcontracts are currently held with the following organisations:

- Mind in Enfield and Barnet (formally Mind in Barnet).
- Meridian Wellbeing (formally the Chinese Mental Health Association).
- New Citizens' Gateway (formally Barnet Refugee Services).

This report details the activities of the Barnet Wellbeing Service for 2019/20 and 2020/21.



Integrated Barnet Wellbeing Service – Operating model 2019-2020

Barnet Wellbeing Hub

Delivered through Meridian Wellbeing –
single point of contact

Community Interventions

Clinical Support

Emotional Health Check, Wellbeing Plan

Community
IAPT Service –
New Citizens’
Gateway

Employment
Support
Project –
Mind in
Enfield and
Barnet

Autism
Awareness
Service –
Barnet
Mencap

BEH - IAPT
service (step
2/3)

Primary Care
Linkworker
Service

Wellbeing
Cafe

Signposting
to local VCS
providers

Advocacy

Talking
therapies

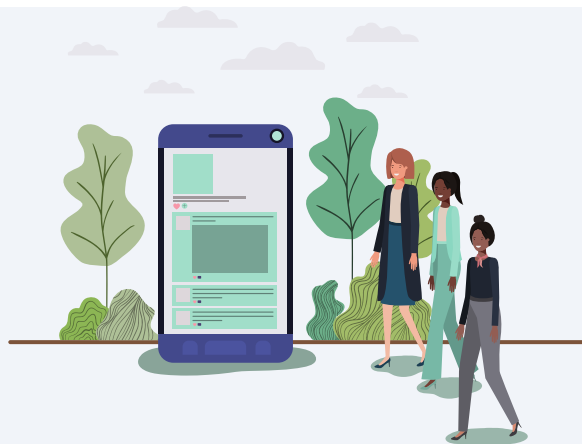
Barnet Friends –
support service
to residents
experiencing
social isolation
and loneliness

Hospital
Discharge
Project-
Inclusion
Barnet

Public Health
Campaigns –
Suicide
Prevention

MWS

Step 3 IAPT –
Mind in
Enfield and
Barnet

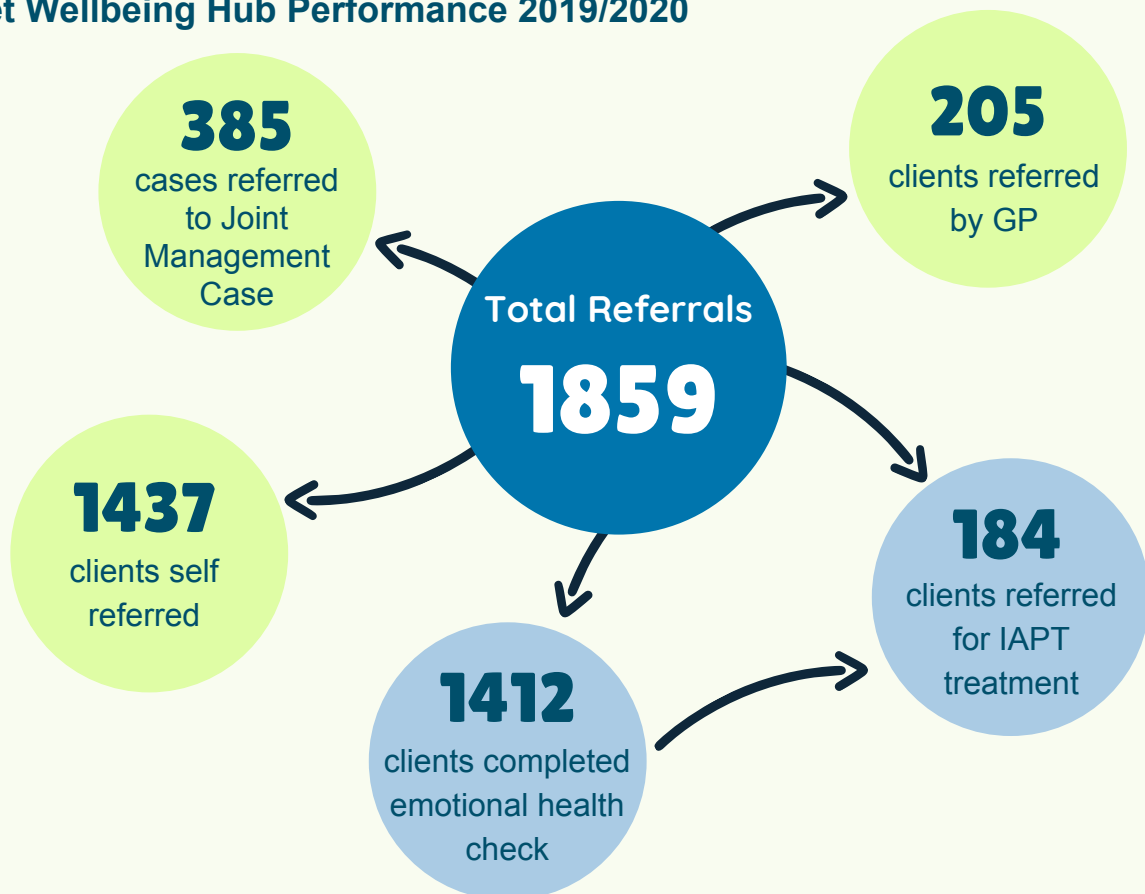


In the financial year 2019/20 the service focused on consolidating on the previous year's work and continued to support the residents with their mental and emotional wellbeing.

Barnet Wellbeing Hub

The Barnet Wellbeing Hub is delivered by Meridian Wellbeing. They use an Emotional Health Check to help service users identify personal goals and create their own Wellbeing Plan. 1,859 people contacted the Barnet Wellbeing Hub from 2019 to 2020, with the majority being self-referred. We supported 1,412 individuals in completing Emotional Health Checks and the clinical assessment questionnaire for general anxiety and depression. Of these, 184 were assessed to be sub-clinical and benefitted from additional help and IAPT services.

Barnet Wellbeing Hub Performance 2019/2020



Community Intervention Services

1. IAPT Workshops

New Citizens' Gateway successfully supported 1,020 service users in their recovery from 2019 to 2020. It delivered Step 2 IAPT compliant Post Traumatic Stress Disorder Syndrome (PTSD) psychoeducational workshops for referrals coming from GP-based Primary Care Networks. If provided by the NHS, it would cost approximately £106,920 based on 2013 rates.

By commissioning New Citizens Gateway, NCL CCG has reduced NHS costs and enabled patients to form connections with their local community network that provide support and social connectivity and support long-term emotional and mental wellbeing.

2. Tier 4 Discharge and Support Programme

Inclusion Barnet delivered a Tier 4 discharge and support programme to in-patients at the Dennis Scott Unit at Edgware Community Hospital from 2019 to 2020. To prepare for discharge, each patient was given resource packs and received support from a volunteer with lived experience of mental health services. To provide patients with the best support for the future, we decided that different levels of support were needed. Consequently, the service was decommissioned in July 2020.

Tier 4 Discharge and Support Project Performance 2019/2020

13 action plans
have been
completed.

25 supported via
action plans.

3 people referred
for emotional
health checks.

1 peer group
developed.

141 people supported.

3. Supported Employment Project

Mind in Enfield and Barnet delivered an end-to-end employment and retention service with employment adviser-led support and peer support group sessions. This project included one-to-one sessions on employability skills, confidence and motivation. It also entailed job search support and dedicated support for those already in employment – including self-directed pathways and support to employers on legal frameworks. This project ended in March 2020.

Supported Employment Performance 2019/2020

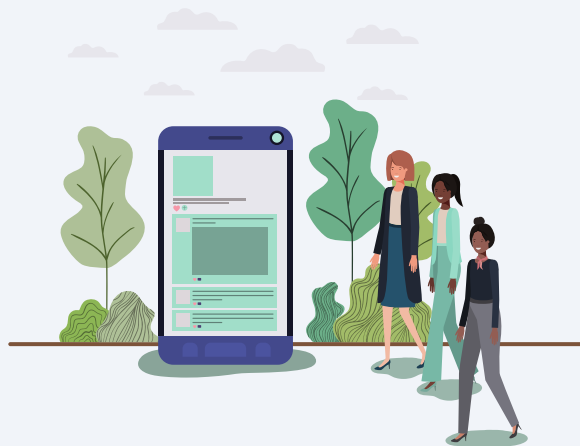
4 people have
accessed training.

3 clients have
accessed
employment.

1 client supported
to retain
employment.

4 clients
supported into
volunteering.

Integrated Barnet Wellbeing Service – Operating model 2020-2021



Supporting residents during the pandemic

The financial year 2020/21 proved difficult due to the ongoing global COVID-19 pandemic. In March 2020, the government imposed a total lockdown as a response to the COVID-19 pandemic.

CommUNITY Barnet and the Barnet Wellbeing Service were quick to respond and adapted their services using a wide range of online and social media platforms to continue projects and activities. We established a local resource directory and served as a reliable source of up-to-date information about the COVID-19 pandemic and the UK's developments while also providing an array of resources to keep people busy, healthy and mindful.

We compiled an extensive resources page on our website homepage. This consisted of advice from the government and local health organisations and was checked and updated daily. We shared activities and resources to keep residents entertained while being mindful of their mental health. This included exercise classes, links to educational classes for children, food tips and recipe ideas amongst others. We also used our social media platforms and newsletters to share this information and advice and signpost people to the relevant services.

COVID-19 Response Line

In response to the COVID-19 pandemic and as part of the total lockdown in March 2020, the government instructed people with certain health conditions to shield themselves and stay home for the following 12 weeks. This put vulnerable people in a more disadvantaged position. They were unable to shop for food, collect medication, access money, interact with extended family and use home care services.

Barnet Council commissioned CommUNITY Barnet to provide the COVID-19 Wellbeing Response Service to support vulnerable adults aged 18-55 in the borough. Age UK Barnet holds the contract to deliver Neighbourhood Services on behalf of Barnet Council and was identified as the most appropriate service to support over 55s.

The Wellbeing Response Service supported vulnerable residents with:

- Food shopping and drop off.
- Prescription collection and drop off.
- Telephone befriending.
- Telephone and email signposting to other services and resources, including an information pack.

The service ended on 31st July 2020 with the easing of government restrictions on shielding. Until then, we supported over 300 residents with their shopping, prescription collection, befriending and signposting.

COVID-19 Bereavement and Counselling Service

As a result of the pandemic and government restrictions, residents were unable to grieve like they otherwise would, and it was clear that residents needed support to navigate grief during this period.

Public Health Barnet commissioned CommUNITY Barnet and Mind in Enfield and Barnet to deliver a free bereavement support and counselling service for adults struggling with bereavement in 2020 during the COVID-19 pandemic. The service also supported people who lost loved ones due to reasons other than COVID-19.

Barnet residents were able to access:

- Immediate emotional support.
- Bereavement counselling.
- Information and signposting to other relevant services.
- Social support.

We directly supported 63 clients over six months, delivering emotional support and counselling. CommUNITY Barnet staff also offered further support to dozens of other residents who did not use further bereavement support. The service transitioned to the Bereavement Counselling Service delivered by Mind in Enfield and Barnet in September 2020.

Increasing COVID-19 Vaccine Confidence

The UK's COVID-19 vaccination rollout began on 8th December 2020. Vaccine take-up amongst ethnic minority communities was a concern nationally, including in Barnet.

CommUNITY Barnet worked with New Citizens' Gateway, the Romanian and Eastern European Hub, Barnet Council and NCL CCG to develop a series of webcasts to improve vaccine confidence and, more importantly, allow Barnet residents the opportunity to ask trusted professionals about the vaccine in their languages. Local people hugely benefited from having a platform to ask questions about various issues regarding the vaccine that are directly related to themselves.

We used this as an opportunity to learn about refugee and asylum seekers' needs and concerns.

Refugee communities were concerned about:

- Accessing the vaccine for undocumented residents.
- Housing arrangements and how this will be managed.
- The announcement about increasing the rate of dispersal for refugees housed because of the pandemic.
- The impact it may have on their immigration status.
- Access to GPs and other health services.



Two webinars were hosted: one targeted at refugees and asylum seekers and the other targeted at the Romanian community. Over forty people attended the webinars.

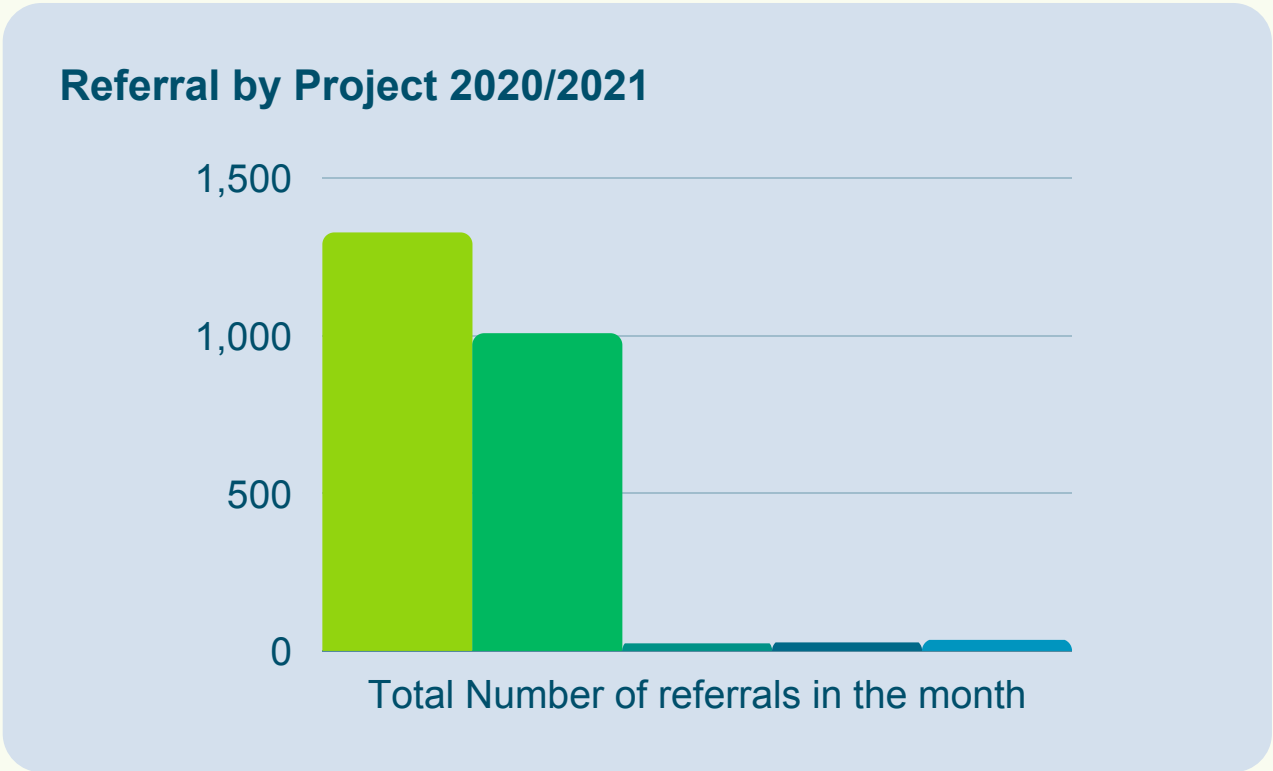
The webcasts were moderated by a locally trusted retired GP who returned to the NHS to help with vaccination and a panel of health professionals from the target communities who answered questions and addressed concerns in the community language.

The Romanian language webcast is available on the Romanian and Eastern European Hub Facebook page and has been viewed over 200 times.



Barnet Wellbeing Service

Overview



- Wellbeing Hub
- Number of clients attending New Citizens' Gateway IAPT Workshops
- Hospital Discharge Project Nos of patients supported with action plans
- Barnet Young People Thrive (Referrals)
- Barnet Friends (new referrals)

Barnet Wellbeing Hub

The lockdown and government guidelines meant that all face-to-face contact was suspended. The Barnet Wellbeing Hub, through its lead Meridian Wellbeing, quickly transferred all of its activities online and developed more digital activities to keep their users engaged and help them manage their mental health.

The new initiatives developed include chair yoga sessions, a virtual wellbeing café, Tai Chi and flower arranging workshops and COVID-19 legal advice sessions. 1,325 clients were directly supported directly by the Wellbeing Hub and 1,358 emotional health checks were completed in the financial year 2020/21. Of these, 243 were assessed to be sub-clinical and benefitted from additional help and IAPT services.

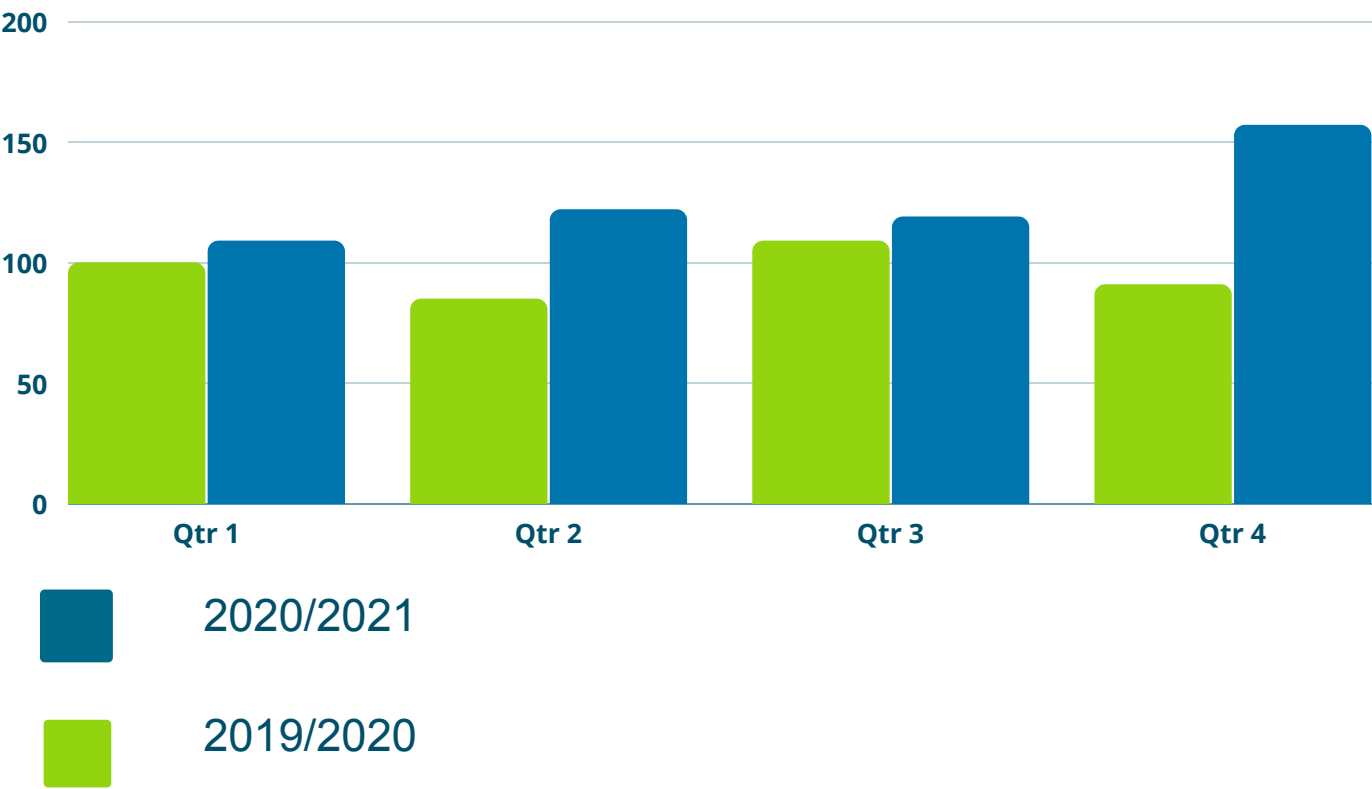
The number of referrals to the Wellbeing Hub fell in 2020/2021 from 2019/2020. This is not what we expected. We expected an increase in the use of the service due to the pandemic. However, there was a change in how the data was reported and individuals who accessed the services and did not go through the Emotional Health Check were not included.

Comparison number of cases presented at the JCMG 2019/20 and 2020/21

The Joint Case Management Group (JCMG) is a multi-sector partnership of social care and mental health experts from the voluntary and charity sector (VCS) and the statutory sector. They work to determine whether these service users would benefit from an escalation to statutory services, thus avoiding deterioration in their mental health to a crisis level.

There was a sharp rise in the number presented at the JCMG in quarter 4 2020/21 (47.1%) which reflected the complexity of cases seen by the Barnet Wellbeing Service. This suggests people need to understand the role of the Barnet Wellbeing Service as an early intervention and prevention service and appropriate referrals to the service.

Comparison number of cases presented at the JCMG 2019-20 & 2020-21



Community Interventions

IAPT Workshops

The New Citizens' Gateway continued to offer Step 2 compliant workshops and counselling services delivered by qualified therapists in non-clinical settings within the community in the financial year 2020/21.

This service was designed for refugees and asylum seekers whose first language is not English. Adhering to the National Institute for Health and Care Excellence (NICE) guidelines, bilingual qualified practitioners from different cultures and backgrounds provide psychoeducational workshops within the IAPT framework. 1,006 clients accessed the Community Intervention Service in 2020/21.

As a result of the pandemic, the IAPT workshops delivered by New Citizens' Gateway had to move online. This posed challenges for clients as many could not afford internet access. Nonetheless, New Citizens' Gateway, with the help of its volunteers, was able to solve this problem by fundraising to purchase laptops for the clients. This led to an increase in the number of people attending the workshops online.

Hospital Discharge Service

The delivery of the Hospital Discharge Service was transferred to Mind in Enfield and Barnet for the 2020/21 financial year. The service was provided to in-patients over 50 years old and was delivered by Mind in Enfield and Barnet using Barnet, Enfield and Haringey Mental Health Trust services.

The service provided practical one-to-one support to help patients plan their discharge from the hospital, put them in touch with support services and ensured that they have the help they need to promote ongoing recovery in the community.

This service was hindered by the pandemic as accessing the wards was difficult due to it and the consequent lockdowns. In the second quarter of 2020/21, it began to support clients remotely. However, this was still challenging, and the service was decommissioned in March 2021.

Barnet Friends

Barnet Friends is a telephone service delivered by CommUNITY Barnet for adults aged 18 to 55 who may be experiencing isolation or loneliness and may be living with a serious mental illness.

Volunteer befrienders are matched with individuals to provide companionship and emotional support as well as to provide information about a range of activities and services that can help them grow in confidence and increase sociability.

Barnet Friends was developed as a COVID-19 response service by CommUNITY Barnet during the first lockdown. In November 2020, the service reopened to service users, and it has continued to support isolated clients since.

27 clients were supported by Barnet Friends in the financial year 2020/21.





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



Barnet Young People Thrive is a CommUNITY Barnet service for young people aged 18 to 25 who are struggling with their mental and emotional wellbeing. The service is also available for young adults who do not have a diagnosed mental health condition but require support to manage their emotional health and wellbeing.

Due to the pandemic, there was a delay in starting this service. The service started delivering webinars to Middlesex University students in January 2021. 35 Middlesex University students accessed the webinars delivered by Barnet Young People Thrive.



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



Demonstrating our impact: 2019 – 2021

Outputs

- Barnet Wellbeing Hub supported 3,184 individuals of which 427 were referred to IAPT services.
- Community IAPT Service supported 2,026 individuals through psychoeducational workshops.
- Hospital Discharge Service supported 151 in-patients.
- Barnet Friends and Young People Thrive are newer services that have supported almost 70 individuals so far.
- Hub Connections reached over 2,000 participants and showcased 45 different community providers.
- National Adults Safeguarding Week 2020 – almost 100 participants with joint presentations with Barnet Carers, Wellbeing Hub, Barnet Multi-Faith Forum.

Cost Avoidance/possible savings – 2020/21

- Barnet Wellbeing Hub: 2,757 people did not require a referral to a Step 2 Compliant service. The estimated cost saving of this is £2,983,074.
- New Citizens' Gateway: the service costs £128,000. If this same service was delivered by the NHS, it would cost £2,192,132.
- Reducing presentation to Emergency Services has potentially saved £2,182,990.
- Total government saving is estimated to be £7,358,196.

Our Clients

Read a couple of our case studies on the following pages and find out how we support the mental health and wellbeing of residents in Barnet.

We know we have provided a good service when we hear about the changes our service has made to people's lives. In this report, we have included feedback from clients that have used our services. The full case studies will be available on the Barnet Wellbeing Service website



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



Case Study A



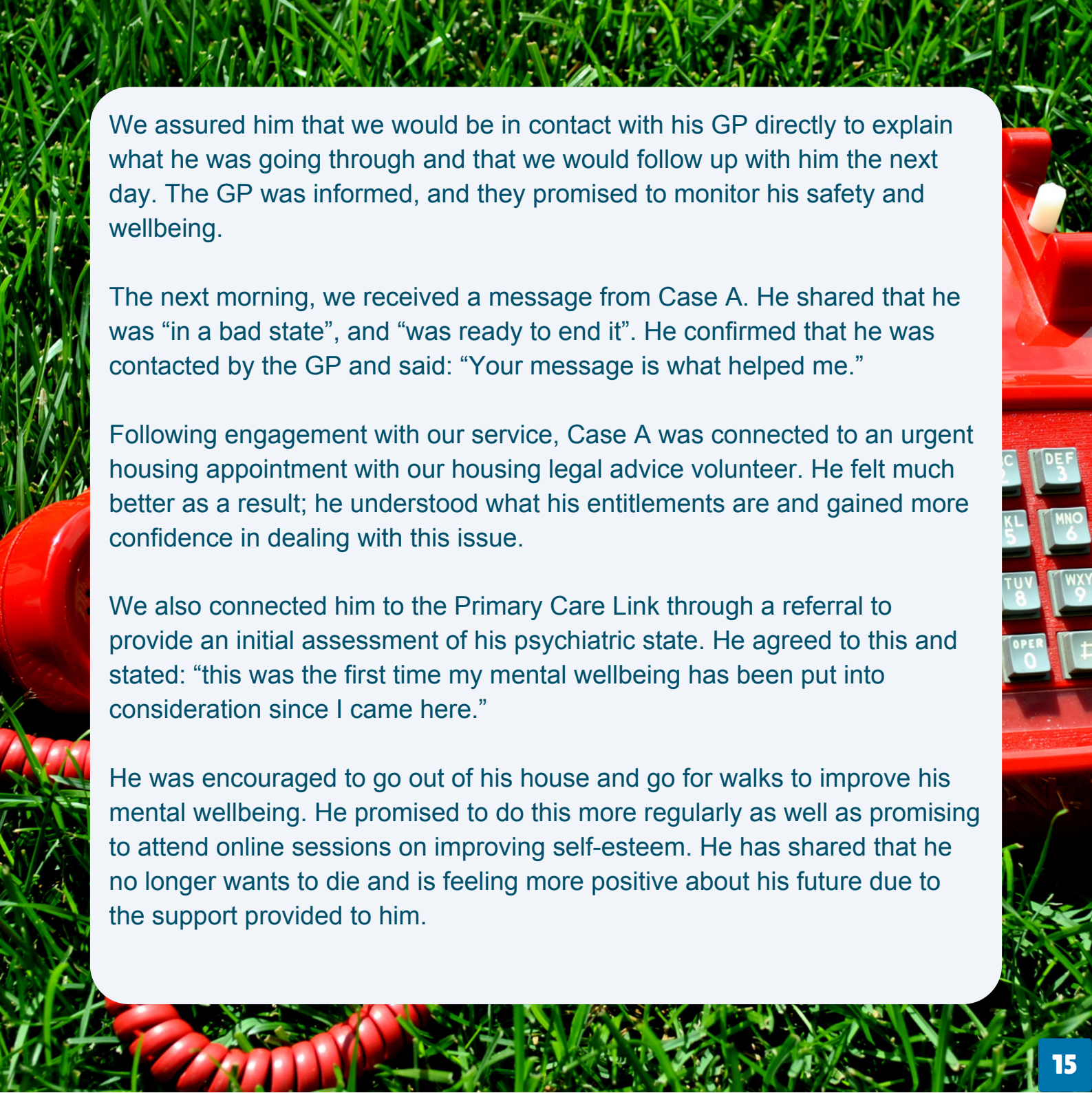
Case A was a young man in his mid-20s suffering from HIV and comorbidities as well as borderline personality disorder and paranoid schizophrenia. Experiencing financial difficulties caused by the lockdown, insecurity regarding income and housing issues, he felt overwhelmed and struggled to cope during the pandemic.

Case A shared that he had received a lot of support to help manage his wellbeing in the previous borough he was located. However, since moving a couple of years ago, he could not find any support. Fighting through tears, he shared he felt that no one listens to him and that this was all too much: “No one listens to me, no one cares!”

He contacted us for support, explained that the support he received from his GP was inadequate and shared that he was battling suicidal thoughts. When he tried to contact the practice to update them on what he was experiencing, he was told: “We referred you to the service, so there’s not much we can do.” Having received this response, he messaged our service and stated: “I’ve had it. I’m going to go now.”

Our team attempted to contact the individual, but he did not answer. A message was left to share a safety plan with him, detailing the contact details of the Crisis Team, the Samaritans and A&E.



A red rotary telephone is lying on a patch of green grass. The phone is positioned vertically, with its base at the top and its coiled cord extending downwards. The background is a dense field of green grass. The phone's body is a bright red color, and the cord is a matching red. The overall scene is brightly lit, suggesting daylight.

We assured him that we would be in contact with his GP directly to explain what he was going through and that we would follow up with him the next day. The GP was informed, and they promised to monitor his safety and wellbeing.

The next morning, we received a message from Case A. He shared that he was “in a bad state”, and “was ready to end it”. He confirmed that he was contacted by the GP and said: “Your message is what helped me.”

Following engagement with our service, Case A was connected to an urgent housing appointment with our housing legal advice volunteer. He felt much better as a result; he understood what his entitlements are and gained more confidence in dealing with this issue.

We also connected him to the Primary Care Link through a referral to provide an initial assessment of his psychiatric state. He agreed to this and stated: “this was the first time my mental wellbeing has been put into consideration since I came here.”

He was encouraged to go out of his house and go for walks to improve his mental wellbeing. He promised to do this more regularly as well as promising to attend online sessions on improving self-esteem. He has shared that he no longer wants to die and is feeling more positive about his future due to the support provided to him.

Case Study B



Case study B was referred to us by his GP after sharing suicidal thoughts. The pandemic had negatively affected him financially. Further, he was unable to see his friends and lacked family support. He had recently found out that one of his best friends was also diagnosed with cancer, and he found this too much to bear, saying: “it was too much to carry on living”.

After speaking to his GP, we were informed that he had been referred to the Crisis Team. However, he had not been contacted by anyone for more than two days, and the first call he received was from our service. He shared that his GP was not aware of the attempt or any intent.


He was taken aback that the first people to contact him after speaking to his GP were ourselves. No one had contacted him before, and he was not considered to be a person experiencing depression. Instead, he was seen as an individual looking at the problems he was facing. We were able to deescalate the situation and put him at ease.

A safety plan was shared with him, and he promises to engage with the Crisis Team when they reach out and share with them what he shared with us. His GP was updated about the nature of the risk, and they responded swiftly – calling the Crisis Team to liaise with him directly as a matter of urgency.

The GP will perform regular welfare checks with the individual.

After informing him about this, he broke down in tears. He said: “I’m a big lad, I don’t cry but this was all too much.” He was connected to a support charity for families with young children and a service that supports young families with benefits. He was very appreciative and felt that there was finally a way out by taking one step at a time.





Client C was admitted following a relationship breakdown which resulted in homelessness. The Hospital Discharge Programme worker helped the client contact Barnet Homes and gather appropriate paperwork and evidence required to register for it. The hospital discharge worker also helped the client register with a new GP and counselling service to ensure that care and support were in place upon discharge. The client was referred to advocacy for follow-up support with a care needs assessment.

Client D requested support with debt issues that had increased during their hospital stay and caused concern. The client wished to challenge some of the alleged debt through the Local Authority. The Hospital Discharge Programme worker assisted the client in liaising with the appropriate department, bank and other agencies as the client did not have access to a smartphone to do so. This resulted in some of the debt being written off and a manageable payment program being set up.



2020-2021

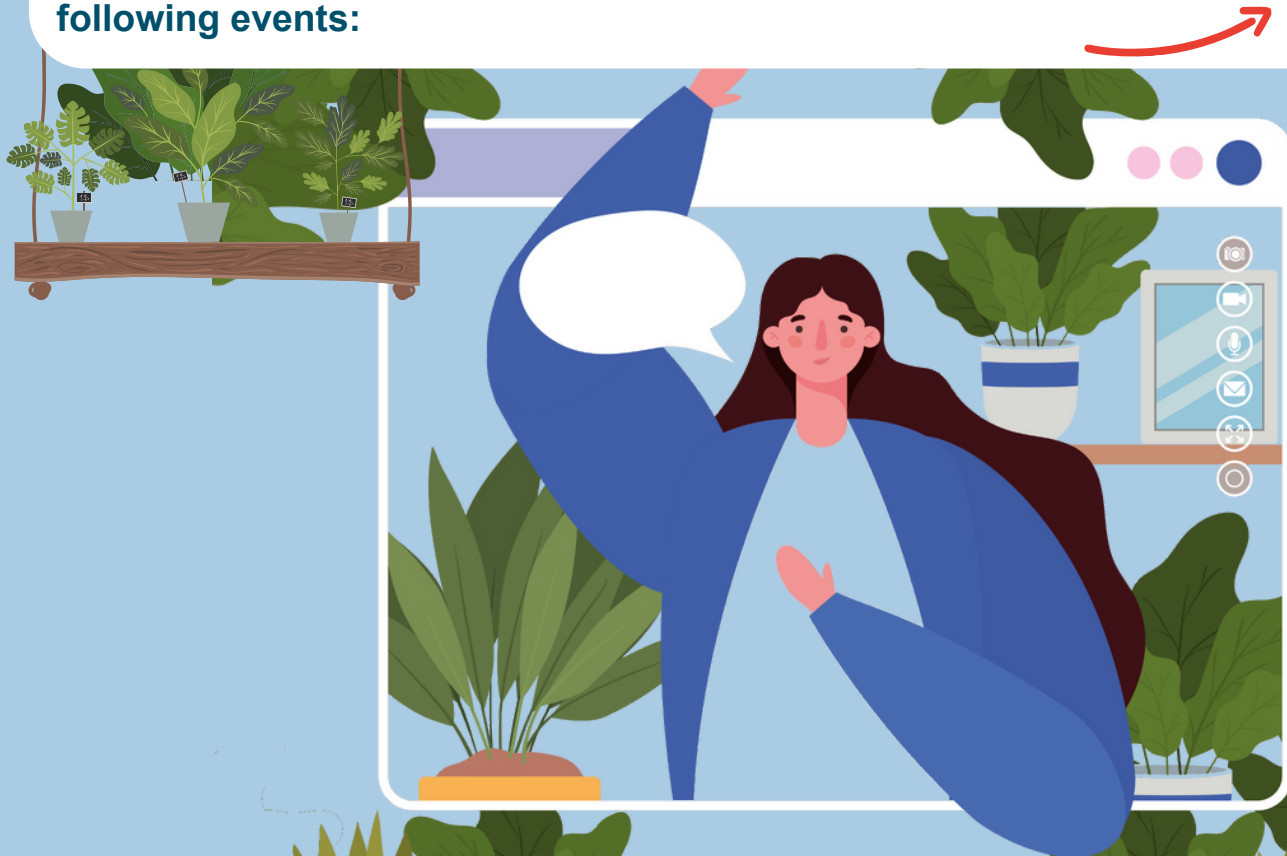
Our events

Hub Connections – Connecting the Community

Barnet residents, patients, CVOs and statutory services meet to network, listen to people's needs and hear about successes at Hub Connections. Together, we develop priorities for the future.

We give updates on the Barnet Wellbeing Service and provide a platform for other local organisations to raise awareness about their services to a wide range of audiences. It also serves as a platform for powerful presentations from service users.

In the financial year 2020-2021, Hub Connections delivered the following events:



Hub Connections February 2021, Mental Health at Work

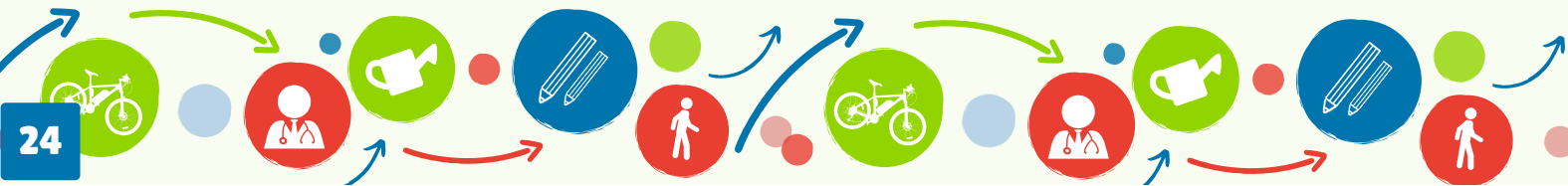
In February 2021, Hub Connections discussed mental health in the workplace.

With many of us working from home or in unusual circumstances in the last year, over 70 attendees heard from Barnet Wellbeing Service partners – including Meridian Wellbeing and Mind in Barnet – about how individuals and organisations can do more to support staff mental health. In addition, the London Borough of Barnet managers spoke about Mental Health First Aid in the workplace and other support staff in Barnet.

Hub Connections October 2020 - World Mental Health Day: Mental Health for all

Hub Connections reconvened in October 2020 and discussed making mental health accessible for all. This event was chaired by the Mayor of Barnet and the Chair of the Health and Wellbeing Board.

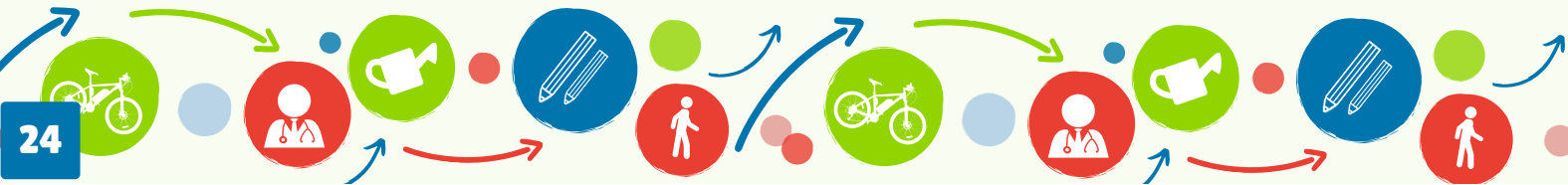
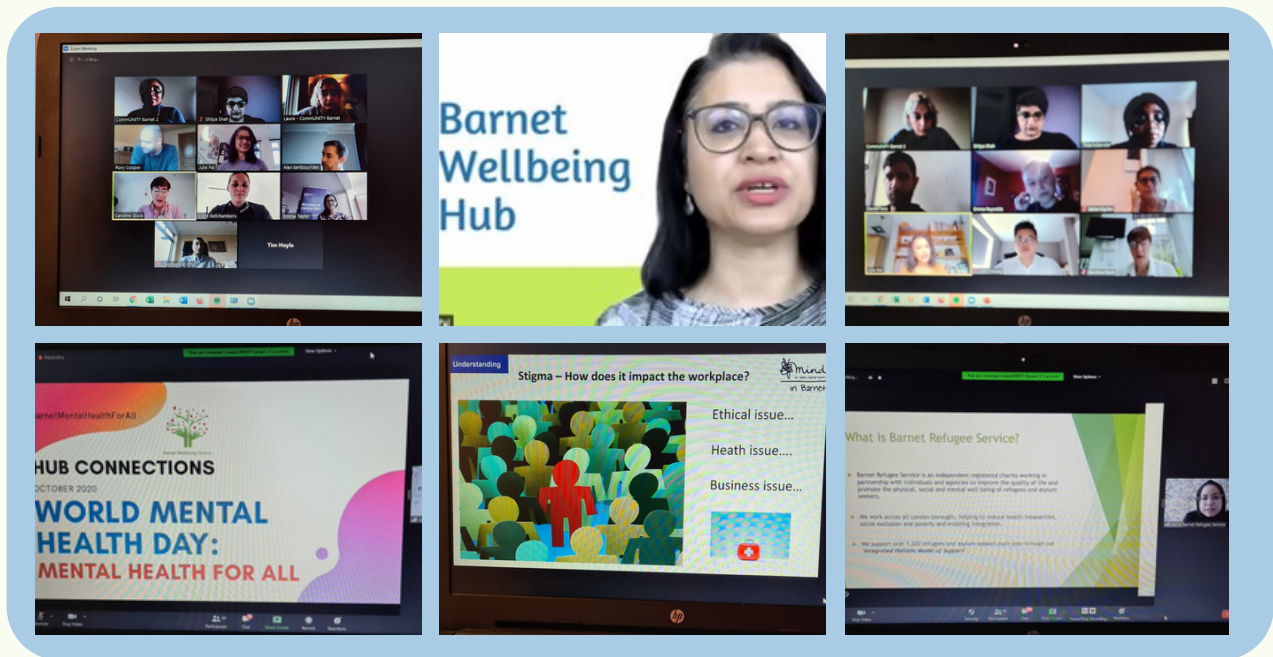
Over 60 members of the public were joined by representatives from Barnet Wellbeing Service partners – including Mind in Enfield and Barnet, Barnet New Citizens' Gateway and statutory partners from Barnet Council and the Barnet, Enfield and Haringey Mental Health Trust. We also heard from the Ubele Initiative about mapping mental health services for ethnic minority communities, we heard from Jami about the Headroom Café as a safe space for mental health service users, and we heard from AIDEXCEL about their work in supporting families in Barnet.



Hub Connections June 2020 - Responding to the COVID-19 Crisis

The first of our online Hub Connections saw us joined by Jess Baines-Holmes, Programme Director, Covid Community Response, and Deputy Director Adults Joint Commissioning to reflect on Barnet's community response to the COVID-19 pandemic.

Our 70 attendees heard from Barnet Wellbeing Service partners about how they have been adapting to the COVID-19 crisis and ensuring that clients and residents have continued access to essential mental health and wellbeing services in Barnet remotely.





WORLD SUICIDE PREVENTION DAY 10TH SEPT 2020

WORKING TOGETHER TO PREVENT SUICIDE IN BARNET

The Barnet Wellbeing Service hosted this event on behalf of Barnet's Public Health team, and the theme of this event was: "Working Together to Prevent Suicide". The event aimed to encourage people who are experiencing emotional distress to seek help before they become suicidal, to ensure that people affected by suicide get the support they need, and showcase how we work together in Barnet to improve mental health.

THURSDAY 10TH SEPTEMBER 2020

During the event, 70 members of the public were joined by Barnet's Public Health team and representatives from NCL CCG and the London Borough of Barnet's mental health team. We heard from CommUNITY Barnet and Mind in Barnet about their COVID-19 bereavement service and other Barnet borough services to help prevent suicide.

We were delighted to hear from Catherine Loveday, Professor of Neuropsychology and Age UK Trustee, and Katie Foulser from Rethink Mental Illness and Claire Gibson from the Grenfell Health and Wellbeing Service. They shared their experiences and reflected on supporting our mental health.



SELF-CARE WEEK: LIVE SELF-CARE FOR LIFE 18TH NOV 2020

CommUNITY Barnet and Barnet Wellbeing Service hosted the Self-Care Week event with over 90 participants in Autumn 2020 in support of the NCL CCG.

The event aimed to encourage and empower residents to learn more about taking care of themselves and their families on their own and through the support services available, ensure that residents use local services effectively and with an informed understanding of current health priorities and key public health messages, share and signpost people to up-to-date resources and services that residents can learn from.

We had presentations and demonstrations from local services and an interactive question and answer session that allowed those joining us to contribute and learn more followed. We were joined by staff from Central London Community Health Care, NCL CCG, the NCL Cancer Alliance, Social Prescribing Link workers, and local GPs in Barnet.



NATIONAL SAFEGUARDING WEEK 2020

16–20th November 2020

Barnet Adult Safeguarding Board asked CommUNITY Barnet to organise three webinars to promote National Safeguarding Week (16-20 November 2020) through the Barnet Wellbeing Service. Three safeguarding webinars were presented on 19 November. In total 95 people attended.

The first one was delivered by the Wellbeing Hub to Barnet Carers' many of whom were beginning to struggle with their mental and emotional wellbeing as lockdown without any of them being able to access any respite and explaining the range of services that they could access to support themselves.

The second was a panel of faith leaders who explained how they had practically implemented safeguarding practices within their faith institutions. The panel accepted questions from the public.

The final webinar was delivered by Barnet Multi-faith Forum who referred back to sacred text and how safeguarding is integral to these teachings. Five world faiths were represented in this event. Almost 100 participants attended the webinars.

New developments in 2021

New Barnet Wellbeing website

Based on the feedback from service users and stakeholders, we completely redesigned and expanded the Barnet Wellbeing Service website. In May 2021, we launched an exciting new website for the Barnet Wellbeing Service.



Making it more user-friendly and reflect the wide range of wellbeing activities and services available through the Barnet Wellbeing Service and throughout Barnet. The website was co-produced with service users and partners. Service users that tested the website found the website easier to navigate, more user friendly and reported that the use of simple language made content easier to follow. Since the launch of the website, there has been a significant increase in website visits, with hundreds more site sessions and unique visitors each month. We will continue to monitor feedback on the website.

Wellbeing Matters

In February 2021, we launched the Barnet Wellbeing service bi-weekly e-newsletter entitled: “Wellbeing Matters”. It is a warm and engaging update from the Barnet Wellbeing Service with helpful suggestions and articles to inspire residents and community organisations to stay positive and resilient. The e-newsletter focuses on a holistic approach to wellbeing, signposting to local commissioned services and wider wellbeing projects. The newsletter is distributed via a subscription list which consists of over 500 service users, health professionals and residents.

To read Wellbeing Matters, please visit:
www.barnetwellbeing.org.uk.

Barnet Post Wellbeing Column

The Barnet Wellbeing Service was invited to contribute a wellbeing column in the Barnet Post, a new local newspaper developed by Social Spider – a community enterprise specialising in producing community newspapers in various London boroughs. The paper is distributed to 10,000 households in Barnet. Since February 2021, the Barnet Wellbeing Service column has raised awareness about wellbeing initiatives within the service and in the borough more widely. Please see the link below for a sample of the publication: www.barnetpost.co.uk/taking-notice-and-connecting.



Future developments in 2021–2022

Recovery College

From April 2021, Mind in Enfield and Barnet has been commissioned to establish and deliver a Recovery College to support the recovery of Barnet residents in the community. Mind in Enfield and Barnet delivers a range of courses in collaboration with Barnet and Southgate College, and these courses will now be open to Barnet residents through this funding. Mind in Enfield and Barnet will also develop peer support groups to support users and serve as a steering group to co-design new courses on topics like healthy eating and physical activity courses, and group activities specific for Barnet residents.



Communications and Engagement

We continue to reach individuals across the borough in a multitude of ways – including participation in local community events, social media engagement and local forums.

We have three social media outlets: Facebook, Twitter and the Barnet Wellbeing Service website. We currently have 838 followers on Twitter, 520 Facebook page likes and 598 Facebook page followers. In addition, our social media posts are frequently shared by other local organisations, which helps to increase the exposure of our online content.



About our commissioned partners



Meridian Wellbeing (formerly Chinese Mental Health Association) is a community organisation that deliver wellbeing services to local people. It is a health and wellbeing charity based in Hendon in the London Borough of Barnet. They are experts in providing mental health services to London's Chinese communities, many of whom reside in Barnet.

Over the last few years, they have widened their work to provide inclusive services to the wider community.



New Citizens' Gateway (formerly Barnet Refugee Service) is an independent registered charity. It works in partnership with individuals and agencies to improve the quality of life and the physical, social and mental wellbeing of refugees and asylum seekers.

The charity seeks to reduce health inequalities, social exclusion and poverty and enables integration in Barnet and surrounding boroughs.

The logo for Barnetmencap features the word "Barnetmencap" in a green, sans-serif font. The text is enclosed within an orange speech bubble outline that has a small tail pointing towards the bottom left.

Barnet Mencap is a local charity affiliated with Mencap. It provides advice, information and support for people with learning disabilities, autism and Asperger Syndrome as well as their families and carers.

In 2018, Barnet Mencap was commissioned to deliver a pilot Adult Autism Screening project. The screening method used has been recognised by medical professionals as the first step to an autism diagnosis. We are pleased to report that the Adult Autism Screening project has been extended for another year.

The logo for Mind Enfield and Barnet features a stylized blue icon of a person's head and shoulders, composed of overlapping loops. 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, stacked on two lines.

Mind in Enfield and Barnet (formerly Mind in Barnet) is a mental health charity affiliated with National Mind. The charity supports people with mental health difficulties as they move towards a better life in society. Services are independent of statutory services and based on user participation and involvement.



Governance Arrangements

Barnet Wellbeing Service Steering Group

The steering group meets monthly and membership is comprised of the Barnet Wellbeing Management Board. Membership also includes experts from Barnet Mencap, NCL CCG, the Link Worker Service, BEHMHT, the Network, Barnet Public Health, Mind in Enfield and Barnet, Age UK Barnet and New Citizens' Gateway. There is a standing invitation to the Mental Health and Dementia Lead Commissioner to join the Steering Group.

NCL CCG (Barnet Directorate) – Commisioner

CommUNITY Barnet – Prime Contractor

Navigator Service and EHC.
Delivered Meridian Wellbeing (formerly CMHA).

Hospital Discharge Programme for over 50s.
Delivered by Mind in Enfield and Barnet.

Step 2 IAPT Psycho-educational workshops for Refugees and asylum seekers.
Delivered by New Citizens Gateway.

Barnet Mencap (Passport arrangement).
Autism Linkworker.

Barnet Young People Thrive.
Delivered by CommUNITY Barnet.

Barnet Friends.
Delivered by CommUNITY Barnet.







North Central London
Clinical Commissioning Group



Barnet Wellbeing Service

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Barnet Wellbeing



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