

Directory of family support winter 2020-2021

- Financial guidance
- Community groups
- Children's centres
- Mental health and wellbeing
- Employment and skills training



BARNET
LONDON BOROUGH

The COVID-19 pandemic has affected our lives in many ways: it has caused disruption to family life, to work and school and the way in which we access support services.

This leaflet is a simple guide for you to find the range of advice, help and support that is available to you at this tough time.

For the latest government advice and guidance on Covid-19 please visit www.gov.uk/coronavirus

Children's Centres and 0-19 Early Help Hubs

0-19 Early Help Hubs provide preventative support to children, young people and their families from pregnancy up to the age of 19 (or 25 if they have special educational needs or disabilities).

Our local Children's Centres deliver a range of services, including:

- Childcare
- Early education and school readiness
- Family support
- Health
- Community services
- Adult learning, employment training and welfare support

Children's Centres are open 9am to 5pm weekdays. School-based Children's Centres may be only open during term time.

Centres that offer childcare may open for longer. For more information about what is available and how to access support:

Visit www.barnet.gov.uk/0-19 Email fis@barnet.gov.uk

Freephone **0800 389 8312**.



Find your nearest Children's Centre: www.barnet.gov.uk/childrens-centres

Barnet's Children's Services Health Visiting and School Nursing teams

The Health Visiting team provides support on all aspects of child health, development and parenting including infant feeding, introduction to solids, management of minor illness, behaviour and sleep.

The School Nursing Team offers health promotion advice on: allergies, bedwetting, nutrition, growth and development, physical activity, behaviour, relationships and more.

Open Mon to Sun 9am to 5pm (including bank holidays)

Tel. **020 8200 2500** Email CLCHT.childhealthinformationhub@nhs.net

**HEALTHY
START**



Get free food and vitamin vouchers from the Healthy Start Programme.

If you have children under 4 or are pregnant, and you or your family receive qualifying benefits you may be eligible. To find out more information tel. **0345 607 6823**

COVID-19 Winter Grant Scheme

Barnet Council is working in partnership with the Young Barnet Foundation to bring you the government-funded COVID-19 Winter Grant Scheme. This grant scheme supports families and other households financially affected by COVID-19 to meet their food and heating bills.

To find out more visit www.barnet.gov.uk/covid-winter-grant-scheme

Where to go for financial help?

Barnet's many welfare advisors are on hand to help you understand your entitlements and benefits.

Name of service	Type of support	Contact
0-19 Early Help Services	Welfare Rights Advisors	Ayesha.Feisal@barnet.gov.uk Amina.Baadhio@Barnet.gov.uk
BOOST	Welfare Benefits Advisers open to all. Debt Adviser available for phone appointments. By appointment only.	Appointments by phone or video. Mon – Fri, 9am-4pm 020 8359 2442 www.boost@barnet.gov.uk
Barnet Homes	Welfare Benefits Advisers for Barnet Homes residents only	Appointments by phone or video. Ask for Income Collection Service. Mon – Fri, 9am-4pm 020 8080 6587
Citizens Advice Barnet	Benefits information, advice, casework and representation. Help to Claim - help claiming Universal Credit and Council Tax Support. Debt advice - information and advice	Mon – Fri 9.15am-4pm (until 7.30pm on Weds) 0300 456 8365 www.barnetcab.org.uk
DWP Jobcentreplus	Explaining how benefits work, what benefits are available to you, support and advice	www.gov.uk/browse/benefits/entitlement
Barnet Council - Benefits for Families	Child benefit, Universal Credit, Childcare Vouchers, free childcare for 2, 3 and 4 year olds, free school meals, housing benefit and Council Tax support	www.barnet.gov.uk/benefits-and-grants/benefits-support-and-advice/benefits-families
Floating Support Services (Barnet Homes)	Help with managing your housing, maximising income and accessing benefits and grants. Available to Barnet Homes tenants only	020 8080 6587 bhsupport@barnethomes.org www.thebarnetgroup.org/bh/floatingssupport/
Outreach Barnet - Floating Support Service (Barnet Homes)	Help with managing your housing, maximising income and accessing benefits and grants. Available to all Barnet residents	Register online: www.thebarnetgroup.org/Bh/housing-support-nonbarnet-homes-tenants/
AgeUK Barnet, Later Life Planning Service	For Barnet residents who are 55+. Benefits checks, accessing benefits, grants, income maximisation, support with form filling. Information and signposting for: pensions, health, wills, lasting power of attorney, bereavement and housing	Mon – Thurs 10am – 1pm 020 8432 1417 Laterlifeplanners@ageukbarnet.org.uk www.ageuk.org.uk/barnet
Inclusion Barnet, Touchpoint Services	Welfare Benefits Advisor and peer-led support for people affected by disability, mental health issues and long-term conditions who live or work in Barnet	Mon – Fri 9am-5pm 020 3475 1306 touchpoint@inculSION barnet.org.uk

Food banks in Barnet

Barnet's network of food banks are able to support families in need of extra support.

Food bank	Address	Opening days and times	Contact
Barnet Community Projects, Rainbow Centre	Rainbow Centre, Dollis Valley Drive, Barnet, EN5 2UN	Mon: 9am - 3pm Wed & Thurs: 9am - 4pm	020 8441 9837
Barnet Food Share	7 The Concourse, Grahame Park, Colindale, NW9 5XB	Mon - Sat: 10am - 1pm Sun: 9am - 11am	livingway@email.com
Burnt Oak Women's Group	Email or call	Wed 12pm -1pm Referrals only	020 8080 6587 burntoakwg@yahoo.com
Childs Hill Food Bank	All Saints' Church, Child's Hill, Church Walk, London, NW2 2TJ	Open Sat: 10am – 12pm	020 7435 3182 childshillfoodbank@gmail.com www.allsaintschildshill.com/childs-hill-food-bank/
Chipping Barnet Foodbank	63 Somerset Rd, New Barnet, EN5 1RF	Tues: 12pm - 2pm Sat: 10am - 12pm Referrals only	07716 890535 info@chippingbarnet.foodbank.org.uk www.chippingbarnet.foodbank.org.uk
Christ Church EN5	Christ Church St.Albans Road, Barnet EN5 4LA	Fri: 11am - 1pm Referrals only	020 8449 0832 office@ccbarnet.org.uk www.ccbarnet.org.uk/foodbank
Claremont Road Food Hub	58 Claremont Road, Cricklewood, NW2 1BU	Sat: 12pm - 2pm	020 3137 7488 and leave a message to make a request helpline@mutualaid.co.uk
Colindale Foodbank	Trinity Church, Northwest Centre, Avion Crescent, Grahame Park Way, Colindale, NW9 5QY	Tues & Thurs: 12pm - 2.30pm You may need proof of financial need	07415 223963 info@colindale.foodbank.org.uk www.colindale.foodbank.org.uk
Community Network Group Iranian Community Support	5th Floor, Central House, 1 Ballards Lane, London, N3 1LQ	Thurs 9am-5pm	07966 366763 or 07575 148796 communitynetgroup@gmail.com
Finchley Foodbank	St Mary's Church, 279 High Road, East Finchley, N2 8HG	Sat: 12.30pm - 2pm Fri: 12pm - 4pm	finchleyfoodbank@gmail.com
Homeless Actions Barnet (HAB)	36B Woodhouse Road London, N12 0RG	For rough sleepers and rough sleepers in temporary accommodation only. Referrals only	020 3857 4132 or (text 07498 214526) hab@habcentre.org www.habcentre.org
Living Way Ministries	The Dining Place, 7 The Concourse, Grahame Park, London, NW9 5XB	Mon - Sat: 10am-1pm Sun: 9-11am	020 8200 9130 livingway@email.com www.livingwayministries.net/
Muswell Hill Food Bank	Pembroke Road Church, 70 Pembroke Road, Muswell Hill, N10 2HT	Mon: 12.30pm - 2.30pm Wed: 11.30am - 1.30pm Fri: 11.30am - 1.30pm	info@muswellhill.foodbank.org.uk
NW7 Hub Foodbank	Mill Hill Library, Hartley Avenue, London, NW7 2HX	Tues: 10am - 1pm Sat: 10am - 1pm	020 8906 3125 host@nw7hub.org.uk www.facebook.com/nw7hub/
One Stonegrove	One Stonegrove, 5 Hayling Way, Edgware, HA8 8BN	Tues: 12pm - 4pm Referrals only	020 8357 0923 OneStonegrove@sct.london
RCCT- Romanian Charity	Musical Centre, Methuen Road, HA8 6EZ	Tues and Thurs: 11am-5pm	07311 488110 office@rcct.uk www.rcct.uk/
St Barnabas Food Bank	St Barnabas Church, 913 High Road, North Finchley, N12 8QJ	Mon: 12:30pm – 2pm	07872 697623 foodbank@stbarnabas.co.uk
Unitas Youth Centre	Unitas Barnet Youth Zone, 76 Montrose Avenue, Burnt Oak, HA8 0DT	Tues & Wed: 11am - 1pm	020 8075 5888 enquiries@unitasyouthzone.org

Child and adolescent mental health

Parents, children and young people can access a wide range of support for mental health and wellbeing.



CAMHS 24-hour crisis service 0800 151 0023

NHS England 111 (24-hour non-emergency advice)

NSPCC 0808 800 5000 (24 hours - for adults concerned about a child/young person)

Samaritans 116 123 (24 hours)

Young Minds Crisis Messenger text YM to 85258 (24 hours)

Mental health referral options for children and young people in Barnet

Mental health support for children and young people in Barnet is available in schools, from the NHS, via local authority services and through voluntary and community organisations. It is important that children and young people receive the right level of support at the right time.

Getting advice and help

Name of service	Type of support	Who is it for	How to access	Contact and referral
Barnet Integrated Clinical Services (BICS)	BICS offers mild to moderate mental health support to children, young people and families within Barnet. We see children, young people and families in schools, in the community, social care and youth offending settings.	All CYP and families 0-18 including CYP known to Early Help, Children's Social Services (safeguarding teams, Children in care teams and REACH) and Youth Offending Services.	* Self-referral and professional referral	07926 085495 www.barnet.gov.uk/young-peoples-mental-health-and-well-being
*If you would like to refer someone to BICS you should fill in the Universal Plus Form on the Barnet website: www.barnet.gov.uk/www/working-children-barnet/practitioner-guidance/children-family-and-young-people-hubs-0-19/how Please click 'Universal Plus form' – halfway down the page				
Barnet Young Carers	Provides support and advice for carers	5 - 18 years		020 3995 1090 team@barnetyoungcarers.org.uk www.barnetcarers.org/young-carer
Kooth	Online counselling for CYP	CYP up to 25 years	Online without referral	www.kooth.com/
Qwell	Online counselling	For parents	Online without referral	www.qwell.io/
Terapia	Counselling and play therapy	Care leavers	Professional referral	020 8201 6101 sarah@terapia.co.uk
Rephael House	Play therapy and counselling	4 - 19 years	School, professional and self-referral	020 8440 9144 ceo@rephaelhouse.org.uk
Young Minds	Parent line offers advice, emotional support and signposting	Up to 25 years		0808 802 5544 (Mon-Fri 9.30am-4pm)

More help

Name of service	Type of support	Who is it for	How to access	Contact and referral
CAMHS Barnet Access	Advanced and intensive diagnosis and treatment (please only refer if above options are not suitable)	CYP with significant symptoms. Includes, ADHD, autism and psychiatric disorders	Professional referral	020 8702 4194 barnetcamhsreferrals@nhs.net
Eating Disorders Service	Outpatient and intensive treatment of eating disorders	CYP 18 years or younger with an eating disorder	Professional referral	rf.camhsadmin@nhs.net

Getting advice

Name of service	Type of support	Who is it for	How to access	Contact and referral
Homestart	Perinatal health coaching	For parents	Self-referral, professional referral	020 8371 0674 admin@homestartbarnet.org www.homestartbarnet.org
	Family health coaching (practical and emotional)	For the whole family		
Barnet Mencap	Parenting support for ADHD	For parents of children with ADHD	School or professional referral	020 8349 3842 projectsupport@barnetmencap.org.uk
Barnet Education & Learning Service	Parenting support and programmes for autism	For parents of and children and young people with autism	School and professional referral	020 8359 6336 www.beam.team@barnet.gov.uk
Resources for Autism	Practical services for those with a diagnosis of autism	For children and adults		020 8458 3259 www.resourcesforautism.org.uk

Employment, Education, Skills and Training Opportunities for young people

The Government's £2 billion Kick Start scheme has launched creating six month work placements for 16-25 year olds who are claiming Universal Credit. If you are interested, please contact Barnet JobCentre Plus.

Barnet Jobcentre Plus Raydean House 15-17 Western Parade, Barnet, Herts, EN5 1AH Tel 0800 169 0190 Textphone: 0845 608 8551	Hendon Jobcentre Plus 10 Finchley Lane, London, NW4 1DP New Benefit Claims: 0800 055 6688 Existing Benefit Claims: 0800 169 0310 Universal Credit: 0800 328 9344
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Barnet Education Employment Service (BEETS)

Have you recently left education or are thinking of doing so? Do you need support in finding an apprenticeship or learning opportunity?

Who are we?

We are a team of qualified careers advisers who provide impartial and confidential careers advice and guidance to young people aged 16-19 (up to 25 years for those with special educational needs).

What do we offer?

- Support young people to find opportunities in education, training, employment and apprenticeships
- Apprenticeship and employment preparation e.g. CV writing, interview techniques, help to complete application forms
- Motivational support

Contact the BEETS Team

Tel. 020 8359 2011 Visit barnet.gov.uk/BEETS Email skillsescalator@barnet.gov.uk

Apprenticeships and training opportunities

Discover a wide range of apprenticeship and training opportunities from the accounting, beauty, tech and creative industries, plus much more. Contact **Andrew Williams** (Education Employment and Training Advisor)
Mobile: **07789 272452** Email: **andrew.williams@barnet.gov.uk**

National Careers Service offer free support to help manage your career. Tel. **0800 100 900**

Barnet and Southgate College is offering **Community Learning Classes 2020/21**

Email **community.classes@barnetsouthgate.ac.uk**

www.barnetsouthgate.ac.uk/adult-community-courses Tel. **020 8266 4000**

Your Choice Barnet Employment Project helps people with learning disabilities to get a job.

Visit **thebarnetgroup.org/ycb/careers/** or Tel. **020 8080 6587**



Shaw Trust Delivery of West London Alliance Employment Support

Job Entry Targeted Support (JETS) programme helps people who have been unemployed and in receipt of benefits for at least 13 weeks. Employment Advisors will support individuals for up to six months through one-to-one meetings, helping you to overcome barriers to employment and identify transferable skills to expand your opportunities.

Web **www.boostbarnet.org** Email **jets@barnet.gov.uk** Tel. **020 8359 2442**

Work and Health Programme by the West London Alliance helps people with a health condition or who are long-term unemployed. It helps them manage their health and wellbeing, build their emotional strength and resilience and make them feel good again.

If you would like to be referred yourself please Tel. **0800 389 0186** or email **ShawTrustWLA@shaw-trust.org.uk**

Love London Working by Metropolitan Thames Valley Housing

Love London Working supports those living in London and not currently in any paid work, into employment. We are funded by the European Social Fund and offer support to customers in a number of ways:

- Tailored employability support
- Computer skills and online learning
- Vocational training
- Direct access to job vacancies



Tel. **020 3535 5505** Email **lovelondonworking@metropolitan.org.uk**



**JUST GET YOUR
FREE FLU JAB**
Ask your pharmacist
or GP if you're eligible.



Adult mental health support

Mind in Barnet Provides advocacy, one-to-one counselling, employment advice, and the Electra and Libra social clubs. Visit mindinbarnet.org.uk or Tel. **020 8343 5700**

Barnet Wellbeing Hub Offer online yoga classes, virtual wellbeing cafés and emotional health checks. Tel. **03333 449088** or email info@barnetwellbeing.org.uk

SilverCloud free online Cognitive Behavioural Therapy (CBT)

If you are experiencing anxiety, stress and sleep difficulties, try a free online CBT support programme. Visit beh.silvercloudhealth.com/signup/

AgeUK Barnet COVID-19 help (over 55 years old)

AgeUK Barnet can assist you with essential shopping, organising prescription delivery, befriending or accessing the handy person scheme. Email laterlifeplanners@ageukbarnet.org.uk or tel. **020 8203 5040**

Mind in Barnet Improving Access to Psychological Therapies

Mind in Barnet IAPT is offering counselling support. Tel. **020 8343 5703** or email Counselling@Mindinbarnet.org.uk

Let's Talk Barnet Improving Access to Psychological Therapies

Let's Talk Barnet IAPT offers assessments and short-term therapy for people with mild to moderate low mood or anxiety to people aged 16 and over registered with a Barnet GP. People can refer themselves directly. Visit lets-talk-barnet@nhs.net or tel. **020 8702 5309**

Barnet, Enfield and Haringey Mental Health Trust Crisis Resolution Team

If you require urgent mental health intervention and support please contact the BEHMT Crisis Resolution Team. Tel. **020 8702 4040**

Are you worried about domestic or sexual abuse?

You are NOT alone, if you are in immediate danger, then call the police on **999**

- **Silent Help** – if you need help but are unable to speak, **ring 999, when they answer press 55.** (This alerts the operator and the police will be sent to help you)
- **National Domestic Abuse Helpline** for free, confidential support 24 hours a day on **0808 2000 247**
- **Solace** provides free and confidential support for women and men in Barnet affected by domestic abuse. Tel. **020 3874 5003** or Email barnet.advocacy@solacewomensaid.org

Barnet Community Help Hub

Barnet Council and the Barnet Together partnership are working with a caring network of charities, faith groups and businesses to support Barnet residents like you during the coronavirus outbreak.

Need extra help?

Contact our helpline, Monday-Sunday, 9am-5pm: **0808 281 3210.**

Visit: engage.barnet.gov.uk/communityhelphub or email barnet.gov.uk/covid19

