

Community Barnet Befriending - Information pack

Please refer your client to this service if they want help with Shopping, picking up prescriptions, and patient transport (to medical appointments, where referred by a health professional)

The NHS Volunteer Responders Scheme

The Support Team can be contacted on **0808 196 3382** between 8am-8pm 7 days a week.

People can ask volunteers for short-term help with

*Shopping, picking up prescriptions,
and patient transport (where referred by a health professional)*

Call 0808 196 3646 between 8am and 8pm 7 days a week

You can find more information about the programme at

<https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal>

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Food Banks

Postcode / Name of food- bank	Address / Phone number	Email address / Website	Opening hours	Notes
N2				
Finchley Food- bank	St Mary's Catholic Church Parish Centre 279 High Road East Finchley, N2 8HG 07849 558307	finchleyfoodbank@gmail.com https://www.finchleyfoodbank.org.uk/ https://www.facebook.com/Finchley-Foodbank-248912191942313/	Saturday 12.00pm-2.00pm	No referral or voucher needed
N3				
Community Network Group Iranian Com- munity Support	102 Rex House 354 Ballards Lane North Finchley N12 ODD 07966366763 07575148796	communitynetgroup@gmail.com https://www.facebook.com/communitynetworkgroup/	Delivery on Thursdays Open for pre arranged col- lection Thursdays 1.00pm - 4.00pm	No referral needed For the Iranian community as able to speak Iranian Happy to offer the service to other communities where it's needed

N12				
St Barnabas Foodbank, North Finchley	St Barnabas Church, 913 High Road, London N12 8QJ	foodbank@stbarnabas.co.uk https://www.facebook.com/St-Barnabas-Foodbank-104984161198157/	Monday 12.30pm-2.00pm 07872 697623	No referral or voucher needed
EN5				
Barnet Community Hub, Rainbow Centre	Dollis Valley Drive, Barnet, EN5 2UN 020 8441 9837/ 07946 728515	steveverrall@barnetcp.org.uk admin@barnetcp.org.uk https://rainbowcentrebar.net.wordpress.com/	Delivery only – Tuesday 12.30pm-2.30pm Thursday 9.30am-12.30pm	Referrals and self-referrals
Christchurch Foodbank	Christ Church St.Albans Road, Barnet EN5 4LA 020 8449 0832	office@ccbarnet.org.uk https://ccbarnet.org.uk/foodbank	Friday 11.00am- 1.00pm	Referrals and self-referrals
Chipping Barnet Foodbank (Trussell Trust)	Church of Mary Immaculate & St Peter, 63 Somerset Road, New Barnet, EN5 1RF 07716 890535	info@chippingbarnet.foodbank.org.uk https://chippingbarnet.foodbank.org.uk	Tuesday 12.00pm-2.00pm Saturday 10.00-12.00pm	Referrals only

HA8				
Burnt Oak Women's Group	Email or call for full details 020 8080 6587	burntoakwg@yahoo.com https://www.facebook.com/groups/1516518638429555/	Wednesday 12.00pm -1.00pm	Referrals only
Edgware Food-bank (Trussell Trust) Open Heavens Christian Centre	194-198 Broad-fields Avenue, Edgware, HA8 8TF 020 8958 4040 / 07832 340634		Mon – Fri 10.00am-2.00pm	Please call before coming to make an appointment
Romanian Food Hub/ Centru de Ajutor	Flash Musical Centre, Methuen Road, HA8 6EZ 07311 488110	office@rcct.uk https://rcct.uk/romanian-food-hub-centru-de-ajutor/	Tuesdays & Thursdays 11.00am-5.00pm Delivery for vulnerable / elderly people	One food parcel to all those that need it.
Unitas Youth Centre, Burnt Oak	Unitas Barnet 76 Montrose Avenue, Burnt Oak, HA8 0DT 07732 603042	nathan.tuft@unitasyouthzone.org https://www.unitasyouthzone.org/	Tuesday & Wednesday 11.00am-1.00pm Can request delivery made throughout the week.	Self-referral by phone Also offer Grab & Go lunch service - free packed lunch to young people and families, weekdays 12pm-2pm

N10				
Muswell Hill Foodbank (Trussell Trust)	Pembroke Rd Church, 68 Pembroke Road, London N10 2HT 020 8883 0434	info@muswellhill.foodbank.org.uk www.muswellhill.foodbank.org.uk	Monday 12:30pm-2:30pm Wednesday & Friday 11:30am-1:30pm (Closed Good Friday)	Referrals and self-referrals
NW2				
Child's Hill Food Bank <i>N.B. for people living in NW2 and NW11</i>	All Saints' Church, Child's Hill, Church Walk, London, NW2 2TJ 020 7435 3182	childshillfoodbank@gmail.com https://www.allsaintschildshill.com/childs-hill-food-bank/	Saturday 10.00am -12.00pm	No referral needed
NW4				
Kosher – GIFT Foodbank	379 Hendon Way, London NW4 3LP 020 8457 4429	info@jgift.org https://www.jgift.org/services/	Home deliveries for weekly kosher food	Ring to arrange

NW7				
NW7 Hub Foodbank (Behind library)	Mill Hill Library Building, Hartley Ave, London NW7 2HX 020 8906 3125	Host@nw7hub.org.uk https://www.nw7hub.org.uk/covid-19-support/	Tuesday & Saturday 10am-1.00pm	No referral or voucher needed
NW9				
Barnet Food-share (Living Way Ministries)	7 The Concourse, Grahame Park, Colindale, London NW9 5XB	livingway@email.com	Monday - Saturday 10am -1.00pm Sunday 9.00am-11.00am	Contact by email – no referral needed
Colindale Food-bank (Trussell Trust)	Trinity Church, Northwest Centre, Avion Crescent, Grahame Pk Way, NW9 5QY 07415 223963	info@colindale.foodbank.org.uk https://colindale.foodbank.org.uk	Tuesday & Thursday 12.00pm-2:30 pm	CB can refer by issuing a food voucher

Food Banks offering readymade hot meals

Name of Food Bank	Address /Phone number	Email address/ Website	Opening hours	Notes
One Stonegrove, Edgware	5 Hayling Way, Edgware, HA8 8BN 020 8357 0923	OneStonegrove@sct.london	Collection only - if the client can't collect, then we will need to ask independent volunteers to collect and deliver	Ring to arrange - self referral
The N2 Food Project	Phoenix Cinema 52 High Road N2 9PJ	https://iloven2.co.uk/community-organisations/n2-food-project/	Collection Tuesday 10.30am-12.30pm	no referral needed, no questions asked, just turn up.
Feast with Us	Is operating from UNITAS (Youth Zone) Lily 07309 731521	https://www.feastwithus.org.uk/eat partners@FEASTWithUs.Org.uk Please Note. This project has just started and is only serving meals to the UNITAS network and will be available for the wider Barnet community from the end of May. HOWEVER, Lily has said if one of our clients is desperate and needs a cooked meal on a Tuesday or a Wednesday And we can provide a volunteer, FwU will be happy to cook a few extra meals that we can pick up and deliver to the befriender. We must communicate with Lily in advance to let her know that we need a meal on those days.	Cooking there on Tuesdays and Wednesdays. So, if we need a cooked meal on those days only, and we have a volunteer available for the delivery, they don't mind cooking a few extra meals.	Self-referral using the form on the web link (with the help of befriender if required) Can contact via e-mail, but using the form will be quicker

Advocacy

Advocacy seeks to ensure that people are able to:

- Have their voices heard on issues that are important to them
- Defend and Safeguard their rights
- Have their views and wishes considered when decisions are being made about their lives

An advocate will help you to:

- Express your views and concerns
- Access information and services
- Defend and promote your rights
- Explore choice and options

Citizens Advice Barnet and Mind Barnet

Citizens Advice Barnet can offer Advocacy for our clients. The Specialist Advice, Information and Advocacy Service is a free and impartial service run by Citizens Advice Barnet in partnership with MIND in Barnet, providing information, advice and advocacy about all your care and support needs.

Advocates and advocacy schemes work in partnership with people they support and take their side.

<https://barnetcab.org.uk/care-and-support/>

<https://www.mindinbarnet.org.uk/advocacy/>

Phone 0208 906 7500

Kenton Legal Clinic provide free legal advice in areas of Housing, Employment and Civil Litigation to those without the means to afford paid legal advice. In particular, the clinic was set up with those in mind who have been badly affected by the covid pandemic. If we cannot help you, we also act as a triaging service, putting you in touch with a similar organisation that we think may be able to help you.

We are conscious of the difficult journey often involved in finding the right service to assist you. We would, therefore, urge you to carefully consider the criteria below before getting in touch.

We are likely to be able to help you if:

- you are an individual or a charitable organisation;
- your enquiry relates to employment law, housing law or the conduct of civil litigation;
- you live in England or Wales;
- you are unable to afford legal support and advice;
- you are able (given the COVID-19 pandemic) to attend an appointment with a legal advisor on the phone or online
- you can agree to our terms and conditions (on our website)

You can reach us by:

- Emailing us at admin@kentonclinic.com; or
- Calling us on 07541 310645. This line is manned on weekdays from 9:00 to 17:00
- www.kentonclinic.com

Extension of Home Library Services

The Home Library Service currently provides a library service to residents who can't get to a library.

Residents are visited every 4 weeks and are able to select from the following

- books in ordinary and large print,
- books in foreign languages,
- spoken word CDs, music CDs,
- DVDs

Residents can also access the libraries online digital resources.

The Home Library Service will be offering an extension to their existing service which will run alongside the current Select and Collect service operating in Barnet libraries.

They can offer home visits of library stock to residents who may not be able to make use of the current Select and Collect service due to not being able to make it to the library during the periods they are open for collection of stock, a reluctance of using public transportation, having to shield a member of their household or not having a friend/neighbour to visit on their behalf.

For further information please feel free to call on 020 8359 3901 or email at mobile.library@barnet.gov.uk

Families who are unable to collect resources from a library may also be eligible for delivery. Please contact staff on the details above.

For general information see the webpage <https://www.barnet.gov.uk/libraries/home-library-service>

Online Workshops/Courses Offered By Mind in Barnet – Summer 2021

Course	Time/Date	Details
ONLINE WORKSHOPS		
Anger Management Workshops	10-1pm, 17 th June OR 15 th July	For people wanting to understand anger, and learn tools to manage it.
Mindfulness for Stress Reduction & Anxiety Reduction Workshops	10-1pm, 3 rd June OR 1 st July	For people wanting to understand stress and anxiety and learn mindfulness tools to manage.
Body Care	10-1pm , 10 th June OR 8 th July	For people wanting to learn simple everyday practices (e.g.eg. washing and using scrubs and oils, breathing, eating etc.) and exercises (eg yoga and pilates) to keep the body well, and help the mind.
Mind Body & Soul	10-1pm, 24 th June OR 22 nd July	A chance to explore the power of sound, creative visualisation and mediation for positive mental health.
ONLINE COURSES		
Art Course (10 weeks).	Tues 2-4pm OR 6-8pm. Starting 18 th May	People of all levels, learn how to develop skills and express themselves using art techniques.
Effective Communication (10 weeks).	Weds 11am-1pm. Starting 19 th May	How to verbally communicate with confidence in different situations.
Gardening with Nature (10 weeks) **Delivered face to face Guidelines permitting**	Mon 10.30am-12.30pm. Starting 17 th May	How to sow and grow plants, and work with nature at the same time.
Hand Sewing (10 weeks).	Tues 11am-1pm. Starting 18 th May.	Learn basic techniques and stitches to create a range of items for the home. Suitable for beginners.

Course	Time/Date	Details
Jewellery Making (10 weeks).	Fri 2-4pm. Starting 21 st May.	Learn a range of techniques to make items for yourself and as gifts. Suitable for beginners.
Performance Skills (10 weeks).	Wed 6 -8pm. Starting 19 th May.	Learn a range of techniques and build confidence in performing.
Personal Development (10 weeks)	Fri 11am-1pm. Starting 21 st May.	To help you achieve your full potential, and build confidence to manage life's challenges.
Self Esteem (10 weeks)	Wed 11am-1pm. Starting 19 th May.	To understand and develop skills of self-esteem.
Singing Skills (10 weeks).	Mon 4-6pm. Starting 17 th May.	Learn a range of techniques, and build confidence in singing.
Workability (10 weeks)	Thurs 2-4pm. Starting 20 th May.	To understand and develop skills for work and volunteering.

**All courses are FREE, and funded by Barnet & Southgate College.*

For more details, or to book a place contact Martine:

T: 020 8906 7507

M: 075357 43667

E: martine.drake@mind-in-enfield.org.uk

For more information on what Mind Barnet has to offer <https://www.mindinbarnet.org.uk>

Mind Barnet can also help with Advocacy, they can help with housing etc.

We can refer the client or they can call directly <https://www.mindinbarnet.org.uk/advocacy/> Phone 0208 906 750

Citizens Advice Barnet

Citizens advice offers a free, confidential, impartial and independent service covering many areas.

Advocacy - Citizens Advice Barnet can offer Advocacy in partnership with MIND in Barnet, providing information, advice and advocacy about all your care and support needs. If you think you need an advocate, contact our Helpline. <https://barnetcab.org.uk/care-and-support/>

Work - Information on what your rights are and how to solve problems.

Benefits - Information on benefits and tax credits. Information about council tax and housing costs, national insurance, payment of / problems with benefits

Debt and Money - Information to help deal with debt problems and how to avoid losing your home

Family - Find out what your rights are if your relationship has broken down, for example whether you can stay in the family home or who the children should live with. How to deal with things like making a will, registering a birth or changing your name, and where else to go for help.

Housing - Know your rights and responsibilities. You could be threatened with eviction if you can't cope with your mortgage payments. Information about how to go about renting or buying a home or finding somewhere to live. Advice on handling problems with your landlord

Law and courts - Know your rights and information on what to do if you face discrimination, need legal advice or have to go to court without a lawyer.

Health - Know what you are entitled to from the NHS information about your rights to health care, the NHS complaints procedure, how much health care costs, direction to other specialist agencies who can provide help and more detailed information.

Immigration and discrimination

The best way for a client to reach CAB is by filling in an online advice form using the link below, with the help of a befriender if required.

Alternatively call: 0300 456 8365 – Monday-Friday 9:15am – 4:00pm.

<https://barnetcab.org.uk/our-services/>

If you need help claiming Universal Credit please call: 0800 144 8 444 (Freephone) – Monday-Friday 8:00am – 6:00pm.

For help applying to the EU Settlement Scheme, please call: 0300 456 8365 www.citizensadvice.org.uk <https://barnetcab.org.uk/>

Grocery Delivery Options

The big supermarkets all offer a home delivery service, although minimum spend and delivery charges will differ. Amazon Fresh and Deliveroo also offer grocery deliveries.

Supermarket	Minimum Spend	Delivery Charge	Notes
Amazon Fresh Amazon Morrisons	£15	£3.99 on orders of £15 - £40 Free same day delivery for orders over £40	Need to have Amazon Prime £7.99 monthly
Asda	None	£1 - £7 depending on slot	£3 surcharge on all orders under £40
Co-op	£15	£1.99	
Deliveroo	None	Free on orders over £15 Under £15 cost calculated according to distance	-49p service charge on all orders -£5 surcharge on orders under £15 -Options dependent on postcode (Waitrose, Co-op, Sainsbury's)
Iceland	£25	Free on orders over £35 £2 for orders of £25 - £34.99	
M&S (Ocado)	£40	Free on orders over £75 £2.99 -£6.99 for orders of £40 - £75	-Required to register with Ocado and shop on the Ocado website. -There is an option to buy a Smart Pass which gives unlimited deliveries, offers and discounts - monthly, six monthly or annual
Morrisons	£40	Cost will depend on delivery slot and delivery address	There is an option to buy a delivery pass which gives unlimited deliveries on online shops - monthly or annual.

Sainsbury's	£25	Free over on orders over £100 £1 - £4.50 on orders of £40 - £100 £7 on orders of £25 - £40 £1 saver slots available with a 4-hour window	There is an option to buy a delivery pass which allows one delivery per day for 3, 6 or 12 months depending on the length of your pass when you spend more than £40 (cost of pass ranges from £10 - £60)
Tesco	None	£4.50	£4 minimum basket surcharge for orders under £40
Waitrose	£40	Free	
Waitrose Rapid	£10	£5	-Deliver within 2 hours. -Available depending on postcode.

Volunteer Gift Cards for Grocery Shopping

To avoid volunteers and their clients having to handle cash most supermarkets offer the option to buy a Volunteer Gift Card, to be used exclusively in their stores.

Supermarket and Card Name	How to Purchase	Top Up	Notes
Aldi Blue Voucher Orange Voucher e-Gift card	aldi.co.uk/gift-cards Available to buy as an e-Gift card or as a gift voucher which will be sent by post	No	-Gift Voucher - purchase in denominations of £5 and £10 -e-Gift card – minimum purchase £5
Asda Asda Volunteer Shopping Card	asdagiftcards.com/volunteer-shopping Buy online as an e-gift card	Yes – online or instore	-e-Gift card available £5 - £150 -Register the card on the Asda Website so balance and any shopping can be checked online
Co-op Community Shopping Card	Tel: 0800 029 4592 Can only purchase by phone e-Gift card or gift voucher	Yes – by phone	
M & S We're all in this together e-gift card	marksandspencer.com/we-re-all-in-this-together-volunteer-e-gift-card/p/gcp60282075?prevPage=srp e-Gift card Tel: 0333 014 8000	Yes – in store	-e-Gift card available £10 - £500 -Card balance can be checked on line, instore or over the phone -Can take up to 72hrs to reach e-mail account once purchased

Morrisons Morrisons Gift Card or eGift	my.morrisons.com/blog/community/morrisons-gift-cards/ Buy online as an e-Gift card or a gift card which will be sent by post	No	Gift Card or e-Gift card available £10 - £250
Sainsbury's Volunteer Shopping Card	https://sainsburysgiftcard.co.uk/ e-Gift card Tel: 0371 200 1597	No	-e-Gift card available £5 - £250 -Register the card to check the balance on line, alternatively telephone for the balance -Physical gift cards currently only available in store can be topped up
Tesco Together, we can do this. volunteer e-Gift card	https://www.tescogiftcards.com/order e-Gift card Sent to e-mail or as text message to phone	No	-e-Gift card available £5 - £150 -Require a Tesco.com account to purchase, which can be opened whilst buying the e-Gift card -Balance can be checked by phone
Waitrose Volunteer's Shopping Card	https://johnlewisgiftcard.com/JohnLewisWaitrose/ByEmail/JohnLewisWaitrose/ChooseProduct?product-Group=Waitrose E-Gift card Physical gift card can be purchased online, instore or by phone Tel: 0330 123 0350	No	-e-Gift card available £10 - £500 -Balance can be checked by phone or online (check my balance – on main JLP website)