



CommUNITY Barnet
supporting community organisations

The newsletter for Barnet's Voluntary Community Sector
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LINK

Welcome to CommUNITY Barnet!

Quality Issue

Environment Month

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Latest
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Saving Energy



Hua Hsia



Holocaust Memorial



Letter from the Chief Executive

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You will have heard it before more often than you probably care to, but as we all know, times are getting tougher.

As we brace ourselves to deal with the fallout of the global recession and meeting greater needs and demands with less resources, we really need to be the top of our game. So, this Spring Link is all about the all-important but at times elusive and challenging QUALITY. So what is it exactly? Here is the definition by Charity Evaluation Services:

"Quality is essentially about learning what you are doing well and doing it better. It also means finding out what you may need to change to make sure you meet the needs of your service users.

Quality is about:

- knowing what you want to do and how you want to do it
- learning from what you do
- using what you learn to develop your organisation and its services
- seeking to achieve continuous improvement
- satisfying your stakeholders - those different people and groups with an interest in your organisation."

I hope as we are finally getting ready for Spring, this Link will provide you with inspiration to aim as high as possible.



Natalie Broadbent
Information & Communications Officer



Ruth Sonntag
Volunteer Centre Coordinator



Haleh Pelevane
Finance Assistant

Haleh has been volunteering with CommUNITY Barnet for 2 years. In January we welcomed Haleh to CommUNITY Barnet's finance team. We look forward to working with you Haleh.

Ruth retired from the Volunteer Centre after 4 years; she helped Volunteer Centre Manager Sarah Rogers to set it up. She will continue to pursue her other work and interests and we wish her all the best.

Natalie left CommUNITY Barnet at the end of February after almost 2 years with us. She has moved onto UK Sport as a Web & Publications Officer. Please contact Yessica Alvarez-Manzano, Head of Engagement and Communications, on 020 8364 8400 ext 219 with any LINK contributions.

Welcome to

Goodbye to

60 Seconds with... Mary Caporizzo

How long have you worked at CommUNITY Barnet?

For 5 years.

What did you do before life at CommUNITY Barnet?

I worked at Victim support for two years as a Help Desk Assistant. Previous to that I was a Support Officer at Barnet College. I spent five years at home with my son going to birthday parties, visiting zoos, toy shops and any place that would

keep his interest.

I also spent many happy hours at CAB in a variety of locations around Greater London and was a mature student at Hatfield Polytechnic, the Ivy League of Polys where I met the most amazing group of people, who I'm still in touch with!

What does your average day entail?

After opening up the post room and turning on the photocopier I say hello to Michael, our Finance

Manager (Michael and I are usually here first in the morning).

I then sit down and check my emails.

As Networks Coordinator I'm often out of the office at network or Partnership Board meetings. When in the office, I type up minutes, promote the networks and disseminate a large amount of information to network members. I also make the time to talk to my colleagues and catch up with what they are doing.

Stop Wasting Energy

It's Environmental month at Barnet Council and here at COMMUNITY Barnet we thought we would get on board.

So, want to reduce your environmental impact and save money too? There's lots of easy ways that you and your organisation can get involved.

- To stop wasting energy just turn down your thermostat by 1°C and you could cut your heating bills by up to 10 percent and typically save around £55 per year. Start with the Energy Saving Trust to find out more about what you could do. They can provide free, independent and local energy saving advice. Give them a call on 0800 512 012 or visit their website at www.energysavingtrust.org.uk

- Have an idea for a project in the community but don't know how to make it happen? Join the Energy Saving Trust's Green Communities Programme. The programme aims to support, facilitate and promote community based energy projects and offers members free training and advice. Join for free at www.energysavingtrust.org.uk/cafe

- If you have electrical waste, make sure you recycle it rather than throw it away. As part of Barnet Council's EnviroMonth in March, voluntary and community groups will be invited to take part in an Electrical Waste Amnesty Day.

You will be able to recycle all your electrical waste – from mobiles and kettles to computers and fridges. The day will take place in the third



week of March and more details will follow soon

- Reduce, reuse and recycle. To find out about recycling more of your household's waste visit the Council's website www.barnet.gov.uk/recycling. Don't forget about reusing through.

Why not join the worldwide Freecycle Network to get rid of or acquire old furniture or other goods?

If you want to do something more local, think about holding a Swapshop event where people can swap unwanted gifts, clothes or toys

- Want to walk rather than drive but don't know the route? A new journey planner website www.walk-it.com has been created for walkers which shows you the best routes, the amount of calories burned, and also the amount of CO2 you can save.

- Find a passenger or driver to car share with. Ask around to find out if anyone lives close by and would be interested in sharing lifts. You can also register your interest in car sharing at www.liftshare.com.

If you're an infrequent user who only needs a car now and again, join a car club. You will have all the benefits of a car without any of the troubles that are associated with it; no maintenance costs, car tax,

insurance premiums – just a car, as and when you want it.

- Live or work in High Barnet? Then get involved in the High Barnet Green Home Zone.



Picture from Barnet Council

The low carbon initiative is run by local people for local people. The zone encompasses all the streets behind The Spires and the Meadway and roads off it - some 2,250 homes in High Barnet.

Its ambition is that every household will reduce the energy they use, the water they consume, recycle more and waste

less, walk more and use the car as little as possible locally. The zone will be launched with an eco fair and plastic bag free day at The Spires and in The Hyde Room, Chipping Barnet Library on Saturday, 20 March 2010.

The launch will be a fun event with energy and recycling advice, a driving simulator, face painting and crafts for children. The organisers are looking for local residents, businesses, schools and organisations in High Barnet who will support their aims and work with them.

This could involve volunteering time, inviting them and the Energy Saving Trust to give a talk, or by publicising their Eco Fair in their building or newsletter.

Please email info@greenhomezone.org to find out more about how you can get involved.

Representation & Partnership



North London CVS Partnership – The strategic partnership for local VCS benefit. The North London CVS Partnership brings together the four councils of voluntary service in Barnet, Enfield, Haringey and Waltham Forest.

Sub Regional Manager, **Karen Hart** Tel: 020 8364 8400 ext 208
Workforce Development Coordinator, **Mariam Wahab** ext 218
Communications Coordinator, **Anahied Hatamian**

Policy, Policy, Policy!

Following on from my last newsletter on recent consultations, NLCVSP has been busy responding to consultations and representing the sector to inform and influence policy to support local charities, voluntary organisations and community groups.

Recession talk back – what impact is the recession having on your organisation?

The Big Squeeze was back for a limited period only and responses had to be in by 26 February 2010.

London Voluntary Service Council launched the Big Squeeze survey for 2010 and seeks a big response from London's voluntary and community organisations.

LVSC is keeping track of key developments - in areas such as demand for VCS services – and are beginning to map how the anticipated changes in public expenditure will affect the sector's ability to help Londoners through the recession in the coming year.

In 2009 the survey data was vital in advocating for the sector with statutory partners, and other

funders, on the crucial role our services play.

This year the challenges for the sector are even greater, so LVSC needed as many responses as possible to make a strong case for our positive impact on the most vulnerable in London.

All links and resources can also be found at www.lvsc.org.uk/big-squeeze.

North London CVS Partnership Influence: Third Sector Alliance

Karen Hart, NLCVSP Manger, has been appointed the Chair of the Third Sector Alliance, London's Network for Third Sector policy and influence.

The focus of the 3SA is to inform and influence policy on issues relating to the recession, commissioning and health and social care. Under these areas 3SA has lobbied on safeguarding funding for the VCS and local Volunteer Centres and issues relating to Health and Social Care and VCS opportunities to influence on programme spends.

If you have issues of concern

relating to national or regional policy contact CommUNITY Barnet and or Karen Hart.

Personalisation of Care event - 2 February 2010

North London CVS Partnership worked in partnership with Central London CVS Network and Skills for Care to host a VCS event on Personalisation.

The event was very well attended, in fact it was over subscribed, so the partnership are exploring ways in which to support the sector further in this area.

The main focus of the event was to help organisations to consider how to reposition themselves for the personalisation of care, raising awareness as to new opportunities as a care provider.

The event also identified a number of VCO needs in relation to marketing expertise, improved links with local authorities and commissioners and issues relating to the need to train those providing care services. Please check with CommUNITY Barnet for support in this area and further events.

Have You Seen Our New Website?

The new North London CVS Partnership website is now live!

Take a look at www.nlcvsp.org.uk. There you will find toolkits,

the latest sub regional news and much more.

Training



For further information or advice, please contact:

Karina Vidler, Training Officer

Tel: 020 8364 8400 ext 212 Email: karina.vidler@communitybarnet.org.uk

Zoe Kattah, Membership & Events Co-ordinator

Tel: 020 8364 8400 ext 225 Email: zoe.kattah@communitybarnet.org.uk

Community Leadership in Barnet

Our Community Leadership training is underway, with participants attending their first full-day session at Avenue House in January. The training is being delivered by Birkbeck, University of London, for staff and volunteers in local voluntary and community organisations in Barnet.



*Michelle Allen - Barnet Action 4 Youth
Ronald Boucher - Youngstars Table Tennis Club*

*Jannine Brown - Barnet Action 4 Youth
Anna Cymbalist - Barnet Carers Centre
Linda Edwards - The Larches Trust
Ramadhan Haji - Community Education*

*Support
Hadassa Kessler - Kisharon
Paula Khan - Grief Encounter Project
Bitenge Makuka - African Refugee Community
Clement Mwatsama - Joy Bringers R Us
Sylvia Mutale-Edwards - St Joseph's Pastoral*

*Centre
Diane Prempeh - London Action Trust
Gemma Rowan - CAB
Dinesh Vijayan - Resources for Autism
Amy Walker - Noah's Ark Children's Hospice
Suguna Yoganather - London Asian Welfare Trust*

Tips for a High Quality Training Experience

1. Plan for training and development

Include training and development in your business planning; implement an annual training and development plan and set a realistic budget. When applying for funding, always include an amount for the training and development of staff and volunteers involved in the project.

2. Work out what training and development is needed

Identify the training and development needs of staff and volunteers. This can be done through supervision and in appraisal, and by inviting people to say when their role requires skills that they don't have. Our roles, the way we work and the environment in which we operate all change over time.

3. Is training going to be the most useful thing?

Think about how identified development needs could be best met. Sometimes this will be through a training course, but there are other options. For example, it might be effective to arrange job shadowing, peer mentoring or coaching.

4. Select the right training

If training is what's needed, look around for what best suits the person and the organisation. Things to consider include:

- whether local training, such as that offered by CommUNITY Barnet, is suitable or whether it will be worth the time and money costs of travelling to a course
- looking beyond the course title
- check that the content and learning outcomes match what's needed

- whether accredited training is the thing. This tends to be more expensive, but is subject to a greater degree of quality control, and can be useful in demonstrating capacity when bidding for funding

- cost!
- the experience of the trainer
- applicability of the training to the voluntary and community sector

5. Was it worth it?

Straight after the training, discuss what the participant gained from it and how they will apply learning in their work. Then, a few months later, assess the impact that the training has had. CommUNITY Barnet is currently building impact measurement into our work, and we'll be contacting people who participated in our training with a question or two on how useful it has been.

Children & Young People



For further information or advice, please contact:

Dadia Conti, Children's Services Manager
Tel: 020 8364 8400 ext 221 Email: dadia.conti@barnetchildren.org

Mahin Sadigh, Monitoring Officer
Tel: ext 205 Email: mahin.sadigh@communitybarnet.org.uk

Tori Jacovides, BSSF Coordinator Email: bssf@barnetchildren.org

Barry Rawlings, Safeguarding Policy Advisor
Email: barry.rawlings@barnetchildren.org

Audrey Montet, Participation Officer
Email: Audrey.montet@barnetchildren.org

Ally Cooper, BOBBY Panel Coordinator
Email: ally.cooper@barnetchildren.org

When It Comes to Young People, Participation is a Mark of Quality

Youth at the Table, CommUNITY Barnet's recent training session for young people 16-25 who are thinking about becoming trustees, has the potential to offer you some real expertise and tick that participation box!

The training was excellent and here is some feedback from the day:

"Good to understand more about board member jobs and how to run meetings"

"I thought today was beyond anything that I expected. It was fantastic with everyone cooperating and working together"



Participants at Youth at the Table

"The training day has been informative.

I got to learn about other organisations giving

me ideas and opinions on how to help inspire the organisation I take part in"

If you are looking for a young representative to sit on your committee please do let us know and we will help you to recruit.

And look out for additional courses later in the year!

For information on participation training and support please contact Audrey Montet, Participation Officer, on Audrey.montet@barnetchildren.org or call 07942 245 945.

Youth Mark Training

Youth Mark is the quality award for organisations that provide services for young people.

It is an opportunity for young people to go to organisations working with young people and assess how good they think their services are and to help them improve.

The Youth Mark award has been developed in partnership with young people and is based on what young people believe to be important to them.

The next Youth Mark Assessor training course for 15-19 year olds will be taking place on 27-28 March.

This is an invaluable opportunity for young people you work with, giving them skills that Universities and employers will value, a qualification and the opportunity to make a difference to their local community.

For more information call the Youth Mark team on 020 8347 2365.

Quality in Play, Quality in Education

There are a range of different quality assurance schemes that you can use if you are delivering services to children and young people.

We are very fortunate in Barnet to be able to give local support for two specific schemes for play services and community education services.

Quality in Play

Quality in Play (QiP) is a scheme for out-of-school play and childcare provision to ensure quality play opportunities for children. It is accredited by London Play.

CommUNITY Barnet members Barnet Play Association can provide your organisation with a mentor to

support you through the process. The scheme was developed by playwork practitioners and is based on established playwork values.

Quality in Play will help your organisation to demonstrate good practice and the quality to inspectors, parents, communities and funders.

For more information contact Maria at Barnet Play Association on 020 8344 2755.

Quality Framework for Supplementary Schools

The Quality Framework for Supplementary Schools is developed by ContinYOU and

the National Resource Centre for Supplementary Schools. There are three award levels from bronze to gold.

We are delighted that we are soon to host a mentor based in Barnet to help supplementary schools who are members of the Barnet Supplementary Schools Forum to achieve these awards. Four Barnet schools have been guinea pigs for the scheme and have achieved bronze awards: Paiwand, Andisheh, OYA and Hua Hsia Chinese School.

For more information get in touch with Tori Pearson Jacovides, BSSF Coordinator, or visit www.bssf.org.uk.

Working With Children: Jobs and Careers Fair 2010

The third annual Barnet Children's Workforce Partnership Jobs and Careers Fair takes place at the RAF Museum in Colindale on Thursday 29 April.

It is a wonderful opportunity to publicise vacancies in your organisation.

The event, which runs from 10am-5pm, will offer great networking with the vast range of professional services to children all represented; schools, health, social work, youth work, play work, colleges, family support and of course the voluntary sector. It will also be an opportunity for your volunteers, staff or service users to consider career development.

At last year's event the



CommUNITY Barnet stand was very busy telling people about the great diversity of opportunities in the voluntary and community sector.

There were big organisations like Norwood offering a range of voluntary placements, IPOP with summer vacancies for support staff for disabled children and

v-involved with exciting work experience placements for 16-25 year olds.

If you want to advertise your opportunities, talk to people about why you love your job or would like to help by taking a turn on the stand with us, please get in touch.

Email dadia@barnetchildren.org.

Volunteering



For further information or advice, please contact

Sarah Rogers, Volunteer Centre Manager

Tel: 020 8364 8400 ext 216

Misha Bhatt-Shibu, Barnet Community Volunteer Awards Coordinator ext 223.

Lisa Robbins, Experts in Volunteering Development Officer

Welcomes and Goodbyes in the Volunteer Centre

We said goodbye to **Ruth Sonntag** who has retired from CommUNITY Barnet's Volunteer Centre after 4 years.

In her role as Volunteer Centre Coordinator Ruth helped Sarah Rogers set up the Volunteer Centre in March 2006.

We are grateful for her valued service and wish her well as she continues to pursue her other work and interests.

The Volunteer Centre is delighted to welcome **Jana Benakova** to the team. Jana is currently

helping us catch up with a backlog of enquiries (as we are short of help at the moment!) and provided great support at our recent successful masterclass on fundraising.

Thank you Jana and we hope you enjoy your time with us.

Register Your Volunteers for the Next Volunteer Awards

The next Barnet Community Volunteer Awards will take place on 25 March.

We are very pleased that we have been offered the Town Hall in Hendon free of charge.

To register your volunteers contact Misha on Misha.Bhatt@communitybarnet.org.uk. We look forward to seeing you then.



Fundraising Masterclass a Success

The Volunteer Centre had its first event for the year on 21 January: "Masterclass on Fundraising for your volunteer programme".

We are very grateful to our speakers Denise Wilkinson from Retired and Senior Volunteer Programme, Kerry Kavanagh from Resources for Autism, Nazee Akbari from Barnet Refugee Service and our very own

Marilyn Keats for their time and for sharing their valuable experience on fundraising for volunteer programmes and also for giving some key handy tips.

Sarah spoke about Volunteer Centre Barnet's experience in raising funds for its "Reach out Further" programme through the Big Lottery Grant.

Overall the event was a huge success with very positive feedback from all.

Participants from 12 different organisations attended the event.

We do aim to have many such Masterclass sessions in the future in partnership with our umbrella organisation CommUNITY Barnet.

How Do We Achieve Quality in Volunteering?

As mentioned in our winter edition of LINK we are very fortunate to be hosting Lisa Robbins, the Development Officer for North London's **Experts in Volunteering Project**.

Developed by Greater London Volunteering (GLV) in close collaboration with London's 32 Volunteer Centres, London's Volunteer Management Charter is a clear statement of the key volunteer management areas that contribute to excellent volunteering experiences. Below are the charter's key points and Lisa will be more than happy to meet you and discuss further how the project can help you. Contact Lisa on Lisa@glv.org.uk.

Equality and Diversity

Volunteering is open to all; volunteers are treated with fairness

This is a statement which on first glance we would probably all say we are adhering to without doubt. But a better way to check this out is to conduct an audit of your volunteers to check that older people (55+) young people (16–25), and people from minority groups, as well as disabled people, are represented in your organisation as volunteers.

Expenses

Travel, and any other agreed out of pocket expenses are reimbursed

It is our experience that some organisations are still not paying expenses, even travel expenses. If this is the case then it follows that volunteering is really not open to all (see above) as many potential volunteers who are unwaged may not be able to access your volunteering opportunities despite

being keen to do so.

Induction

Volunteers are introduced to the work and ethos of the organisation

Can you imagine turning up for your first day in a new role (paid or unpaid) and being left to just 'get on with it'? Expect to spend at least one session introducing the new volunteer to everything you would show a staff member.

Organisational Involvement

Volunteers have influence and an informed voice on organisational issues

It's really important to listen to what your volunteers say as they can bring a wealth of expertise and knowledge to your organisation. Invite them to team meetings and encourage them to take part in any consultations you may be having.

Personal Development

Identified needs are met by relevant training and development opportunities

Not only are you giving your volunteers something in return for their time by offering them training opportunities but your organisation will benefit from a better skilled and more knowledgeable volunteer team.

Recruitment Process

Recruitment procedures are fair, efficient and consistent

Check your recruitment and selection policy and if you have doubts email it to Lisa or to us at the Volunteer Centre so we can ensure you have covered the main points. A robust policy will help deal with any potentially difficult issues.

Resolving Difficulties

Volunteers are aware of how to raise a concern, and how it will be handled

It's important, during the induction, to make sure you cover this issue. Once again, check your volunteer policy and see if it's clear how a volunteer could bring a potential difficulty to the person who is looking after them. It's worth noting here that if regular support is offered to volunteers it is less likely that issues will escalate.

Reward and Recognition

The organisation expresses its appreciation of the volunteers' contribution

From a simple 'thank you' after each volunteering session to an annual party/picnic/lunch/bring a dish – your recognition event can be as large or as small as your budget and resources allow.

Safe Volunteering Environment

The physical and emotional risks of volunteering are identified, minimised, and covered by adequate insurance

Depending on the activities your volunteers are involved in and the vulnerability of the client groups this includes everything from risk assessments to ensuring compliance with the new vetting and barring standards.

Support

A named supervisor ensures ongoing support appropriate to need

Depending on the type of volunteer role and how it is carried out, supervision or support is essential in order to retain your volunteers. It can be as light a touch as having a cup of coffee and making notes on a regular basis to following a pro forma in a more formal setting.

Members



For further information or advice, please contact **Zoe Kattah**, Membership Co-ordinator
Tel: 020 8364 8400 ext 225 Email: zoe.kattah@communitybarnet.org.uk

Welcome to new COMMUNITY Barnet members:

Cricklewood Millennium Green
Trust
Action for Social Integration

Association for African Owned
Enterprises (UK)
Deutsche Samstagsschule Hendon
Tzivos Hashem
SAAM Theatre Company Ltd

Barnet Bengali Jana Kalayan
Organisation UK
Emma Q Associates
African Sub Saharan Development
Partnership

Members Feature: Hua Hsia Chinese School

**Natalie Broadbent speaks to
Katja Ting from the Hua Hsia
Chinese School about how their
organisation received its quality
mark.**

Hua Hsia is a supplementary Chinese School. Its aim is to 'teach, motivate and develop effective understanding of the Chinese language and culture for all people through teaching, information, educational development'.

Katja Ting, Principal at the School, says: "We emphasise and develop both the mother tongue of the children and English to enhance their bilingual learning experiences."

In addition to this, Hua Hsia Chinese School regularly offers activities which celebrate Chinese Arts and Culture.

She adds: "Pupils are regularly rewarded with certificates and reward-stickers for good work and behaviour. "Varied activities and interactive resources ensure that the pupils are motivated and enjoy their tasks."

Hua Hsia is striving for quality in its work as shown in the achievement of the Continyou Bronze Award Mark. The award, part of the



Pupils from the Hua Hsia Chinese School

National Resource Centre (NRC) Quality Framework, shows that a supplementary school has all the basic policies and procedures in place to run safely and effectively. The school was elated when it received it in December 2009.

"In order to complete the award we had to have a variety of documents in place," says Katja. These included a description of the Supplementary School, a staffing and volunteer policy, CRB checks and Accounts.

"The award is hard to achieve and a great honour. It means the school has been recognised for its quality

and management," says Katja. "The benefit is that our community will appreciate the hard work and high standards we have achieved and will be willing to follow these standards."

And, Katja would encourage other community and voluntary groups to complete quality marks. She says: "I believe having all the necessary policies and procedures in place ensures our school can run effectively and efficiently whilst reaching and maintaining our aims."

For more information on quality marks take a look at page 11.



For further information or advice, please contact
Sandra Fullerton, Development Officer
Tel: 020 8364 8400 ext 210 Email: sandra.fullerton@communitybarnet.org.uk

Thinking About Quality

Quality Assurance is about what you are doing well and striving to do it better. It also means discovering what you need to change to make sure you meet your users' needs.

Reasons why Quality Assurance is important:

- increasing pressures on voluntary organisations to be accountable to their funders,
- to prove that their performance is of a high quality and
- to adopt more business-like management

Implementing a quality assurance system can increase an organisations credibility by demonstrating continuous improvements and improving the way in which it manages and delivers its services.

The move towards commissioning and the competitive funding environment makes it important to consider a quality system.

Why quality?

Benefits include:

- Creating and raising standards
- Contributing to the development of services
- Supporting a culture of monitoring, evaluation and service reviews

Choosing a system

This depends on the type of activity or service your organisation is involved in. The following is a list of some sector-relevant standards

- **PQASSO**: Developed in the early

1990s specifically for the voluntary sector and by the Charities Evaluation Service. www.ces-vol.org.uk.

- **Investors in People**: designed help employers focus on staff development, and to improve performance in order to achieve organisational goals. www.investorsinpeople.co.uk

- **Quality Mark Standard**: for organisations that provide legal information and advice. The Legal Services Commission is responsible for the standard. www.communitylegaladvice.org.uk

- **Matrix**: is a quality framework for the delivery of information, advice and/or guidance on learning and work. For organisations providing employment advice and skills training. www.matrixstandard.com/about/index.php

- **Quality in Play**: Quality in Play is a quality assurance system for out-of-school play and childcare provision for school-age children. www.playengland.org.uk

- **Office of the Immigration Services Commissioner (OISC Registration)**: the standard for legal advice agencies providing immigration advice. It is a mandatory requirement. Non-registration to this scheme is deemed a criminal offence. www.oisc.gov.uk

- **ISO 9001**: A number of voluntary organisations are developing and

implementing the ISO standard, in part to demonstrate competence in quality systems and put them in a position to bid for local authority contracts. www.iso.org

- **Visible Communities**: aimed at community centres and multi-purpose community organisations. www.visiblecommunities.org.uk

- **Investing in Volunteers**: For organisations, which involve volunteers in their work. www.investinginvolunteers.org.uk

- **Quality Framework for Supplementary Schools**: voluntary quality recognition scheme, which is independent, peer-assessed and self-regulated. It is based on the Code of Practice for Supplementary School. It is a collaborative and developmental process which takes least two terms, possibly up to a year to achieve. www.continyou.org.uk

Next Step

A Quality system is not something you can develop over-night, you need to give it thought on how it fits within existing work-plan and demands, and create time to develop and implement it. Consider setting up a quality group of two/three people, to drive the process forward.

Where to Get Further Help

Contact Sandra on details above. Extract from LVSC's Advice Team Quality Assurance & IVAC information sheet.

Funding



For further information or advice, please contact
Marilyn Keats, Funding Advice Officer
Tel: 020 8364 8400 ext 209 Email: marilyn.keats@communitybarnet.org.uk

Funding Opportunities

Big Lottery Fund Changes

Firstly, there will be a simplified application and assessment procedure for applicants seeking up to £40,000 a year. Secondly, a two-stage decision-making process for larger bids will ensure that applicants learn sooner whether their project is likely to receive funding. For those invited to the second stage, the likelihood of success will be higher.

Also, from April you will be able to apply for capital funding up to the value of £100,000.

In the autumn there will be a dedicated capital stream, responding to the high, unmet demand for funding for community buildings. This will fund medium-sized refurbishments, new builds or extensions to community centres and village halls, meeting local community needs and aspirations. For full details of the changes, see www2.biglotteryfund.org.uk/reaching_communities100210.pdf
N.B: Applications to the current Reaching Communities Programme, for grants of between £10,000 and £500,000, may be submitted at any time. The current outline proposal form is available until 31 March and applicants will have until 30 April to submit the form.

BBC Children in Need

Funding is available under either the Main Grants or the Small Grants programme to organisations working with disadvantaged children

and young people of 18 years and under. The next deadline is 15 April. For full details see www.bbc.co.uk/pudsey/grants/.

Faiths in Action - Round 2 Open

Faiths in Action is open to faith, inter faith, voluntary and community sector organisations. The maximum grant is £6,000. Grants will be distributed from April 2010 and will fund activities that take place between April 2010 and March 2011.

Funding is for both new and existing projects and they welcome those that support women and young people. You can also apply in partnership with another group or organisation if this helps your project.

For full details, see www.cdf.org.uk or contact the Faiths in Action helpline on 01223 406533.

Joanies Trust

Joanies Trust welcomes applications from registered charities working with young people aged 11-25, particularly projects that lead to employment, accreditation, further education and integration. They are looking for innovation and entrepreneurship and strong evidence of how closely applicants consult young people in developing their service, and for any community involvement or local financial support.

The average grant is £1,000 and only around 1 in 10 applications are

currently successful. They will give grants for running costs, project and core costs and capital costs. The next deadline is 30 April 2010. For full information visit www.joanitrust.org.uk.

The Social Enterprise Investment Fund

The Social Enterprise Investment Fund supports social enterprises involved in the delivery of health and social care services. Investment and support is available for new social enterprises to start up and existing social enterprises grow and improve their services. For full details visit www.dh.gov.uk. The Fund also offers a range of products, including a Collaboration Fund, helping organisations considering mergers, collaborations and strategic partnerships and a Tender Fund offered to organisations with a turnover of less than £250,000.

For full details of all their funds visit www.socialinvestmentbusiness.org/our-funds.

Contracting Opportunities on Funding Central

As well as information on grant-making trusts, there are also thousands of contracts among the income opportunities listed on NCVO's website Funding Central.

Find out more and register your details for free by going to www.fundingcentral.org.uk.

Congratulations to...

JDA who received £35,000 per annum for three years from The City Bridge Trust (Older Londoners programme) towards running costs for their Day Centre and Support Services for older Deaf and Deafblind people.

Rephael House who were awarded £93,000 by the Big Lottery Fund for three years of weekly counselling which aims to help bereaved women, their partners and families restore their emotional health and well being.

RSVP who were awarded £5,000 from the Access to Volunteering Fund. In partnership with Volunteer Centre Barnet they will be putting together a training programme for organisations on how to involve volunteers with special needs.

£100,000 for Rephael House

CommUNITY Barnet members, Rephael House, celebrated after being awarded a total of £100,000 in grants.

The first came from the Big Lottery Fund which handed out £93,000 for three years of weekly counselling which aims to help bereaved women, their partners and families restore their emotional health and well being.

The service will meet a wide range of needs including one-to-one or couples counselling, play therapy and counselling for children and siblings, and mediation and support for the whole family.

Rosemary Decker-Thomas, Director of Services, said: "We were overwhelmed with gratitude and relief on behalf of our clients and potential clients, on hearing the news that we had been awarded £93,000 by the Big Lottery Fund.

"For those who are struggling with child bereavement, our service provides a light in the darkness and support and care for the whole family



The Play Room at Rephael House

when they are at an unimaginable place of grief.

It means such a great deal to us to be able to sustain, develop and expand our service when we know how much it is needed in the South of England. We are the only voluntary sector service to offer such comprehensive, long term and flexible counselling support

to all those women, their partners and children who have been affected by the loss of a pregnancy, baby, child or sibling."

The organisation also received £7,000 from the Frederick Wolffig Fund. Congratulations to Rephael House!

Further details on the Frederick Wolffig fund can be found on the CommUNITY Barnet website at www.communitybarnet.org.uk.

Information & Communications



For further information or advice, including subscription to our email bulletin, contact:
Natalie Broadbent, Information & Communications Officer
Tel: 020 8364 8400 ext 211
Email: natalie.broadbent@communitybarnet.org.uk

CommUNITY Barnet Online

Have you visited the new CommUNITY Barnet website yet? If not then why not take 5 minutes to have a look around now.

The site covers all CommUNITY Barnet's services including funding advice, organisational development and collaborative working. There is also information from the Volunteer Centre and the Children's service. You can find

details about networks, training and the latest policies and consultations.

Other areas include a job shop, events section and the latest news from CommUNITY Barnet, our members and the sector.

Remember, if you would like to share your events, news, vacancies or any other information please do let us know.

And, there's more to come. We will soon be adding lots of toolkits and a host of online publications.

If there is anything you would like to see on the site or if you would like to add details of your events, news, vacancies or any other information please call Natalie Broadbent on 020 8364 8400 ext 211 or email Natalie.broadbent@communitybarnet.org.uk.

Do You Have a Website?

Having a web presence is key to generating publicity and attracting support for your cause.

The big charities and community and voluntary organisations have fantastic looking websites and the cost is way out of most of our sights.

But, you can build your own website for FREE. Here are just a few of the places where you can create your own website and tell the world about what you do.

Wordpress is a fantastic blogging platform but looks and acts just like a website. Visit <http://wordpress.org/>.

Community Kit is a free community website builder operated by BT and Recipero Limited. It allows registered UK charities, non-profit making organisations and volunteer led groups or organisations to build and maintain their own website free of charge.

Take a look at www.communitykit.co.uk/.

Usable Websites is a charity that creates and hosts free websites for charitable organisations throughout the UK Find our more at www.usablewebsites.org.

We told you about **CTT** in the last issue of LINK. They can help you build a website for free. Visit www.charitywebsites.net/index.htm for more information.

Update Your Web Browser

A web browser is 'a software application for retrieving, presenting, and traversing information resources on the World Wide Web'. Put into simple terms it's the icon you click on to access the internet; probably Internet Explorer or Mozilla Firefox.

We all use the internet and it is constantly being updated.



Many new applications such as Google Docs and various websites no longer work when you use Internet Explorer 6 and other older browsers.

So if you are using one of

these older browsers, take this opportunity to upgrade to a newer version. The latest version of



Internet Explorer is 8. Visit www.whatbrowser.org to learn about the differences between the browsers and to find links to upgrades.

Networks



For further information, advice, or to join a network please contact
Mary Caporizzo, Networks Coordinator
Tel: 020 8364 8400 ext 201 Email: mary.caporizzo@communitybarnet.org.uk

Network Meeting Dates for Spring 2010

LD Employment & Enterprise Consortium

25 March, 2.30–4.30pm at Barnet Mencap, 35 Hendon Lane, N3 1RT

Children, Young People & Families Network

14 May, 9.30am–midday, Venue tbc

Multicultural Network

23 May, 2–4pm at Barnet Multicultural Centre, Algernon Road, Hendon NW4 3TA and

6 July, 2–4pm, Barnet Multicultural Centre, Algernon Road, Hendon NW4 3TA

Older Adults Network

13 April, 10am–midday at The

Eversfield Centre, Eversfield Gardens, NW7 2AE

Mental Health Network

17 March, 2–4pm at Martin B Cohen Centre for Wellbeing, Deans Brook Road, Edgware HA8 9BG and

26 May, 2–4pm, Venue tbc

Support for Carers - Aiming Higher

Diane Williams, Chief Executive at Barnet Carers Centre, tells LINK about the recent merger of the Centre with BCASS.

30,000 people in the London Borough of Barnet are Carers looking after others who are sick, disabled or for some other reason are unable to manage their life independently. For instance, a carer can be a mother looking after her disabled son, or a daughter looking after her elderly father who has dementia.

Barnet Carers Centre provides information, emotional support, advice and carer breaks in a wide variety of ways to all carers including young carers from the age of five years. It is in touch with over 5,000 carers and 380 young carers. Its services include a telephone help-line, counselling, welfare benefits advice, a series of newsletters and tailored information packs.

Since 1982 BCASS has employed care workers to look after individuals with care needs, in many cases to give the carer a break. It provides a two star (Good) regulated home care service and also provides care for those who do not have a carer. The service is regulated by the Care Quality Commission.

Talks began with a view to merging the two late in 2007. During discussions it became apparent that there were real opportunities to improve and extend the services being offered to the carers by bringing the operations and management of both organisations together.

A set of plans were agreed and joint working parties focused on different aspects of the work involved such as physical resources (finance, premises and property) and legal matters including governance and human

resources.

As the recent Big Care Debate clearly indicated, the State needs carers in the community to take on more of the care some citizens need. We are aiming higher for carers and for the new organisation which will grow to meet the increasing demands being made upon carers in our community.

With only a few loose ends to tie up, we are now only weeks away from celebrating the completion of the merger.

A great deal of enthusiasm remains for the plan to deliver improved and enhanced services, and there is a high level of confidence that the Carers Centre will continue to develop and deliver well into the future.

For more information contact Barnet Carers Centre on 020 8343 9698, email admin@barnetcarers.org or visit www.barnetcarers.org.

Taking Steps to Improve Your Health

Barnet residents living with long-term health conditions are being offered the chance to get greater control of their condition and improve their health with support from the Expert Patient Programme (EPP).

The NHS programme, which has been successfully running in Barnet since 2003, offers a six week self-management course to anyone with a long term health condition (eg diabetes, asthma,

heart disease, back pain, sickle cell or any other long-term condition).

The aim of the course is to empower and enable patients to better manage their health by controlling their symptoms, setting realistic goals for themselves, managing their pain and tiredness, and coping more effectively with their feelings of frustration and depression.

It offers ideas on healthy eating,

exercise, relaxation techniques, community resources and improving communication with health care professionals and family.

The course is free and runs for 2 and a half hours a week for six weeks. The next course is 16 April -21 May.

To register on a course or for further information contact the Expert Patients Programme Coordinator on 020 8937 7641 or email expert.patients@barnet.nhs.uk.

Update from CSEG

New Steering Group

It's been an exciting start to the New Year for the Community Safety Engagement Group (CSEG) in Barnet with the implementation of an interim steering group. This diverse group of people will lead the process to forming a permanent CSEG to serve Barnet. Our website will be live by the end April.

Our first public forum meeting is planned for April 2010. If you would like to be kept informed of public events for the CSEG or join our mailing list please email Anahied. hatamian@communitybarnet.org.uk. We continue to seek new groups and organisations to join our Community Safety Forum (CSF), please contact Anahied on the above email to register your interest.

Community Safety News

This section aims to bring you news on new initiatives to make London a cleaner and safer place to live. Following in the footsteps of the successful campaign 'lovelewisham.

org' initiated by Lewisham council in 2007, a new service has been launched. It allows Londoners to alert council clean-up teams to environmental blackspots throughout their Borough using their smartphones or their existing accounts to websites like Twitter, Facebook etc.

Members of the public can submit reports on environmental issues through the following ways:

- Use the web site. Simply go to www.lovecleanstreets.org sign in and add the details. You simply select a location on a map (or type it in), add a picture (if you have one), give a few details (such as a description) and upload
- Using your iPhone. You can download a free iPhone application from the App Store - just search for Love Clean Streets
- Using your Windows Phone. You can download a free Windows Phone from the Marketplace on your phone - just search for Love Clean streets (available shortly)
- By TEXT or MMS. Just send a Text or MMS message to 07725 20 20 with LCS in the Subject field. For further information please visit

www.lovecleanstreets.org

Recruitment

Barnet's Community Safety Engagement Group is looking for Interim Steering Group Members aged 20-35 to join its work. Members opportunities are open to both individuals who live or work in Barnet as well as representatives from member and other third sector organisations. We are looking for people who have:

- knowledge of prevailing and emerging community safety issues in Barnet
 - good advocacy and communication skills
- And who would like to gain experience in:
- working with communities and the public sector
 - ability and understanding of problem solving approaches
 - experience of collaborative approaches to activities and work

For further information please contact Anahied at Anahied.Hatamian@Communitybarnet.org. uk or call 020 8364 8400.



For further information or advice, please contact:

Michael Dennehey, Head of Operations & Trading

Tel: 020 8364 8400 ext 207 Email: michael.dennehey@communitybarnet.org.uk

Mahin Sadigh, Senior Finance Officer

Tel: 020 8364 8400 ext 205 Email: mahin.sadigh@communitybarnet.org.uk

Recession - At Its End?

Reports from the state and private sector financial think tanks have recently concurred that the recession in the UK is finally over.

The last quarter showed a 0.5% increase as statistically the UK moved into surplus.

The Bank of England has kept base rate at its lowest level and has hinted that a level of quantitative easing has also been an effective stimulus to the economic recovery.

One of the larger mortgage providers is predicting an annual rise in property prices of 10% this

year, to be continued through at least 2012.

Globally the UK appears to have been amongst the slowest of the major economies to have recovered from the recession.

Indicators point to the reliance of the economy being underpinned by financial services which became unsustainable at the point when that system collapsed.

As economic recovery gathers pace in the UK can there be the growth from a sector where both government and public seem to now be demanding very strict

regulatory controls.

Commentary from both Asia and America where emergence from recession was achieved far more rapidly refers to very dramatic returns to high levels of profitability in the banking and finance sectors which have allowed for the repayment of considerable proportions of federal "bail-out loans".

Time, a truly priceless commodity, may tell which approach will be most successful; however do our economy and our government have the time to get time on its side?

Financial Year 2010-11

Budgeting for the coming year is almost certainly going to be more difficult than ever before.

Local councils are preparing for substantial reductions in central government funds and grant funders have cut their funding capita as their asset base has been reduced by the impact of the recession.

Growth of income generation is likely to become more important to all in the charity sector as the traditional sources of funding show a fall in both the number of providers and also in the total

amounts of funding that will be available.

CommUNITY Barnet's finance team including the specialist fundraising skills of Marilyn Keats are available to review, advise and guide member organisations on their funding applications and associated budgets and cash flows.

Our finance training courses, which are usually oversubscribed, are designed to build skills which will help in producing these documents in simple and accurate formats. IT courses, with

more of an outcomes focus and an increase in the time required to complete the course, are scheduled to be offered in the near future. So, do watch this space.

There are other training courses in the training programme which may be valuable to member groups, trustees and finance officers.

All our courses offer full post course support, both from trainers and the appropriate CommUNITY Barnet staff. Find out more at www.community-barnet.org.uk.

Collaborative Working



For information or advice about collaborative working contact **Isata Abdulai**
Tel: 020 8364 8400 ext 224 Email: isata.abdulai@communitybarnet.org.uk

Due Diligence Uncovers Quality Partners

Quality is often taken for granted with the assumption that all voluntary and community organisations work to the same standard.

But with a rigorous tender evaluation, is it worth taking the risk of not knowing when to form new partnerships or consortia to tender for contracts? Whilst some organisations know that it is hard work having a proper quality management processes in place, to monitor not only quality of service and work, but also timely completion of the project, others don't.

When entering into any collaborative project it is important to know who you are working with, what their strengths are and any areas of concern. This will help you choose the best organisation(s) to deal with each task.

For example, if you are thinking of putting a partnership tender together, the organisation that has the most quality standards and policies should act as the lead

organisation, highlighting all the partners involved.

Knowing what attitude and/or quality standards a potential partner organisation has can be quite telling when you are considering working with them. How much emphasis an organisation places on quality may not be evident at a first glance or through networking, so conduct a due diligence/ risk assessment so you can go into the new partnership confident in their abilities and yours. Due diligence is nothing more than doing your research and it helps you build trust. It also helps to identify any potential partnership work imbalance.

Throughout your due diligence exercise, quality should permeate everything your potential partnership organisation does. Here are some key good quality indicators to look out for:

- Good financial management
- Income sources i.e. repeat grant

funding, diversified income sources

- Quality standard marks
- Strong data collection/ capture systems
- Staff
- Policy and procedures are up to date

NCVO have produced **Due Diligence Demystified** to help voluntary and community organisations. The book gives clear and concise information on due diligence and how to carry it out in the most efficient and cost-effective way.

If you would like to know more please book yourself on the Tendering as a Consortium training course, where we will be providing you with a due diligence checklist template.

Visit www.communitybarnet.org.uk to find out more.

For more information about collaborative working, please contact Isata Abdulai on 020 8 364 8400 ext 224 or via email on Isata.abdulai@communitybarnet.org.uk

How Could You Get Your Hands on £319,193?

Collaboration Roadshow - Two Day Event 17 and 23 march

Past tender value: £319,193 per annum.

We are pleased to offer you the first Collaboration Roadshow as

a two day interactive experience. This two day roadshow is led by CommUNITY Barnet.

These morning sessions are intended to get you to think about working in non-traditional partnerships, look at the potential benefits of working

with other organisations with similar interests or the resources that you need.

For more information please contact Yinka on 020 8364 8400 ext 224 or email collaboration.support@communitybarnet.org.uk

Holocaust Memorial Day

By Mary Caporizzo

On Sunday 24 January I was privileged to attend Barnet's Holocaust Memorial Day and pay my respects to people I did not know and who were robbed of their lives because they were Jewish. As I closed my front door, I made sure that I had plenty of tissues at the ready.

The theme for this year was Legacy of Hope. I heard that message very clearly in what each of the speakers had to say and their commitment to speaking out, so that future generations continue to be aware of the Holocaust and subsequent acts of genocide that have happened around the world and include Cambodia, Rwanda and Darfur. They were also stating that we need to make this world of ours a better place for everyone to live in.

Denise Affonco, published author and survivor of the Khmer Rouge regime, was born and brought up in Cambodia. She spoke movingly of her life, torn apart in April 1975 when the Khmer Rouge came to power. During a period of 4 years she lost her husband who was taken away and never seen again and her daughter who died of starvation.

Denise has had a powerful memoir published "To the end of Hell". I felt humbled listening to her and ashamed of the trivialities that I sometimes spend far too much time dwelling on in my own life.

The London Cantorial Singers sang Psalm 23, The Lord is my Shepherd. I stood there with my eyes closed; the power of the words and melody have the power to reach deep into

one's soul and inner most fibre of our being.

The event was an opportunity for everyone in the community to step back from their everyday lives just for a short space of time and think about those ordinary people, wives, husbands, sons, daughters, aunts, uncles, mothers, fathers and friends who had their lives taken from them so systematically in the European death camps.

I didn't need the tissues, I came away elated with the steadfast thought in my mind that there are actually individuals who care and want subsequent generations to know what happened and, above all, never forget.

Marketing Consultancy Comes to Barnet

After delivering several popular and informative training events for CommUNITY Barnet on Marketing, Robert Foster of Red Ochre offered to spend some one-on-one time with those wishing to take it further.

Marilyn Keats contacted past participants and on 5th February organised a day of FREE sessions in which Robert tailored his advice to each person attending. Organisations including Barnet Voice for Mental Health, the Eversfield Centre and The Larches Trust were able to discuss in depth their specific issues and go away with a list of contacts and actions. Feedback was overwhelmingly positive and included such

comments as:

'THANK YOU, THANK YOU, THANK YOU'

'Robert opened my eyes to the wide scope that marketing encompasses. As a new community centre, with no financial track record, he showed me how to use the track records of all those involved, to give substance to our funding applications. He also demonstrated methods for acquiring proof of the need of our services - how to conduct an in-depth needs analysis - both on the research and practical side, which is essential for an effective funding application'

'His suggestions of where to go to find

the practical evidence of need, and how to obtain the information, was extremely realistic and immensely useful. It was fantastic, and I have gained an enormous amount of knowledge. Thank you CommUNITY Barnet.'

'I found the session I had with Robert Foster very useful. From his point of view as a professional objective person with a business eye, he understood what I was talking about and this gave me a lot more confidence. He gave me many very useful ideas. Thanks for arranging it'

'... an excellent session..... What a find!'

Who We Are



Our Mission

To support, promote and coordinate an effective voluntary and community sector in the London Borough of Barnet to enhance the quality of life for all.

Contact Us

Our offices are open from 9am to 5pm on weekdays and you are welcome to telephone to arrange to visit us between these hours.

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Large print copies of LINK are available upon request.

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Geoff Salmon	Chair

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Copy deadlines

If you would like to contribute to the next issue of LINK please email call Natalie Broadbent on 020 8364 8400 ext 211 or email Natalie.broadbent@communitybarnet.org.uk. The copy deadline for the next issue is 14 May 2010.

