

# Citizens Advice Barnet

## Advice Services

September 2025



Nadya Bari  
Head of Advice Services

# What we will cover

1. Our Impact

2. Our Services

3. Internal and External Financial Help

4. How to Contact Us

5. Questions

6. Contacts

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# Our Impact



# Our Impact



**13,591**  
(2024/25)

We have helped  
13,591 people with  
one to one advice

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**80%**  
(2024/25)

People said we  
helped them to  
find a way forward.

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**74%**  
(2024/25)

People would  
recommend our  
services

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[Click  
here to  
view full  
impact  
report](#)

# Our Services & Projects



# Our Services & Projects



## How do we help

We will first discuss the problem with our client and then help them find a way forward.

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## What can we help with...

Benefits  
Employment  
Debt and money  
Consumer issues  
Energy  
Housing  
Family, Immigration  
and court forms.

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## Advice available via...

Phone – Call the Adviceline  
(Monday – Friday 10:00 AM –  
3:30 PM)

Email – Email advice form

For third parties – Third party  
referral form

Face to face – Attend a drop-  
in outreach

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# Our Services & Projects

## Core Advice Services

Core funded service -  
generalist advice service  
Supervisors & volunteers.  
Variety of channels -  
Adviceline (freephone),  
f2f at Hendon, outreach,  
email.

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## Help to Claim

National helpline/  
webchat funded by CA.  
Dedicated advice on UC  
from possible claim up to  
first payment.  
Help understanding and  
making UC applications.  
Support in making a new  
UC application.

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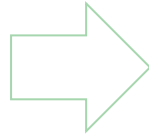


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# Our Services & Projects

## FOODBANKS

To provide specialist advice to clients and support the reduction of need for the foodbank by providing advice to tackle the root causes of food poverty and financial insecurity.



**Muswell Hill Foodbank**

**Mon, Weds Fri 11:30am-1:30pm**

**Colindale Foodbank**

**Tues, Thurs 12pm-2:30pm**

**Chipping Barnet Foodbank**

**Tues 12pm-2pm, Sat 10am-12pm**

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# Our Services & Projects

## Cost of Living Project

This project is a partnership between the Greater London Authority (GLA), London Citizens Advice network, and the London Legal Support Trust (LLST). This project works in partnership with the community sector to support Londoners who are facing hardship and crisis.

For clients affected by the cost of living crisis and accessing the Project through Crisis Prevention Advisers at Citizens Advice Brent, Enfield, Haringey and Harrow, who then book specialist appointments with our caseworker. Appointments booked by the above LCAs or supervisors in Barnet.



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# Our Services & Projects



## Henry Smith Project

Specialist benefits advice, and sometimes casework, provided under this project. Appointments are booked internally by the Advice Team.



## Immigration Team

Specialist immigration advice provided by a small employment team made up of an IAA Level 3 caseworker, a trainee immigration adviser and a volunteer support worker.

We do not have a legal aid contract so unable to take on such eligible cases but can help with a majority of application and legal challenges as required.



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# Our Services & Projects



## MACMILLAN CANCER SUPPORT

### About Macmillan

We deliver welfare benefits rights information, advice and casework to people affected by cancer across Barnet, Enfield, Haringey and Islington (from December 2023)

### Team

The team is made up of 5 caseworkers, 2 support workers, and volunteer admin support.

### Delivery

The advice is delivered through outreach location, offices, telephone and virtually (when needed). Outreach locations include: Barnet General Hospital, Chase Farm Hospital, Finchley Memorial Hospital, North Middlesex Hospital, Whittington Hospital

### Referral process

Clients can self refer via email or phone, or can be referred to the service by the hospitals, clinical nurse specialists, social prescribers or other healthcare workers.

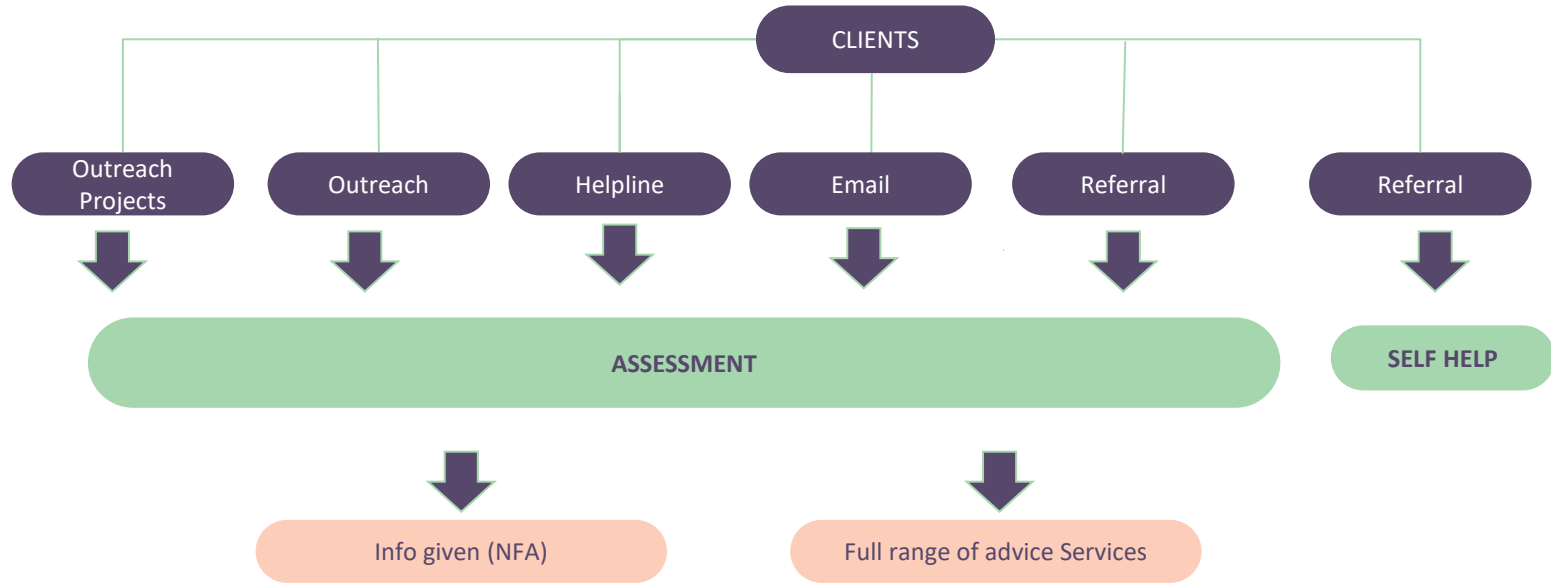
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# Our Services & Projects



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# Our Research & Campaigns

One of our two aims is to improve the policies and practices that affect local people's lives.



We do this by:

- contributing evidence to national campaigns (run by the national Citizens Advice charity)
- researching and publishing documents on local issues
- running our own local campaigns to influence change in Barnet.

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# Internal & External Financial Support



# Our Services & Projects



## Internal Support

- Foodbank Vouchers
- Fuel Vouchers

## External Support

- Discretionary Housing Payment (DHP)
- Grants from charities
- Warm home discount
- Winter fuel payments
- Healthy start card
- Resident support fund

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