

# Signposting directory

information on local  
services, facilities  
and resources

**BARNET**  
LONDON BOROUGH





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1. Shortcuts to key Council services
2. Your nearest Jobcentre Plus
3. Independent welfare benefits advice and help with money or debt
4. Legal help including dealing with immigration issues
5. Dealing with the effects of crime or anti-social behaviour
6. Facilities for children and young adults
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8. Help to get into employment
9. Education and training resources
10. Finding a doctor, dentist or other medical services
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22. National advice and helplines

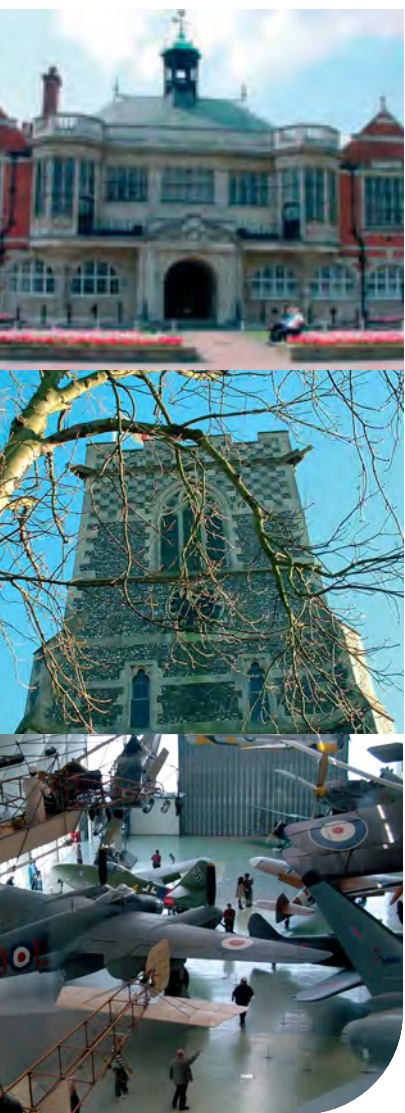
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**GETTING IN TOUCH**

**Main contact**

The Town Hall, The Burroughs, Hendon, London NW4 4BG tel: 020 8359 2000 fax: 020 8359 2197 typetalk: 18001 020 8359 2040 email first.contact@barnet.gov.uk

**Out of hours emergencies**

tel: 020 8359 2000 open: Mon- Fri, after 5.15pm - 9am; all day Sat and Sun

**HOW TO CONTACT**

**Housing Benefit & Council Tax Benefit Enquiries**

The telephone service is available: 9.00am to 5.15pm on Mon, Tues, and Thur; 1.00pm to 5.15pm on Wed; and 9.00am to 5.00pm on Fri

For benefit enquiries -application forms, payment enquires, advice on claiming Housing Benefit and Council Tax Benefit - tel: 020 8359 2111 Appeals - tel: 020 8359 2245 Overpayments - tel: 020 8359 2250 fax: 020 8359 2273 Minicom -tel: 020 8359 2746

Or visit the enquiry office at: Fenella, Babington Road, Hendon, London NW4 4BS Mon, Tues, Thur, Fri 9.00am to 4.30pm, Wed 1.00pm to 4.30pm

**Council Tax Enquiries**

Write: Council Tax, PO Box 329, Sale M33 6XR tel: 020 8359 2608 fax: 020 8359 2273 typetalk: 18001 020 8359 2040 email: local.taxation@barnet.gov.uk

**Recycling.**

Recycle from home with the Black Box that you can fill with household materials such as cans, glass and paper. [Click here >>](#) for more details.

Barnet also recycles from flats [click here >>](#) for details.

**Parking Permits**

Resident permits are issued to residents living within a Controlled Parking Zone (CPZ) and allow the holder to park in a Resident Permit Holders Only or Permit Holder Only parking place during controlled hours. Contact: Parking Service, Parking Team, PO Box 27284, London N11 1YB tel: 020 8359 7516 fax: 0870 889 6796 Typetalk: 18001 020 8359 2040 email: parking.permit-team@barnet.gov.uk

**Refuse Collection**

The Council provides a kitchen and household refuse collection on the same day each week (including all Bank Holidays except Christmas and New Year's Day). They can also provide an assisted collection service for the frail or infirm. [Click here >>](#) for full details about refuse collection

**Bulk refuse collection**

Arrange for a special collection by calling tel: 020 8359 5043. Fees are charged.

**Pest Control**

Environmental Health (Residential) London Borough of Barnet, NLBP, Oakleigh Road South, London N11 1NP tel: 020 8359 2000 Fees apply.

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[click here >> for the Council's a to z of services](#)



**LOCAL OFFICES**

**Edgware Jobcentre Plus**  
 Middlesex House, 29-45 High Road, Edgware  
 Middlesex HA8 7DX  
 tel: 020 8732 6000

**Hendon Jobcentre Plus**  
 Crown Building, 10 Finchley Lane, Hendon,  
 London NW4 1DP  
 tel: 020 8732 6000  
 textphone: 020 8732 6095

**Barnet Jobcentre Plus**  
 Raydean House, 15 Western Parade  
 Great North Lane, Barnet, Middlesex  
 EN5 1AH  
 tel: 020 8732 6000  
 textphone: 020 7902 8769

Jobcentre Plus is the government agency with responsibility for delivering the national employment service and the social security office in the United Kingdom administering a range of welfare benefits. They are often operated from a high street shop location.

Jobcentre Plus typically provides resources to enable the unemployed find work, including posting vacant job listings using a computer system called LMS (Labour Market System) which can be accessed by customers through Jobpoints (touch-screen computer terminals) as well as providing job-search help and information about training opportunities for those who have been registered as unemployed for some time. Part of the agency is engaged in administering claims for unemployment benefits such as Jobseeker's Allowance.

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**Click here >> for on-line information about Jobcentre Plus services.**



**ADVICE AGENCIES**

There are four general Citizens Advice Bureaux (CAB) in Barnet.

Services: Debt: Mortgage arrears and possession; Consumer Credit; Tax - Welfare Benefits: Appeal Tribunal; Commissioner Appeals, Housing: Landlord & Tenant; Homelessness and Money advice.

**Finchley CAB**

23-35 Hendon Lane, Finchley, London N3 1RT;  
tel: 0870-128-808  
Open: Mon, Wed, & Thur - 10:00 a.m. to 12:30 p.m, Tue - Closed, Fri 10:00 a.m. to 04:00 p.m.  
Telephone Advice Only

**Grahame Park CAB**

The Concourse, Grahame Park, London NW9 5XA  
tel: 0870-128-8080  
Open: Mon, Tue, Wed 10:00 a.m. to 12:30 p.m.

**Hendon CAB**

40-42 Church End, London NW4 4JT  
tel: 0870-128-8080  
Open: Mon - 10:00 to 12:30 & 1:30 to 4:00  
Tue - 10:00 to 12:30 & 1:30 to 4:00 (Reception & Appointments only in the morning) Wed 10:00 to 12:30 & 1:30 to 4:00 Thur 10:00 to 12:30 and 1:30 to 4:00, Fri 10:00 to 12:30 & 1:30 to 4:00 (Appointments only in the afternoon)

**New Barnet CAB**

30 Station Road, New Barnet, Herts EN5 1LP  
tel: 0870-128-8080 open: Mon to Fri 10:00 to 12:30 (Thur telephone advice & appointments ONLY)

**LOW COST FINANCE**

**Credit Union**

Watling and Grahame Park Credit Union Ltd  
One Stop Shop, 4/5 The Concourse, Grahame Park  
London NW9 5XB  
tel: 020 8200 0770 fax: 020 8200 6111

**Change**

Coming soon to this borough...  
A low cost alternative to doorstep loan sharks and financial literacy/skills development courses. [Click here >>](#) for details

**BASIC BANK ACCOUNTS**

Basic bank accounts are offered by many high street banks and can be opened by most people.

[Click here >>](#) for the Financial Services Authority's advice on choosing a bank

[or here >>](#) for the CAB version

**see also**

**National Debtline, telephone helpline: 0808 808 4000 or email [advice@nationaldebtline.co.uk](mailto:advice@nationaldebtline.co.uk) web: [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)**

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**LEGAL HELP**

**Barnet Law Centre**

9 Bell Lane, London NW4 2BP  
 tel: 020 8203 4141 fax: 020 8203 8042  
 email: admin@barnetlaw.org.uk

SECONDARY LEVEL advice service, undertaking legal advice work on referral from primary advice agencies in the borough. It is not available to self-referring members of the public.

**Advocacy in Barnet**

The One Stop Shop, 4-5 The Concourse, Grahame Park, London NW9 5XB  
 tel: 020 8201 3415 fax: 020 8205 3618  
 email: info@advocacyinbarnet.org.uk

Advocacy in Barnet is a free, independent and confidential service supporting people in Barnet giving them a voice and a choice with community and health services.

They can:

Speak up on your behalf, Write letters, Make phone calls, Research information, Attend meetings and can provide you with information about rights, allowing you to make informed choices to get the services you need by having someone on your side to help you speak out and be listened to. Ultimately supporting you to make your own life changes.

**click here >> for help yourself legal info on the web from Community Legal Service Direct.**

See Also  
 The Law Society of England and Wales  
[www.lawsociety.org.uk](http://www.lawsociety.org.uk)  
 who provide advice on choosing a solicitor and promote access to justice for all.

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### METROPOLITAN POLICE

#### Community Safety Unit (CSU)

The Community Safety Unit (CSU) is responsible for the investigation of hate crimes within the Borough of Barnet. This includes racist crime, domestic violence, homophobic crime and hate mail. The unit is staffed by both male and female officers who are specially trained to deal with these crimes.

To contact tel: 020 8733 5159.

#### Barnet Police Stations

[Click here >>](#) for contact details for the four Police Stations in Barnet.

### COMMUNITY SERVICES

#### Noise control

If you are affected by noise nuisance contact the weekday noise service and the weekend 24 hour noise service of Barnet Council on:  
tel. 020 8359 7997 (9am - 5pm) or during week-days  
tel. 020 8359 2000 (8pm - 7am) from Friday - Monday

#### Graffiti removal

The Council can remove graffiti or flyposting.  
tel: 020 8359 4600 or email:  
first.contact@barnet.gov.uk  
report online by [clicking here >>](#)

#### Abandoned vehicles

To report an abandoned or untaxed vehicle;  
tel: 020 8359 4600 or  
email: first.contact@barnet.gov.uk  
report online by [clicking here >>](#)

### SUPPORT SERVICES

#### Victim Support Barnet

The Flat, Avenue House, East End Road, Finchley London N3 3QE  
tel: 020 8343 4435 fax: 020 8343 3146  
email: albn13@uk.uumail.com

Victim Support Barnet helps Barnet residents cope with the effects of crime. They provide confidential support and information to victims of crime and to witnesses attending local courts. Services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.

#### Barnet Women's Aid

Elevate, P.O. Box 3347, Barnet, London EN5 5XD  
tel: 0845 6000 331; 0845 607 6595  
fax: 020 8371 8716 email: Barnetwomansaid@btconnect.com  
Elevate Refuge is the new name for Barnet Women's Aid. Elevate can give telephone advice on issues of domestic violence and advise on temporary accommodation.

### MEDIATION

#### Camden Mediation Service

11-17 The Marr, Camden Street, Camden, London NW1 0HE tel: 020 7383 0733 fax: 020 7383 7110  
email info@camdenmediation.org.uk  
Open: Mon, Wed and Fri 10am - 5pm, Tue and Thur 10am - 9.30pm. Service Offered: Mediation service for people who are involved in a neighbour dispute or other disputes within the community. Service free of charge to Barnet tenants.

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**DIRECTORY OF SERVICES**



Direct Me provides information about health, social care, education and

other services that can offer support and advice to families and young people living in Barnet.

[Click here >> www.barnetchildren.wisshost.net/](http://www.barnetchildren.wisshost.net/)

**Children's Information Service**

NLBP, Oakleigh Road South, London N11 1NP  
tel: 0800 389 8312 fax: 0870 889 6798  
typetalk: 18001 020 8359 2040  
email: [childrens.info@barnet.gov.uk](mailto:childrens.info@barnet.gov.uk)

**CHILD CARE**

**Childcare link**

Directory for all local childcare services [click here >>](#) for Barnet pages.

**SERVICES FOR CHILDREN**

**Children's Centres**

There are five Children's centres in Barnet; Children's Centres provide integrated education, care, family support and health services. These are key factors in determining good outcomes for children and their parents.

[Click here >>](#) for more info.

**TEENAGERS**

**Barnet Connexions Centre**

Barnet College, Wood Street, London Barnet  
tel: 020 8449 9092

Benefits advice, Counselling advice, Employment, education and training advice and information, Sexual health information, Mental health services information, Signposting to housing advice, legal information and advice, Signposting to drugs and alcohol information and advice, Finance and student loans information, Advice on and referral to personal development opportunities,

[See Connexions Direct for advice outside office hours >>](#)

**Youth services**

Youth Office, Building 4, North London Business Park  
Oakleigh Road South, London, N11 1NP  
tel: 020 8359 7819/7847

Specialist services include: a youth theatre, a music project, football coaching, an alternative education project and a young people's drug and alcohol project

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Sure Start is the Government's programme to deliver the best start in life for every child by bringing together: early education, childcare, health and family support.

Services: advice on education and accessing education, access to childcare, information for parents, employment advice to information on childcare, and children's centres. [Click here for the list of local programmes >>](#)



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**ADVICE SERVICES**

**Age Concern Barnet**

The Ann Owens Centre, Oak Lane, East Finchley  
London N2 8LT

tel: 020 8346 3511 fax: 020 8349 0346

email: finchleyacb@btconnect.com

Services also include a Handy-Person Scheme

**Age Concern Barnet - Meritage Centre**

Meritage Centre, Church End, Hendon, London  
NW4 4JT tel: 020 8203 5040, fax: 020 8203 6099

email: ageconcernbarnet@btconnect.com

Day centre with activities for older people, services include: information, advice, hot meals, bathing, chiropody, hairdressing, health promotion, social and leisure activities, including Bingo, cards, dancing, outings and holidays. For people living in NW2, NW4, NW7, NW9, NW11 and Burnt Oak.

See Also

Counsel & Care Helpline - Free, confidential information & advice for the over 60's, their carers, friends and family - Call: 0845 300 7585

SeniorLine, Help the Aged, 207-221 Pentonville Road, London, N1 9UZ tel: 020 7278 1114 email: info@helptheaged.org.uk , Web: www.helptheaged.org.uk

A free telephone advice and information service for older people, their relatives, carers and friends.

**PRACTICAL SERVICES & ACTIVITIES**

**Social Services**

Access to Council services for older people is through the Older Adults Social Work Duty Team.

The Town Hall, The Burroughs, Hendon, London  
NW4 4BG tel: 020 8359 2440 fax: 020 8359 2480

Typetalk: 18001 020 8359 2040

email: first.contact@barnet.gov.uk

**Barnet Borough Senior Citizens' Forum**

47 The Greenway, Colindale, London NW9 5AU  
tel: 020 8931 3795 fax: 020 8931 3795

Open: Meetings Monthly, usually the third Thursday of every month, at 1.30pm at The Green Man Community Centre, Strawberry Vale N2

The Forum is an umbrella organisation which co-ordinates Pensioner activities within the Borough and also accepts individual members.

**Barnet Old People's Welfare**

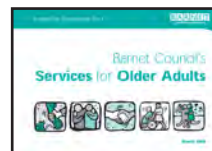
Fern Room, Salisbury Road, Barnet, Herts EN5 4JP  
tel: 020 8441 4853

Open: Coffee mornings: Monday - Saturday: 10.00am - 12.00noon. Evergreen clubs: weekday afternoons: 1.30pm - 4.00pm.

Barnet Old People's Welfare offers information, advice and support for elderly people living in the Barnet area. Social activities: coffee mornings and evergreen clubs. Two holidays arranged every year plus outings.

**Handy-Person Scheme**

Run by Age Concern Barnet, contact as above.



Click the picture >> to download Barnet's excellent directory of services

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**EMPLOYMENT ADVICE**

**Nextstep London North**

The nextstep Network is to access free, impartial and confidential information, advice and guidance on learning and work. It covers the boroughs of Barnet, Enfield, Haringey and Waltham Forest.

[Click here >>](#) for a list of local centres.

**New Deal**

New Deal is a Government programme that aims to give unemployed people the help and support they need to get into work. Everyone on New Deal gets a personal adviser who is their point of contact throughout the programme. Call 0845 606 2626 7am to 11pm, seven days a week, for more info' or visit a Jobcentre Plus.

**pathways2work**

The pathways2work team can help Family Mosaic residents and their families to find employment, training or set up their own businesses.

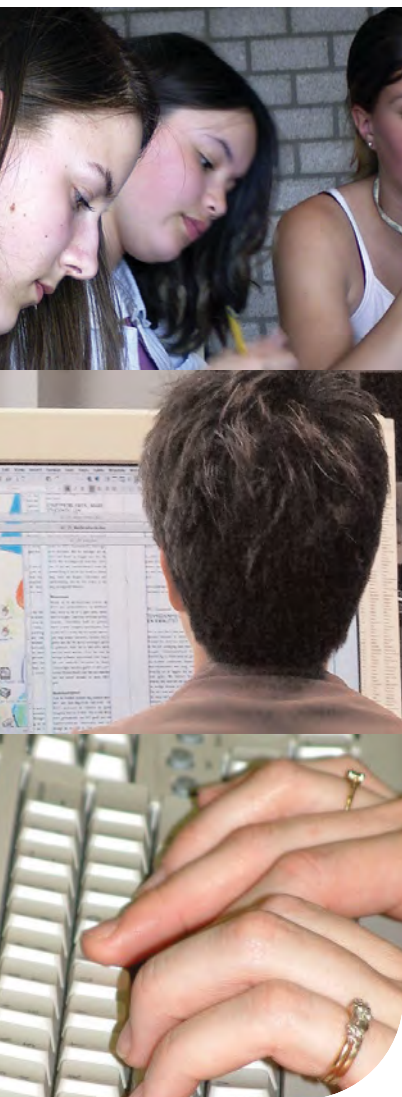
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**RESOURCES**

**Education & Employment Advice**

Information, advice and guidance on education, training and employment.

The service is for those 20 or over and seeking advice about learning and work whether looking for a job or seeking career change, wishing to update or learn new skills to get a better job, thinking about returning to study, wishing to learn something in your spare time or looking to make the most of their abilities. Contact the service at one of their local centres to make an appointment with an advisor

**Grahame Park**  
The One Stop Shop, The Concourse, Grahame Park, London NW9 5XB Open Mon to Wed 10am. to 4pm. tel: 020 8200 7117

**Burnt Oak**  
Burnt Oak Community Resource Centre  
102 Watling Avenue, Burnt Oak, Middlesex, HA8 0LN  
Open Mon and Tue 9.30am to 4pm.  
tel: 020 8906 9026

**Childs Hill / Cricklewood**  
Childs Hill Library, 320 Cricklewood Lane, London, NW2 2QA Open Thur 10am to 4 pm.  
tel: 020 8458 2534 (on Thursday's only)

**Hendon**  
Hendon Library, The Burroughs, Hendon, London NW4 4BQ Open Tue and Thur 10am to 4pm. te; 020 8359 2872

**East Finchley**  
Green Man Community Centre  
Strawberry Vale, East Finchley, London N2  
Open Mon 10am to 4pm. tel: 020 8815 0703

**Barnet College**  
Barnet College is the largest provider of adult education in the borough. Its community education courses are offered in more than 40 venues, providing accessible learning from dedicated learning centres as well as community centres, schools, libraries, children's centres and church halls.  
[Click here >>](#) for info' on courses

see also  
Learn Direct, online courses in computers, office skills, self development or to improve your maths or English. Network of more than 700 centres to help with local learning needs.  
[Click here for >> www.learndirect.co.uk](http://www.learndirect.co.uk)

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**SEARCH FACILITIES**

**Doctors (GPs)**

Use this NHS search facility to find a doctor in Barnet, [click here >>](#)

**Pharmacies**

Find a pharmacy (including late-night and emergency services) by visiting this search facility at NHS England, [click here >>](#)

**Dentists**

[Click here >>](#) to search for dentists in Barnet who can take NHS patients.

**HEALTH AUTHORITY**

**Barnet Primary Care Trust**

Head Office: Westgate House, Edgware Community Hospital, Burnt Oak Broadway, Edgware, HA8 0AD tel: 020 8952 2381 fax: 020 8937 7727

The PCT looks after the health care of the population of all parts of the Barnet area.

**Patient Advice and Liaison Service - PALS**

Advice & Information Centre, Edgware Hospital, Burnt Oak Broadway, Edgware, HA8 0AD tel: 020 8937 7173 email: [pals@barnet-pct.nhs.uk](mailto:pals@barnet-pct.nhs.uk) Open: 9.00 AM to 5.00 PM Mon to Fri.

Contact PALS for advice and information about local health services.

**HOSPITALS**

**Edgware Community Hospital**

Burnt Oak Broadway, Edgware, London HA8 0AD tel: 020 8952 2381

**Finchley Memorial Hospital**

Granville Road, North Finchley, London N12 0JE tel: 020 8349 6300

**See Also**

NHS Direct: Gateway to health information on the web or by phone 0845 4647 [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

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**SELECTED SERVICES**

**Barnet Drug and Alcohol Service**

Woodlands, Colindale Hospital, Colindale Avenue  
London NW9 5HG

tel: 020 8200 9525/9575 fax: 020 8201 3638  
Open: Mon 10.00am - 8.00pm (closed 1 - 2.30)  
Tue 1.30pm - 5.30pm; Wed, Thur, Fri 10.00am -  
5.30pm. Closed between 1.00pm and 1.30pm each  
day for lunch.

Service Offered: support around drug and alcohol related problems. The service is confidential and includes Full assessment of treatment needs for drug and alcohol users; Individual support; Assessment for funding for detox and rehabilitation programmes; Detoxification and maintenance programmes; Liaison and shared care with GPs; Acupuncture and herbal teas; Referral to other services; Health information on HIV/AIDS/Hepatitis (immunisation and testing); Sexual health information and condoms.

**Turning Point - The Grove**

6-8 Alexandria Grove, London N12 8NU

tel: 020 8492 2525

Type of service: Primarily drugs or Alcohol or Both.  
Open Access Services including: Advice and Information; Low threshold Prescribing; Structured day programmes.

**Turning Point - The Crossing**

82 High Road, East Finchley, London N2 9PN

tel: 020 8815 1800 fax: 020 8815 1801

e-mail: thecrossing@turning-point.co.uk

Service offered: Primarily drugs or Alcohol or Both.

**Young People - Drug and Alcohol Service**

Barnet Impact, 80 Daws Lane, Mill Hill, London NW7 4SL

tel: Freephone 0800 783 9762 or 020 8201 1394

fax: 020 8201 1239

email: barnet.impact@barnet.gov.uk

Open: Mon - Fri: 9.00am - 5.00pm

Drop-in: Mondays 3.30pm - 6.30pm

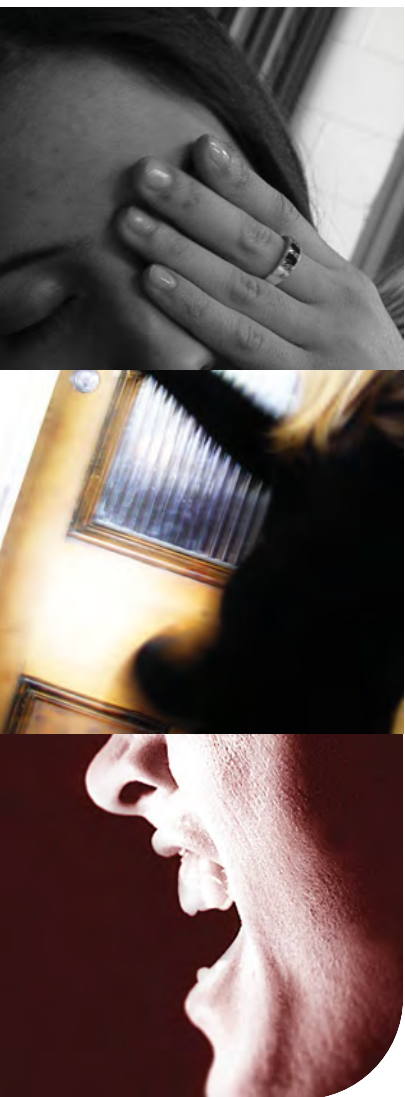
The Service offers drop-in information and support for drug and alcohol users under 18 years of age. Barnet Impact also provides information on these issues to all young people, users and non-users. The service is confidential.

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**STATUTORY SERVICES**

**Primary Care Mental Health Team (PCMHT)**

The Primary Care Mental Health Team (PCMHT) is the single point of contact for most referrals for mental health services.

The PCMHT consists of a multidisciplinary team of psychiatrists, community psychiatric nurses, social workers, occupational therapists, psychologist/psychologist and graduate mental health workers.

The team provides assessment and treatment, together with an appropriate care plan if required. The PCMHT is an active treatment service providing time limited interventions and care packages.

For more information or to make a referral, contact the PCMHT:  
 1st Floor, Berkley House, 18-24 High Street,  
 Edgware, Middlesex HA8 7RP  
 tel: 0845 389 2989 fax: 020 8731 2201

**Barnet, Enfield and Haringey Mental Health Trust**

Provides a range specialist mental health services including inpatient, outpatient, community and day hospital services across Barnet, Enfield, Haringey and parts of South Hertfordshire.

Barnet, Enfield and Haringey Mental Health Trust  
 Avon Villa, Chase Farm Hospital Site, The Ridgeway  
 Enfield, London EN2 8JL  
 tel: 020 8366 6600

[Click here >>](#) for a full list of contact details.

**Child and Adolescent Mental Health Service (CAMHS)**

CAMHS provides a service to children, adolescents and their families who are experiencing a range of emotional and mental health problems, such as: bereavement; abuse; difficulties resulting from family breakdown; depression; anxiety disorders; self-harming behaviour; difficulties arising from conditions such as autism and learning disability; behavioural problems e.g. ADHD.

CAMHS is made up of a number of different professionals who are able to provide a range of treatments depending on the problem. Specialist services are available for certain groups such as adolescents and those with learning difficulties.

Referrals to CAMHS are made via a GP.

**VOLUNTARY SECTOR SERVICES**

**Alzheimer's Society Barnet Branch**

Advice & Information Centre, Edgware Community Hospital, Burnt Oak Broadway, Edgware HA8 0AD  
 tel: 020 8937 7171  
 e-mail: alzheimersinbarnet@yahoo.co.uk

**Mind in Barnet**

2 Schoolway (off Woodhouse Road), North Finchley  
 London N12 0RY  
 tel: 020 8343 5700 fax: 020 8343 5707  
 email: admin@mindinbarnet.org.uk  
 web: www.mindinbarnet.org.uk

Services: Day Centres, Social Clubs, Counselling, Drop-in counselling, Be-friending and Advocacy. Visit their website for more info'.

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**STATUTORY CARE SERVICES**

A range of services for adults is available in Barnet, from help for carers to drugs advisory services, as well as care services for older people and those with disabilities.

Vulnerable people include:

- older people people with a physical disability, or sight or hearing impairment
- people with mental health needs
- people with learning disabilities
- people who misuse substances
- people with long-term illness
- people who need sheltered or supported housing
- carers.

Contacts:

**Barnet Learning Disabilities Service**  
 313 Ballards Lane, North Finchley, London N12 8LY  
 Tel: 020 8492 5473

**Carers**  
 To request a carers assessment, contact 020 8359 2440 or olderadults.dutyteam@barnet.gov.uk  
 Service is based at the Town Hall, Hendon

**Older People**  
 Access to Council services for older people is through the Older Adults Social Work Duty Team. Contact them at the town hall.  
 The Town Hall, The Burroughs, Hendon, London

NW4 4BG tel: 020 8359 2440 fax: 020 8359 2480  
 Typetalk: 18001 020 8359 2040  
 email: first.contact@barnet.gov.uk 40 Cumberland Road, Wood Green N22 7SG  
 tel: 020 8489 1400 fax: 020 8489 5977 / 1993  
 email: over65@haringey.gov.uk.

**Physical disabilities and sensory impairment**

If you think you need a service or have a general enquiry you can contact the physical disabilities team. tel:020 8359 4652  
 email: physical.disabilities@barnet.gov.uk  
 Service is based at the Town Hall, Hendon

Contact the **Primary Care Mental Health Team** for care services for people with mental health problems  
[click here >>](#)

Information on accessing care services for people with substance misuse problems is given [here >>](#)

**OTHER SERVICES**

**Lifeline alarm service**  
 Barnet Home Seekers, Barnet House, 1255 High Road, Whetstone, London N20 0EJ  
 tel: 020 8359 4797  
 Email: barnethomesekers@barnet.gov.uk

The Lifeline Alarm Centre is staffed round the clock every day and provides an emergency response service for vulnerable people in Barnet. There are charges for the Lifeline Alarm Service but it is provided free for everyone who receives Housing Benefit (people who do not receive Housing Benefit but who are on low income can also qualify for a rebate).

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**ADVICE/SUPPORT AGENCIES**

**Disability Action in the Borough of Barnet**

945 High Road, North Finchley, London N12 9RX  
 tel: 020 8446 6935 fax: 020 8446 3763  
 textphone (minicom): 020 8343 7632

Telephone advice: Mon-Fri 10am-12:30pm and 1:30pm-4pm

Drop in: Mon-Thur 1:30pm - 4pm

Services: Access Group in Barnet, Barnet Independent Living Agency, Skylark Counselling Service, Outreach Service & user-led working groups.

**Barnet Mencap**

Summit House, 25 The Burroughs, Hendon NW4 4AR  
 tel: 020 8203 6688 fax: 020 8202 6603  
 email: admin@barnetmencap.org.uk  
 Open/Meeting times: Monday - Friday: 9.00am - 5.00pm

Registered charity for children and adults in Barnet who have learning disabilities, and their families. Mencap runs a wide range of social events and leisure activities such as drama, arts and crafts, athletics and football. Also visits to theatres, bowling, restaurants.

Services offered: Information, individual advice and support for parents and carers; Parents' Action Group, which is a campaigning group; Short term care for young people and adults; Supported housing; Open Door for

families with under 5's; Asian project. As part of the Asian project Gujarati, Hindi and Urdu are also spoken.

**OTHER**

**Disabled Facilities Grants**

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. The grant can be used to fund works to give you better freedom of movement into and around your home and/or to provide essential facilities within it.

For an information pack or advice telephone us on 020 8359 7462

**The Disability Law Service**

39-45 Cavell Street London E1 2BP  
 tel: 020 7791 9800 minicom: 020 7791 9801  
 fax: 020 7791 9802 email: advice@dls.org.uk

Services: National Adviceline, Mon to Fri 10.00am - 1pm & 2.00pm - 5pm  
 Legal guidance by telephone or minicom from a specialist adviser in one of our six areas of law: Consumer Contract, Community Care, Disability Discrimination, Education, Employment Welfare Benefits

Casework available for those in the greater London area

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**SELECTED SERVICES**

**Dial-a-ride in Barnet**

Operated by North London Dial-a-ride, Units C-D, Regents Avenue Industrial Estate, N13 5UR  
tel: 020 8829 1200

Service provided: Transport service for borough residents who have difficulty using mainstream transport services. The service is available between 8.00 a.m. and 11.00 p.m. 365 days a year. Trips are usually limited to within borough boundaries. Book by phone. Small fees apply

**Blue Badge Scheme**

The Blue Badge scheme operates throughout the United Kingdom, providing a range of parking benefits for people with severe walking difficulties who travel either as drivers or as passengers. The concessions only apply to on-street parking and include free use of parking meters and pay-and-display bays.

How to apply for a Blue Parking Badge:

If you think you qualify for a Blue Badge, you need to complete a Blue Badge Application Form. You can do this by either:

downloading an online Blue Badge application form by [clicking here >>](#) or  
tel: 020 8359 4131 or  
email: [assisted.travel@barnet.gov.uk](mailto:assisted.travel@barnet.gov.uk)

You can also collect a form from one of these three locations:

First Contact, The Town Hall, The Burroughs, Hendon NW4 4BG  
Reception, Barnet House, 1255 High Road, Whetstone N20 0EJ  
Assisted Travel, NLBP, Building 4, Oakleigh Road South, London N11 1NP

**Taxicard**

The London Taxicard Scheme allows people with disabilities who cannot use buses or trains to travel in licensed black cabs at reduced fares tel: 020 7484 2929

**Bus and Tube Passes**

People aged 60+ can get a 'Freedom Pass' from most local post offices. Scheme is managed by ALG tel: 020 7484 2929.

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**COMMUNITY CENTRES**

**Barnet Multicultural Community Centre**  
Algernon Road, Hendon, London NW4 3TA  
tel: 020 8202 3794 fax: 020 8202 3794  
email: bmcc@btconnect.com

**All Saints Arts Centre**  
122 Oakleigh Rd North, London N20 9EZ  
tel: 020 8445 4654

**Finchley Community Network**  
Stanhope Avenue, London N3 3LX  
tel: 020 8343 3576

**North Road Community Centre**  
230 Burnt Oak Broadway  
Edgware Middlesex HA8 0AP  
tel: 020 8951 5099

**Queen Elizabeth Centre**  
Meadway, Barnet, Hertfordshire EN5 5JX  
tel: 020 8441 2933

**Faircourt Community Association**  
Beaver Hall, Fairmead Crescent, Edgware,  
Middlesex HA8 8YS  
tel: 020 8958 2241

**Michael Sobell Community Centre**  
Limes Avenue, London NW11 9DJ  
tel: 020 8922 2500

**The Old Barn Community Centre**  
20 Fallows Close, London N2 8LB  
tel: 020 8349 4613

**DAY CENTRES**

There is an excellent directory of the many community centres and lunch clubs in Barnet on the Council's website, [click here >>](#) to see it or type [www.barnet.gov.uk/daycentres.pdf](http://www.barnet.gov.uk/daycentres.pdf) into your browser address bar.

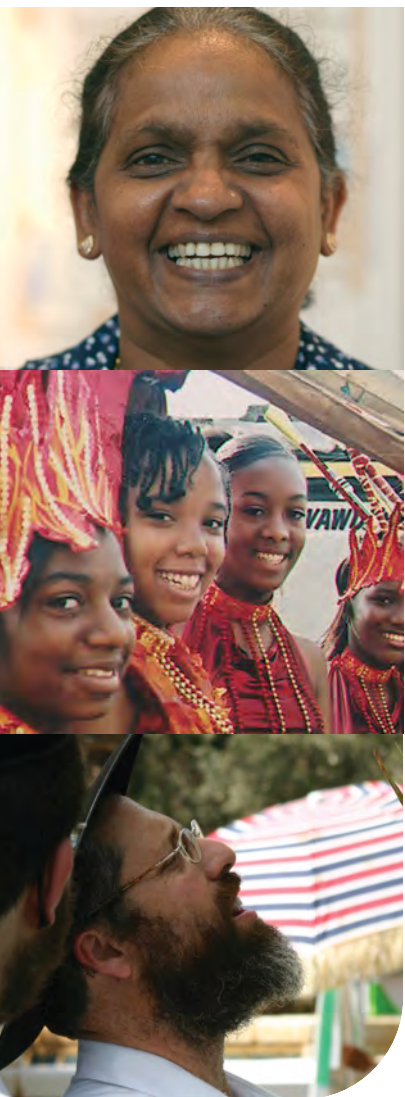
**Click here >> to visit the Council's excellent A to Z directory of local voluntary and community groups.**

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**COMMUNITY RESOURCES**

**Afghan Association Paiwand**

42 Church Lane, East Finchley London N2 8DT  
tel: 020 8815 9111  
fax: 020 8815 9111

**African Cultural Association - Barnet**

Top Floor, Burnt Oak Library, Watling Avenue  
Edgware, HA8 0UB  
tel: 020 8959 8743 fax: 020 8959 8743

**African Refugee Community Association**

Room 5, Neighbourhood Centre, 42 Church Lane  
East Finchley, London N2 8DT  
tel: 020 8444 0555  
fax: 020 8444 0725

**Barnet Asian Old Peoples Association**

c/o Barnet Multicultural Community Centre  
Algernon Road, Hendon, London NW4 3TA  
tel: 020 8202 4414 fax: 020 8202 4414

**Barnet Elderly Asians Group**

Friern Park Centre, 1 Friern Park, London N12 9DE  
tel: 020 8445 3644 fax: 020 8445 3644

**Barnet Refugee Service**

Community Learning Area, Whitefield School  
Claremont Road, Cricklewood, London NW2 1TR  
tel: 020 8209 3692 fax: 020 8209 3697

**Barnet Somali Community Group**

c/o Barnet Multicultural Community Centre  
Algernon Road, Hendon, London NW4 3TA  
tel: 020 8202 9311 fax: 020 8202 3957

**Cultural & Recreational Organisation for Tamil Elders**

24 Brook Avenue, Edgware, Middlesex HA8 9XF  
tel: 020 8958 2739

**Iranian Community Centre (Barnet)**

Friern Park Centre, 1 Friern Park, London N12 9DE  
tel: 020 8446 1254

**Sangam Association of Asian Women - Advice Centre**

210 Burnt Oak Broadway, Edgware, Middlesex  
HA8 0AP  
tel: 020 8952 7062 fax: 020 8952 0322

**Barnet African Caribbean Association**

c/o Barnet Multicultural Community Centre  
Algernon Road, Hendon, London NW4 3TA  
tel/fax: 020 8202 0095  
Email: baca.daycare@btconnect.com

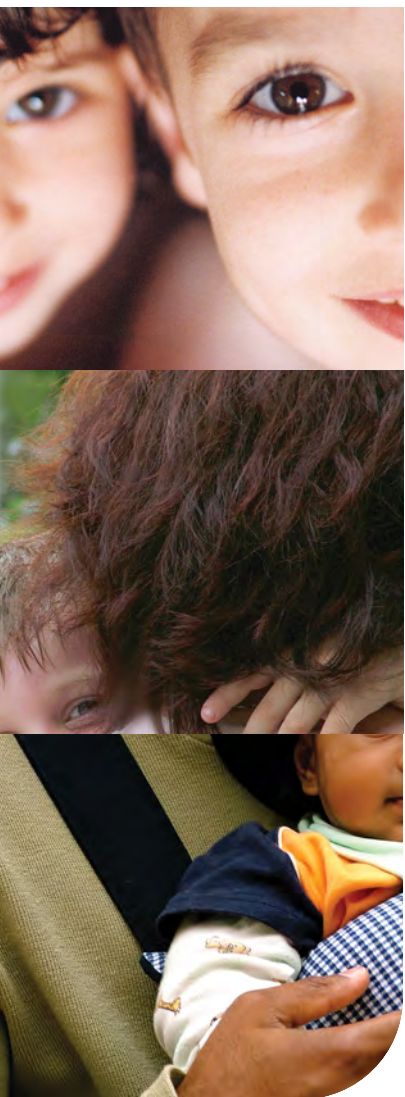
**Click here >> to visit the Council's excellent A to Z directory to find more culturally specific services and groups.**

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**SELECTED SERVICES**

**The Princess Royal Trust Barnet Carers Centre**  
 3rd Floor, Global House, 303 Ballards Lane  
 London N12 8NP  
 tel: 020 8343 9698 fax: 020 8445 1193

Barnet Carers Centre offers advice, information, emotional and practical support for all informal carers who live or work in the London Borough of Barnet.

**Barnet Care and Support Service (BCASS)**  
 Avenue House, East End Road, Finchley, London N3 3QE tel: 020 8346 0055

Barnet Care and Support Services can provide trained and experienced care workers to support family carers caring for family members, adults or children, with physical or sensory disabilities, learning difficulties or mental health problems.

**Friend in Need (FIN)**  
 East Barnet Baptist Church, Crescent Road, East Barnet, EN4 8PS tel: 020 8449 8225

FIN offers information and advice about: service entitlement, carers and respite care including support groups, benefit entitlement, 'listening ear' support services, home visits including assessments, liaison with health professionals and social workers, training.

**Jewish Care**

221 Golders Green, London NW11 9DQ  
 Tel: 020 8922 2222 (Helpdesk)  
 Email: jewishcaredirect@jcare.org

Jewish Care offers carers' support groups including separate groups for caring for dementia and mental health sufferers, relatives' groups, specialist Social Work support and counselling, respite care in residential and nursing homes, family support services, Admiral Nurse Service - professionals qualified in dementia care providing support and advice to carers whom are caring for a relative suffering from dementia related illness, a befriending scheme, a 'Fix-It' Scheme, Kennedy Leigh Home Care service providing personal care and practical tasks so that independent living is maintained for as long as possible.

**Click here >> for [www.parentscentre.gov.uk](http://www.parentscentre.gov.uk) for general advice about parenting**

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**See Also**

**Lone Parent Helpline 0800 018 5026**  
[www.oneparentfamilies.org.uk](http://www.oneparentfamilies.org.uk)  
 Free confidential helpline service for single parents run by independent charity. Advice available on benefits, tax, child support, and employment



**LEISURE CENTRES**

Barnet Burnt Oak Leisure Centre  
Watling Avenue, Edgware HA8 ONP  
tel: 020 8201 0982

Barnet Copthall Leisure Centre  
Champions Way, Barnet, London NW4 1PX  
tel: 020 8457 9900

Church Farm Swimming Pool  
Church Hill Road, East Barnet, Herts EN4 8XE  
tel: 020 8368 7070

Compton Leisure Centre  
Porters Way, North Finchley, London N12 0RF  
tel: 020 8361 8658

Finchley Lido Leisure Centre  
Unit 4, Great North Retail Park, Chaplin Square  
North Finchley, London N12 0GL  
tel: 020 8343 9830

Hendon Leisure Centre  
Marble Drive off Claremont Road, Brent Cross  
London NW2 1XQ tel: 020 8455 0818

Queen Elizabeth Leisure Centre  
Meadway, Barnet, London EN5 5RR  
tel: 020 8441 2933

**PARKS**

[Click here >> for a list of parks in the Borough](#)

**OTHER FACILITIES**

[Click here >> for libraries in Barnet](#)  
There are sixteen libraries in the borough.

[Rent an allotment from the Council. Click here >> for more info'.](#)

Allotment plots are available at various sites around the borough.

Contact: The London Borough of Barnet  
Building 4, North London Business Park, Oakleigh  
Road South, London N11 1NP  
tel: 020 8359 7820

**SPORTS CLUBS**

[Click here >> for a directory of local sports clubs](#)

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**LOW COST FURNITURE**

ReStore Community Projects  
18 Ashley Road, London N17 9LJ  
tel: 020 8493 0900 fax: 020 8493 0109  
e-mail: info@restorecommunityprojects.org

**POWER COMPANIES**

Help on choosing a utility company - gas and electricity, visit [www.energywatch.org.uk](http://www.energywatch.org.uk)

**GAS EMERGENCIES**

Transco 0800 111 999

**WATER**

Thames Water Utilities Ltd  
PO Box 436  
Swindon SN38 1TU  
tel: metered account enquiries 0845 9200 887  
unmetered account enquiries 0845 9200 888  
non-bill related enquiries 0845 9200 800  
minicom 0845 7200 899  
freephone leakline 0800 714 614

**COMMUNITY CARE GRANTS**

Community Care Grants help people who are getting Income Support or income based Jobseeker's Allowance or Pension Credit who are likely to get one of these benefits when moving out of institutional care or a care home. They help people live independently in the community and ease exceptional pressure on families. They cover a wide range of personal circumstances and variety of needs and expenses. They do not have to be paid back.

Contact your local Job Centre, Job Centre Plus or Social Security Office for an application form

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**SELECTED SERVICES**

**London Friend**

Voluntary organisation that has been serving the lesbian, gay and bisexual community for over 30 years. They exist to promote, support and campaign for the social and emotional well-being, physical and sexual health of lesbian, gay and bisexual people and those who are unsure of their sexuality. All services are delivered by trained lesbian, gay and bisexual volunteers. Services provided include:

Telephone Helpline - 020 7837 3337 (19:30 - 22:00 daily)

One to One Counselling, Support Groups, Social Groups, A library on LGBT issues  
Free information on HIV/AIDS and other Sexually Transmitted Infections, Free condoms and lube  
[www.londonfriend.org.uk/index.php](http://www.londonfriend.org.uk/index.php)

**London Lesbian and Gay Switchboard**

Information, support and referral service for lesbians, gay men and bisexual people from all backgrounds throughout the United Kingdom. Switchboard aims to: maintain comprehensive information on support, social and specialist services of relevance to lesbians, gay men and bisexuals. Raise awareness of sexual health issues including safer sex and to endorse positive personal choice. Offer support and initial advice to all callers on any problems they are facing. Suggest sources of more specialist advice, counselling or other help if callers want it. Lesbian and Gay Switchboard 020 7837 7324 [www.llgs.org.uk](http://www.llgs.org.uk)

**LAGER**

Unit 1G, Leroy House, 436 Essex Road, London N1 3QP General Enquiries: 020 7704 2205  
Independent advice agency affiliated to the Federation of Independent Advice Centres (FIAC). Free confidential legal advice, information and support to lesbians and gay men who are facing discrimination in the workplace or whilst looking for work.

**Audre Lorde Clinic**

Ambrose King Centre, Royal London Hospital, Whitechapel, London E1 1BB Fri 10am-5pm tel: 020 7377 7312 Services for lesbians.

**Beaumont Society**

The largest and longest established transgendered support group in the UK and has developed a support network, which has been at the forefront of the transgender, transvestite, transsexual and cross-dressing community since 1966! website: [www.beaumontsociety.org.uk](http://www.beaumontsociety.org.uk)

**Stonewall Housing**

Housing advice for lesbians and gay men. website: [www.stonewallhousing.org](http://www.stonewallhousing.org)

**GMFA**

Volunteer-led gay men's health organisation. website: [www.metromate.org.uk](http://www.metromate.org.uk) Call 020 7649 9311 (lines are open between 8.30am and 6pm Mon to Fri and 9am to 1pm on Sat)

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**LISTENING EAR**

**Samaritans**

call 08457 90 90 90 anytime

**ChildLine**

free helpline for children and young people in the UK. Children and young people can call us on 0800 1111 to talk about any problem.

**Families Anonymous**

For Relatives and Friends Concerned About the Use of Drugs or Related Behavioural Problems  
Helpline: 0845 1200 660

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