

**Comparison of levels of welfare related services in the London Borough of Barnet**

Barnet Council Provided	Representation at tribunals	Advocacy (general)	Home visits	Outreach	Phone lines	Drop-in or appointment	Qualifications	Training	Website information	Leaflets	
<b>Welfare Rights Unit</b>	Yes	Yes	Yes	No	9am-5pm	Appointment	Detailed working knowledge but no specific qualifications	10 - 12 sessions a year provided to c.150 people (carers, voluntary organisations)	No website	Welfare Rights Unit provides other council departments with info relating to welfare rights for inclusion in their leaflets.	
<b>Council's Benefit Advice Team</b>	No	Yes	No	No	Mon - Fri, 9am - 5pm	Neither	Detailed working knowledge of benefits regime	Yes	Yes		
<b>Financial Assessment Team</b>	No	Limited	Yes	No	Mon - Fri, 9am - 5pm	Appointment	None	None	Yes	Yes	
<b>Agency: Barnet Council funded</b>	<b>Representation at tribunals</b>	<b>Advocacy (general)</b>	<b>Home visits</b>	<b>Outreach</b>	<b>Phone lines</b>	<b>Drop-in or appointment</b>	<b>Qualifications</b>	<b>Training</b>	<b>Website information</b>	<b>Leaflets</b>	<b>Barnet funding</b>
<b>Barnet Citizens Advice Bureau</b>	Yes	Yes	For the over-60s and housebound only, Mondays, Tuesday & Wednesday 9.30am to 5pm	11 different sites	10am-4pm Monday to Friday, plus a 24 hour advice line	Both	-	Yes - they train their volunteers as advisers and as gateway assessors. This includes training packs in different formats for disabled volunteers, if necessary. There are 65 bureaux-based volunteers who are fully trained advisers or training to be advisers	Detailed advice guides relating to a range of benefits. Includes info to help people find out their entitlement and how to apply.	N/a	2008/09 £401,207
<b>East Finchley Advice Service</b>	No	Yes	Yes - Age Matters (elderly and housebound)	One - Wednesdays between 10am and 12pm.	10.30am - 12.30pm, 1.30-4pm, Monday to Friday. Legal advice service 7-8pm Tuesday	Drop-in	All (non-specialist) volunteers are trained to NVQ level 2 in welfare benefits	Training provided to volunteer advisers	No info on the website other than stating it can help in person with up-to-date information about rates of benefit and details of other voluntary and specialist organisations who may be able to support an application for	N/a	2008/09 £16,300
<b>Barnet Law Service</b>	Yes	Yes		Yes - North Finchley. Monday & Wednesdays, 10am - 5pm, appointments. Fridays 2pm - 7pm, no appointment necessary. Edgware, Tuesdays 2pm		Both	-	Training in Welfare Benefits and Employment Law to staff and volunteers at local advice agencies. This provision of free training and outreach is a particular strength of BLS and helps to strengthen the quality of	No welfare advice, other than an explanation of who the caseworker is and the type of work he does.	N/a	2008/09 £80,408
<b>MIND in Barnet</b>	No	No help provided on welfare benefits	No	Yes, by referral	Mon - Fri, 9am - 5pm	Drop-in	-	-	An information booklet is available on their website with info pertaining to welfare benefits. However, this is more of a signposting service rather than specific info on claiming	N/a	2008/09 £56,014

<b>Disability Action In Borough of Barnet</b>	No	Yes	Yes	Fortnightly	Monday - Friday, 10am - 4pm	Drop-in Monday - Thursday 1.30pm - 4pm	All staff have attended relevant Welfare Rights Training	-	No online advice	N/a	2007/08 £110,124
<b>Barnet Carers Centre</b>	No	Yes	Yes	Yes	-	Appointment - Benefits advice surgery held on the first Monday of each month at Barnet Carers Centre from 6-8pm and every other Thursday morning from 10am - 12pm	-	-	Information is provided but mainly in terms of links to other agencies, such as the CAB	N/a	2007/08 £266,591
<b>Advocacy in Barnet</b>	Not for welfare rights	No - welfare issues are referred elsewhere	-	-	-	-	-	-	Links to other agencies, but welfare benefits is not a topic by itself	N/a	2008/09 £142,196
<b>Agency: non Barnet Council Funded</b>	<b>Representation at tribunals</b>	<b>Advocacy (general)</b>	<b>Home visits</b>	<b>Outreach</b>	<b>Phone lines</b>	<b>Drop-in or appointment</b>	<b>Qualifications</b>	<b>Training</b>	<b>Website information</b>	<b>Leaflets</b>	<b>Barnet funding</b>
<b>Age Concern</b>	Not for welfare rights	1. a new dedicated post to provide general advice on Direct Payments and entitlement to W/R including help with form filling The new p/t post to be funded by a grant from London Councils for Age Concern's in the London area (£16K per year to Barnet's Age Concern) but this post will still not be specialist enough to cover appeals/tribunals .	Possibly in the future, but not at present	Yes	-	-	-	-	Nothing relevant	N/a	
<b>Pension Service Joint Visiting Team (JVT)</b>	No	Yes	Yes	No	Mon - Fri, 9am - 5pm	Appointment	Detailed working knowledge of benefits regime	-	Comprehensive website	Yes	N/a
<b>Sangam</b>	No	Yes	No	No	Mon - Fri, 9am - 5pm	Drop-in	Not known	-	Yes, but not specific welfare benefit advice	Unknown	N/a
<b>Barnet Refugee Service</b>	No	Yes	No	Yes	Mon - Fri, 9am - 5pm	Drop-in	Not known	Yes	Yes, but not specific welfare benefit advice	Unknown	funded partly through London Council's to whom Barnet contribute but sum to BRS not identifiable
<b>Mary Ward Legal Centre</b>	Yes	Yes	No	Yes	Requirement to phone for appointment	Appointment	Solicitors	Unknown	Yes	Unknown	N/a