

Partington Healthy Living Centre

Annual Report 2008/09

Welcome to the 2008/9 Annual Report, we hope you will take time to read about what has been happening in the Partington Healthy Living Centre (PHLC) and the changes we have made to improve and expand the range of activities and services available.

PHLC joined the portfolio of health and well-being centres managed by Big Life Centres in January 2008, following a lengthy tendering process involving Trafford's Council and PCT.

Since that time we have:

- Established 12 new services or activities at the Centre, in partnership with other agencies.
- Set up three new groups directly:
 - Walk-a-Weigh – weight management for people moving towards a better quality of life;
 - Luncheon Club – healthy meals, served with a smile, for older people;
 - Family Fitness Dance Class.
- Engaged an additional 800 local people in activities/groups.
- Offered volunteering opportunities to 23 local people. 5 volunteers have obtained the NVQ Level 2 Certificate in Volunteering and two have completed IT courses.
- Refurbished, re-named and introduced a new menu in the Rainbow Café.
- Trebled the amount of customers using the Rainbow Café.
- Re-established the Healthy Partington Network.



Committed to partnership working in Partington

Partington Healthy Living Centrea Big Life Centre.

Big Life Centres is a registered charity and company limited by guarantee, part of the Big Life Group.

Charity Number: 1062333
Company Number: 03311884

Registered Address:

The Kath Locke Centre, 123
Moss Lane West, Moss Side,
Manchester, M15 5DD

List of board members:

Mark Fitzgibbons – Chair
Adrian Jennings
Fay Selvan
Angela Young
Iphigenia Papoulia

List of Big Life staff:

Centre Manager - Kate
Williams
Volunteer Co-ordinator –
Monica Bannister
Catering Manager – Steve
Townley

List of Trafford PCT staff:

Health Improvement Officer –
Susie Jones
Fit for Life Co-ordinator –
Sam Hammond

Reception services provided by
Trafford Direct. Stewarding and
Cleaning services provided by
Trafford MBC.

List of main Funders:

Trafford MBC
Trafford PCT
Big Lottery – New
Opportunities Fund

Who Uses Our Services?

A recent survey of 142 Centre users undertaken in February 2009, indicated that 74% of Centre users are not in work, either unemployed, retired, caring for children or elderly parents, or disabled. Over half are parents, often with more than one child to look after. The average age is slightly more mature, with 71% of users aged 30 and over.

The main reason for coming to the Centre was to visit the Rainbow Cafe, primarily for socialising and getting out of the house and secondly, to visit the doctors or the pharmacy.

Overall over 55% of people taking part in activities at PHLC report a positive benefit. Particular highlights come in the area of socialisation and developing self confidence where positive success is rated at 68% and 62%. We have worked to build PHLC as a community hub which supports local people to grow and develop and then contribute to the continued sustainability of the local community.

Let's hear it from a volunteer:

"I actually came to the Luncheon Club to eat one day last summer and one of my friends was volunteering here and served me, so I thought I would give it a try. I haven't looked back since! I suffer from deteriorating health and at one point was stuck in my house alone a lot of the time. Coming here has given me a massive boost and has been the best therapy for me. I really miss it at the weekends when I'm back at home. I encouraged my daughter to volunteer here too. It's a great way to boost self esteem. In Partington everybody knows everybody else and so when I joined the team here it was like being with friends – we work really well together. Being with other people here has been the best medication for me."
Janice

Let's hear it From a Centre User:

"My name is Christine. I come to the café most days. I come because it gets me out of the house for a couple of hours or so everyday. There is always somebody to have a chat and a laugh. Some days I bring my sketch book with me and I find I can come up with new sketch ideas whilst I am here. I've recently had an exhibition of my work here where people have bought many pieces of my work. This has given a great boost to my confidence, and I'm looking into ways I can develop my own business making cards and doing drawings for people. The café is a great place for making new friends or meeting old friends. The food is good and is a reasonable price. I recommend it to anybody who is visiting Partington."

What do people say about the centre?

'Partington is dead, but the HLC is a hive of activity.'

'This place is the hub of Partington, many people use it to meet, eat and use it for social/health reasons.'

'I have a life while the children are at school.'

'It helps me to socialise more.'

'It has given me a reason to get out of bed and out of the house. I love the centre and all the staff in the café and volunteers as well as management.'

'Walk-a-Weigh has helped me to gain more confidence.'

'Nice, clean and modern Centre with friendly local café.'

'It is so useful having employment help here on the doorstep.'

'Helped to create community spirit.'

'It has made a big difference in my social life.'

'Helps me get more fit and healthy.'

Comments taken from the user survey completed in February 2009.

What Else We've Done This Year

- New services attracted into the centre, examples of these are: 'Beating the Blues' Computerised CBT service, Cancer Information Service monthly drop-ins, Money Made Clear (independent financial guidance on all money issues – debts, mortgages etc).
- Trafford College moved the Partington Learning Gateway to the HLC, and offers a variety of adult education courses.
- Christmas Toy Appeal –toys were distributed to 125 children and young people in December 2008.
- New partnerships with the Fit for Life Project (funded by the Big Lottery) and Partington Children's Centre leading to the Mini Diners Club and Fruit and Veg Bag schemes.
- Alcohol Campaign involving local families, in partnership with Trafford PCT's Health Improvement Officer, and regular health information displays.
- Increased support for job seekers, with increased sessions from Connexions, Next Step and A4E support for disabled job seekers.

Issues and challenges

The first challenge, when Big Life Centres won the contract to manage the HLC, was to re-build community trust and faith in the project. The Centre had lacked consistent strong leadership for a while, and activities and reputation had suffered accordingly. The new Centre Manager spent much time in the first six months re-building relationships with other local agencies and developing new activities and services at the HLC.

The on-going challenge is to find a sustainable funding solution for the longer term. The end of the current funding regime in June 2009, presents an immediate challenge, however, interim funding for another 12 months has already been pledged by Trafford MBC, whilst a Forward Plan is being developed that complements the strategic plan of Trafford PCT for more integrated care organisations. This is where medical and community social care services work together to tackle the holistic lifestyle, health and well-being issues of those people in the community by focusing on reducing and preventing incidents of cardiovascular disease, respiratory disease, cancer and poor mental health. Linked to this is a commitment to reduce health inequalities between the four lowest (which includes Partington) and four highest income wards by 25%. The overall aim is to avoid 122 preventable deaths per year. The HLC is ideally suited to complement and pilot the strategy.

Volunteering opportunities

Without our team of committed and talented volunteers, the HLC would not function as well. We have upwards of 20 volunteers regularly committing time on reception, in the Rainbow Cafe or with service user groups like the Mini Diners or Luncheon Clubs. Volunteers receive training, support and a refund of expenses for meals and travel on the days they volunteer. We are always looking for more volunteers, please contact Monica on Reception 0161 912 2077 if you are interested.

Plans for 09/10

- *Herb and Vegetable Garden*
- *Low Cost Complementary Therapies*
- *Increase in Smoking Cessation services*
- *Individual support services to move towards a positive more healthier Lifestyle.*
- *Outside seating area for Rainbow Café in the summer.*
- *More fitness classes, especially for the elderly.*
- *Cook and Taste courses and chef demonstrations.*
- *Expanded range of community learning opportunities, e.g. community reporting.*
- *Multi-agency and partnership working.*

SPOTLIGHT ON.....

WALK-A-WEIGH

getting back to basics and keeping it real

Walk-a-Weigh is a weight management group for individuals who are more than two stone overweight and are committed to improving their health and wellbeing. You can access the group through self-referral or via your GP. Initially new group members follow an induction process to analyse their diet, measure their quality of life, establish motivation and to develop their own personalised action plan. Then they join the group that meets weekly on Wednesday mornings at 10am.

The weekly sessions offer support, information, exercise sessions, beauty therapy, and self-esteem and confidence building activities. Most importantly, the group is a safe place where members can talk in confidence about their eating patterns and health issues without being judged. Many group members report making new friends and improvements to their social life.

The group is facilitated by Anna and Rea, two women who know first hand the impact that food has and have received extensive training in diet and obesity issues. Anna developed the group for Big Life Centres out of her frustration with commercial dieting groups that focus on short-term weight loss without looking at the real reasons why people eat. The focus of the group is on supporting people to make changes to their lifestyles and mental attitudes, so that the recommended weight loss of 1lb per week, becomes a longer term health and wellbeing benefit.

Here is what some current group members think:

Norma – I joined this group because I wanted support and advice on weight loss. Since I have been a member of w-a-w I have found the advice given by Anna and Rea invaluable, I now read food labels, eat my 5 a day and try and exercise every day. At the start it was a free, now we pay £1 a week to cover costs, it's the best £1 I have ever spent. It is an education, I never knew it could be so much fun being taken back to basics and learning the values of food.

Karen – I just love coming here, I find the people great to chat to, I love having coffee mornings, plus I have lost quite a few pounds since I have started coming, it truly is inspirational and I am learning all about food labelling.

Steven & Maureen – we are pensioners and find that some foods are expensive, we have been taught that you do not need to buy expensive food in order to lose weight, we have received super advice, one piece which has inspired us, eat slow, digest your food and you tend to eat less, you taste the food better and can feel yourself getting full before the end of your meal.

Lynn – I just love coming here, the people are friendly, Anna and Rea are really good with their advice and so friendly, they inspire you, it's not just about losing weight, it's also a confident booster.

Eve – we are now exchanging low fat recipes, and we are even going to cook our recipes and bring them in for tasting – an excellent idea.

We all agree that the treatments, be it nails, facials, relaxing with Isobel, whatever, it does make you feel special, a little pampering goes a long way. We would all be very upset if w-a-w were to finish.

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