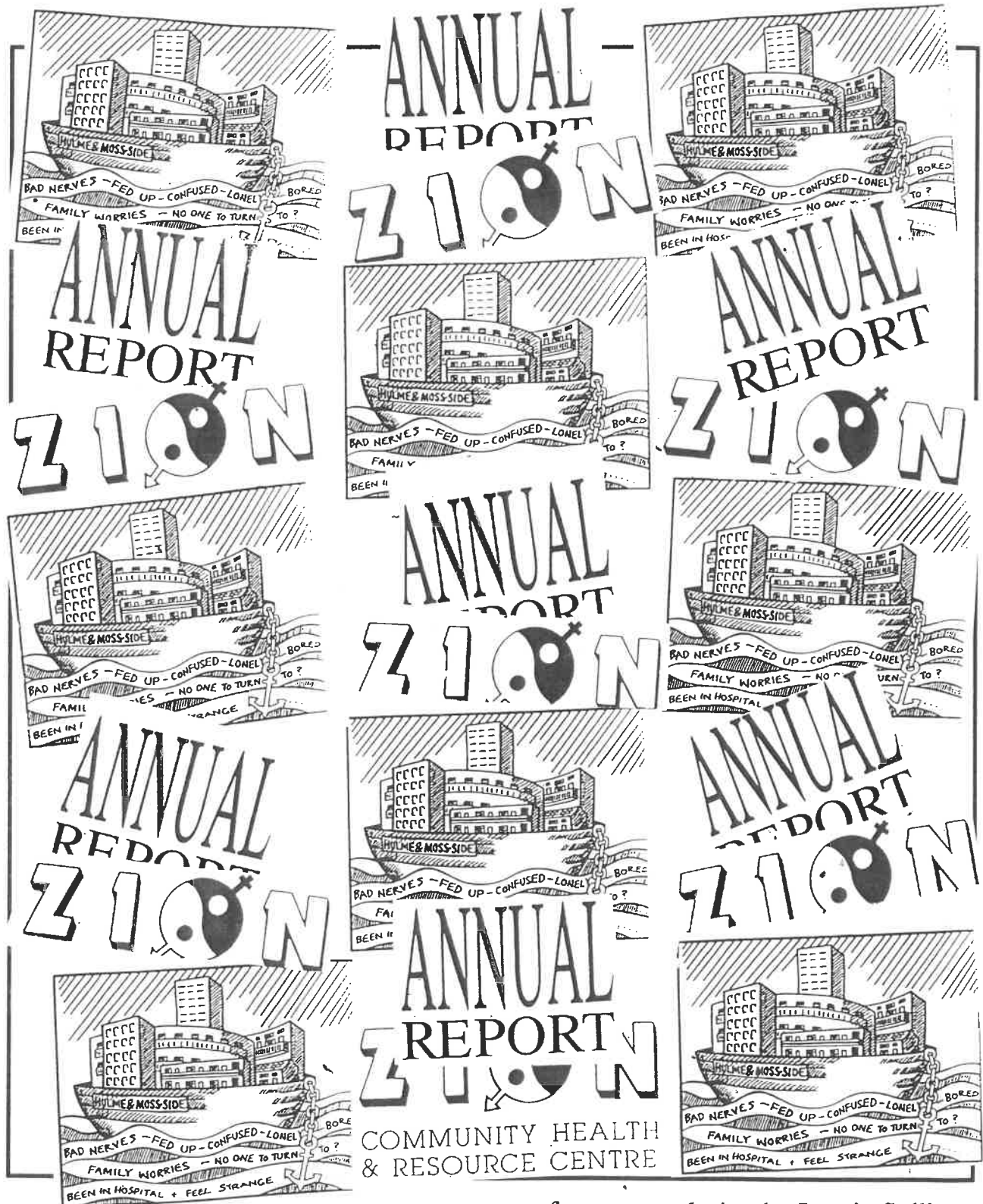


Zion Community Health & Resource Centre

Registered charity number: 1018637

1992-93



front cover design by Laurie Sullivan

Contents

the core team
what is ZCHRC
how ZCHRC operates
how ZCHRC worked to its aims '92-3
users, workers & volunteers
service principles
equal opportunities statement
projects summaries

ACMHP

HARP

DASH

MASH

BHAF

Homestart

Womens Room

Tranxaid

Aisha

Zion Art Paintbox

comments on ZCHRC 1992-3

Dr. Di Chisholm - Director of Public Health

Volunteer

User

Core Team

Fay Selvan - Co-ordinator
Veronica Stapleton - Cleaner

Sandra Stapleton - Administrator
Angie Weir - Receptionist

Volunteers

Dave Macleod
Fiona Hutton

Karen Wilson
Cindy Clarke

Management Committee

Sarah Higson - DASH
Priscilla Nkwenti - BHAF
Margaret Fielding - Homestart
Helen Lagoe - Womens Room
Karen Wilson - Aisha
John Butler - Harp
Andrew Cresswell - CSS
Allison Kershaw - ZAP
Libby Graham - MCC
Dave Macleod - Tranxaidd

Jacky James - BHAF
Josie de Valda - Homestart
Saffron Gardenchild - Womens Room
Folasade Agbalaya - Aisha
Ian Mello - ACMHP
Caroline Freedman - HARP
Carmen Martin - CSS
Dave Rogers - ZAP
Cllr. Peter Dungey - MCC
Peter Spencer - CMHT

Placements

Victor Glover

Kamal Bhamra

Acknowledgements

Thank you to ZAP members Carl Peploe, Laurie Sullivan, Micheal Williams and Paula Wheatley for their contributions of artwork to this Annual Report. Also thanks to the Aisha children who contributed their photographs, and Vik Young who took them. Finally thanks to Kamal Bhamra and Folasade Agbalaya who proof read.

What is the Zion Community Health and Resource Centre?

The ZCHRC has been established for three years in the Zion Centre, Hulme. It provides a base for local voluntary projects who work on 'health' issues. Health is defined in the widest sense of the word, as 'well being'. The projects based in the Centre offer a range of specialist services to people in Hulme and Moss Side. In addition we target our services at sections of the community who have least access to traditional health services - such as: prostitutes, drug users, ethnic minorities.

The benefits of projects being based in the same Centre are exploited to ensure the best possible use of resources is obtained, enabling us to provide the best possible service. Projects are able to refer users to each other, so that people with multiple problems are able to receive help from a number of sources by making just one initial contact. This is particularly valuable when dealing with sections of the community who may be suspicious, or wary of asking for help from service providers.

How the ZCHRC operates

The ZCHRC is a voluntary project, which means that it is managed by a voluntary Management Committee. This Management Committee applies for funding to carry out the work of the Centre. We are a charitable organisation, so that any work we carry out must fit within our charitable aims. These are listed elsewhere in the report. The Management Committee is made up of representatives of all the projects based in and using the Centre. Each project is able to vote, but in the past year we have only voted twice (apart from when electing officers of the Management Committee), as most decisions are made on a consensus basis. The Management Committee employs staff to carry out the work of the Centre. These are listed under the heading 'Core Team'. The ZCHRC relies on the input of volunteers and would like to take this opportunity to thank everyone for their time and energy.

In addition there is a Users Group which meets regularly throughout the year, which deals with day to day issues of the Centre. In the past year this group has developed policies on security, grievance procedures, complaints processes and handling difficult behaviour. The Users Group reports to the Management Committee who make the final decisions.

How the ZCHRC worked to its aims in 1992-3

Developing activities in Zion for members of the community in order to promote self help, empowerment and well being.

Childcare responsibilities can often not only be a barrier to women accessing health services, but can also be a lonely and isolating experience. As redevelopment continues apace the facilities and play areas for young children in Hulme are becoming more restricted and less safe. As part of our health promotion role the ZCHRC has given much emphasis to the development of childcare services in the last year. In the summer of 1992 a local mother approached the Centre about running a playscheme, and from this the Aisha Childcaring Group has evolved. The group is made up of women volunteers and is supported by the Zion Co-ordinator, administrative staff, and a worker from Hulme Sports Project. The group presently offer sessional creches, an afterschool club and school holiday playschemes.

The ZCHRC hopes to extend the work of the group by attracting funding to employ staff. This will enable us to offer childcare to women using the services at the Centre. In February and March 1993, the ZCHRC carried out major improvements to the Aisha room to make it a more comfortable and safe environment. Additional work to provide a secure pramstore, private toilets for the creche, are due to be carried out with City Challenge funding shortly. In addition the Hulme and Moss Side Task Force have just recently approved a grant of £28,000 to build an outside play area accessible from the Creche room.

Provide training, education and skill sharing in health issues

The Projects working in the ZCHRC have a lot of experience and knowledge about community health issues and the needs of different sections of the population which we are keen to share with staff in the statutory sector. In the long term we aim to develop a comprehensive training package which will be generally available. Already some projects offer some training - ACMHP, and BHAF. Four students have been placed with projects in the Centre in the last year. The further development of interagency working between the voluntary and statutory sector can only lead to improved primary care services.

We believe that the input of volunteers is invaluable and offering quality training to them benefits the volunteers, and the Centre as well. All volunteers in the Centre are offered training to enable them to develop their skills and abilities. Homestart, ACMHP, BHAF, MASH, and DASH all run training programmes specifically designed for volunteers. In addition some volunteers are paid expenses to attend training sessions such as courses on counselling skills.

All staff are encouraged to undertake training in order to maximise their contribution to the work of the Centre. In the past year the Core Team have undertaken training in computer skills, typing, self defence, contracting and Charities Act. The ZCHRC has also run two training courses open to staff, users and volunteers of projects in the Centre - Training the Trainers and Supervisory Skills. We plan to run a womens assertiveness course in May 1993.



Develop a partnership approach with statutory health services to increase the range of service options available to the community.

The ZCHRC has played an active role within the Hulme Health Forum and hosts the meetings in the Centre. The Hulme Health Forum brings together statutory and voluntary sector workers with community representatives. It is chaired by the Director of Public Health. It is a formal sub group of the City Challenge Social Issues Committee. It aims to develop and improve health services in Hulme. The ZCHRC represents the voluntary sector on the Core Group which carries out the day to day work of the Forum.

The Forum has overseen the Hulme RAP - a research exercise funded by the Health Authority. The Hulme Health Forum has allocated small grants of up to £500 for new health initiatives, ranging from production of information leaflets, to health promotion talks and campaigns about dog excrement.

The ZCHRC is represented on the Community Health Council for Central Manchester and takes particular interest in womens health and mental health issues. A representative recently attended the Mind national conference 'stress on Women' and it is hoped that the ZCHRC may take some action in this area in the next year.

The ZCHRC has expanded to include two new groups in the mental health field - Continuing Support Services and Manchester Housing Consortium. The CSS is a statutory service provided by Central Manchester Hospitals Trust, Dept. of Psychiatry. The team resettle people into the community from long term psychiatric care and offer support on a daily basis. Manchester Housing Consortium are a voluntary organisation offering a range of supported housing for people with mental health needs. Whilst they have always had one worker based in the Centre with Harp - they are now relocating a team to the Centre. These two new initiatives together with the existing groups - Harp, ACMHP, ZAP, and Tranxaid, means that the Centre will potentially be able to offer a very comprehensive mental health service to the people of Central Manchester.

The ZCHRC has worked with people from a range of statutory and voluntary organisations in discussions about the development of assessment centres and support in the community for people with mental health needs (CAMS). It is hoped that developments within the Centre itself will lead to greater co-ordination between the voluntary and statutory sector services. In the long term Joint Finance funding may be secured to further this work.

Provide an easy access point to health services to local people.

The Centre tries to ensure its services are accessible to all groups in the community including those who traditionally have difficulty accessing services or whose specific needs are not met by the statutory services. The Womens Room has developed to give women greater access to information about their own health and services that are available to them. The group is run by volunteers and supported by community workers from the Self Help Resource Centre and Hulme Sports Project. The ZCHRC supports the groups activities by giving free accommodation, administrative and reception services. At present the Womens Room is open as a drop-in for half a day a week and the volunteers are undertaking outreach sessions in other community centres in Hulme and Moss Side.

The ZCHRC recognises the importance of accessible information and the importance of arming people with information about the services that are available. The ZCHRC were funded by the Health Authority (on behalf of the Health Forum) to produce a booklet detailing 'health services in hulme' and it was distributed in September 1992. Over 60% of people who read the booklet found out something new, and over 10% went to a new service as a result of it. (Evaluation carried out by the Public Health Resource Centre 1992-3). The booklet will be updated in Autumn 1993. In the future the ZCHRC is committed to producing a range of information to residents in Hulme and Moss Side, beginning with a 'users guide to mental health services' which is now being produced.

The Hulme Rapid Appraisal recognised the need for the ZCHRC to continually promote the services it offers to the local community. As a result we will be producing a new information leaflet in the new year and will be holding another Open Day. More copies of this Annual Report will be available and we will be considering more use of local community papers.

Provide office space and meeting space to projects involved in health issues.

The Centre has provided office and meeting space to the Hulme RAP - a rapid appraisal research exercise carried out by the Department of Public Health into health needs in Hulme. The Hulme RAP involved meeting local workers and members of the community to identify needs. The Hulme Health Forum then held half day workshops in the Centre to begin to develop an Action Plan based on the result of the RAP. This work is now ongoing and users, staff and volunteers within the Centre are now involved in groups to progress particular areas of the Action Plan. It is hoped that the Action Plan will be produced by summer 1993, and the ZCHRC is committed to working on the plan with other statutory and voluntary agencies to improve health in Hulme.

Developing Activities for people in the community with health needs.

The ZCHRC presently has three drop in sessions for people with mental health needs. The ACMHP runs a four hour drop in every Thursday which provides a cheap nutritious meal and informal social activities, including pool and table tennis. The Zion Art Paintbox presently opens twice a week on Mondays and Wednesdays and offers an art studio and supportive environment to artists in the community with mental health needs. In addition Hulme Action Resource Project have worked with ACMHP and Hulme Sports Programme to provide a sports session at Birley once a week - five a side football and swimming.

In the future all the groups who presently provide drop-ins aim to work closer together to increase the amount and range of activities offered. In particular we hope to target sessions for sections of the community who are less involved in open sessions - such as women and black people.

Hulme Action Resource Project have applied for Mental Illness Specific Grant funding to carry out improvement works to the art room. However, Zion Art Paintbox funding presently is still insecure. In the long term the ZCHRC would like to see an artist in residence so that a full time art facility would be available. In addition funding has been applied for to carry out alteration works to the main activities room to install a kitchen. It is hoped this work will be carried out in April 1993 and will enable a cafe to be set up offering a limited selection of cheap food weekday lunchtimes. This has been identified by the Hulme Rap research exercise carried out by the Health Authority as a priority, as well as by the Users of the ZCHRC itself.

Provide a community resource Centre for individuals and Carers in the community.

ZCHRC offers its resources to people in the community who wish to develop new services, self help groups and support networks. At present this includes office space, use of computers and typewriters, telephone, photocopying, training and development support. In this year the ZCHRC has supported a number of new initiatives, including Tranxaid - a tranquilliser users support group.

The Centre is committed to pooling resources in the form of equipment and person power in order to maximise the use made of them. In this way users of the Centre jointly utilise the meeting rooms, counselling facilities and activities space that is available. In the next year we hope to continue this development by carrying out improvement works to the activities room, the art room and the creche.

The Centre secured additional funding of £8,000 through City Challenge this year to pay for extra reception hours and cleaning staff. This has been essential to make the Centre more open to the community. Increasing our opening hours will be a continuing aim in the next year. Improvement works to the Reception area have now begun. Initially £8,000 worth of work has been carried out to take down unnecessary barriers. Further works are planned for 1993-4 to provide disabled access, disabled toilets and a shower facility, funded by City Challenge.

Develop and co-ordinate initiatives around health in the community.

Last year the ZCHRC was part of a planning group which set up a Supported Housing Forum. Throughout this year the ZCHRC has continued to work with the HSHF which is now an official sub group of Hulme Community Homes. This group aims to develop a range of supported housing in Hulme which meets the needs of residents in the area. Only by doing so will a new Hulme be developed which meets the needs of all of its residents. The ZCHRC is committed to involving local voluntary projects in this work and to working alongside statutory agencies in the area.

The HSHF has now appointed a team of consultants to produce a strategy for developing supported housing in Hulme. The strategy will tackle issues such as:

- demand for different types of housing
- location
- management/assessment/allocation
- revenue funding
- design issues
- support packages

In the next year a development post will help put the strategy into action. The ZCHRC will continue to host the meetings of the SHF and take an active role in the work of the group.



Who Uses , Volunteers, and Works at the Zion Community Health and Resource Centre

Group	Total No.	women	disabled	White	White other	Black Caribb.	Black African	Asian	Chinese	Black other
Users (this relates mainly to 'casework' and does not cover one off callers)	1,767	43.2%	1.6%	44.9%	6.3%	10.5%	9.9%	7.8%		14.4%
Reception Enquiries	10,060									
Management Committee Members	108	55.7%		66.6%		10%	5.7%		1.4%	13.0%
Volunteers	109	64.6%		34.2%		20%	11.4%	8.6%		25.7%
Staff and Placements	30	77%		30%		20%	6.6%	6.6%		33.3%

Note: There was no uniform method of monitoring by all Projects in 1992-3. Percentages were calculated as a percentage of the numbers that were monitored, and not as a percentage of overall numbers.



What we do:

Provide services to people in mental distress from the African Caribbean Communities and attempt to influence mainstream services to respond more appropriately to their needs.

Our main achievements are:

- An established casework service (over 100 cases).
- Facilitating two drop-ins attended by about 30 people each week.
- Establishing a Patients Council in Burton House Psychiatric Ward.
- Setting up a support service for African Caribbean women at Alex Park Health Centre in conjunction with local GP's.
- Producing a film & video which expressed Users views about mental health services.

What we want to do next:

- Develop a drop in for black users.
- Continue present services and expand our direct services to Users.
- Develop a crisis assessment centre in the community.

Issues for us in the last year:

- The need for disabled access.
- Transport for users to get to drop ins.
- The need for a Black drop in.

Agencies and Groups we work with:

Hulme Health Forum, Manchester Housing Consortium, Social Services, Shades, GP's, Hulme Action Resource Project, Zion Art Paintbox, Homestart, Central Manchester Hospitals Trust, 42nd Street, MACC, VAM, MACHEM, Independent Contract Unit.

Who we get funding from:

- Kings Fund
- Mental Health Foundation
- Mental Illness Specific Grant
- Joint Finance (Health and Social Services).

Members of Staff:

- Carol Baxter - Temporary Director
- Pat Gray - Caseworker
- Mercy Chikoti - Caseworker
- Preeya Lal - Research and Education Officer
- Dawn Bryan - Admin and Clerical Officer
- Ian Mello - Resources and Information Officer





ACHAMP



MHC



MASH



HOMESTART



AMHA

What we do:

Harp is a mental health project which provides support to enable people to live independently in the community by providing supported housing; advice on benefits and housing issues; helping develop new initiatives on mental health in Central Manchester and contributing to the provision of drop-ins at the Zion Centre.

Our main achievements are:

Together with Manchester Housing Consortium we set up the first supported tenancies for people with mental health needs in Hulme. We have dealt with over 250 people this year. We have established a new sports drop-in at the Y-Club in Castlefield and have secured funding for further developments next year.

What we want to do next:

We will be establishing a Cafe run by people with mental health needs in the Zion Centre offering a range of cheap nutritious foods. We hope to secure funding for our resettlement worker and advice worker after 1993-4.

Issues for us in the last year:

At least 60% of the people using our services have been in some form of care (including hospital, residential, childrens homes). This seems to indicate a lack of aftercare and support in the community as many people are coming to us in crisis. There is increasing pressure for us to replace dwindling Social Services rather than complement them. We have a large number of clients who are victims of the Criminal Justice System and the closure of Moss Side Initiative last year left a major gap in service provision.

Agencies and Groups we work with:


Hulme Health Forum, Supported Housing Forum, Social Services, GP's, CPN's, Manchester Housing Consortium, Continuing Support Services, ZCHRC projects.

Who we get funding from:

Department of Environment
Mental Illness Specific Grant
Central Manchester Health Authority

Members of Staff:

John Butler - Resettlement Worker
Tony Cashin - Advice Worker
Caroline Freedman - Administrator
Keith Reynolds - Development Worker
Rose Wilson - Support Worker



HARP
Hulme Action Resource Project
ANNUAL REPORT



What we do:

- run a needle exchange in Hulme
- offer advice, information and support to drug users and their families
- provide education and awareness sessions in schools and youth clubs
- produce a range of information
- work on the streets with the black community and women/men working as prostitutes

Our main achievements are:

In the past year we have been able to consolidate the existing services such as the needle exchange and further develop our educational work in schools. We have developed new initiatives such as our 'parents support group' and have secured a further three years funding.

What we want to do next:

- develop the role of volunteers
- consolidate and evaluate the work we have undertaken
- do more work with black women and partners of drug users

Issues for us in the last year:

Funding constraints and the accessibility of services to black people and women

Agencies and Groups we work with:

BHAF, George House Trust, MASH, Hulme Health Forum, Tranxaid, Womens Room, Aids Forum, Regional Drug Dependency Unit, Community Drugs Team, Probation, Hideaway, Schools.

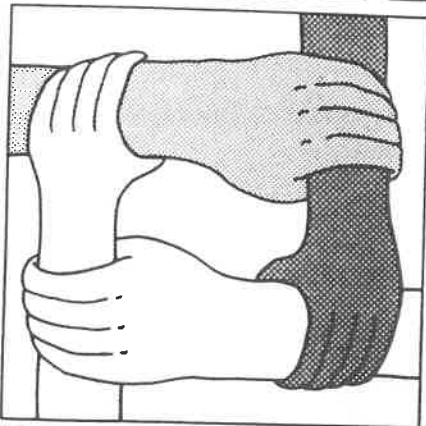
Who we get funding from:

Joint Finance
Aids Unit

Members of Staff:

Denise Williams - Drug and Hiv Worker
Sarah Higson - Drug and Hiv Worker
Jennifer Horton - Administrator

DASH



DRUG ADVICE & SUPPORT IN HULME

MHC



MASH



DASH C



HOMESTART



AFHA



What we do:

Mash is a sexual health promotion/HIV prevention service at street level for women and men who work as prostitutes. We operate from a site in the City Centre three nights a week offering information and advice on safe sex and drug use. We provide a range of condoms and operate a needle exchange. There is a nurse available to offer basic injury treatment, pregnancy testing and health advice.

Our main Achievements are:

Despite the relatively short time that we have been operating we have become a major service provider to men and women working as prostitutes in Manchester city centre seeing approximately 40 people a night.

What we want to do next:

We will be establishing a Genito-Urinary Medicine Clinic in the evenings providing screening and treatment for sexually transmitted diseases, testing for Hiv and Hepatitis.

Issues for us in the last year:

Given the success of the project in just one locality in Manchester we recognise the need to extend our services to other areas in Manchester where people work as prostitutes. This will require further funding.

Agencies and Groups we work with:

George House Trust, National Aids Trust, Community Drugs Team, Safe in the City, BHAF, DASH, ZCHRC, Mainline, Lifeline, Lifeshare, MESMAC Manchester, North West Regional Health Authority and the three District Health Authorities.

Who we get funding from:

National Aids Trust, Manchester City Council, North West Regional Health Authority, FHSA, Community Trust for Greater Manchester, Manchester Purchasing Consortium, Trafford Health Authority.

Members of Staff:

Sarah Crosby - Co-ordinator
Sarah Johns - Administrator.

M.A.S.H

MANCHESTER ACTION ON STREET HEALTH



What we do:

We provide information and support about all aspects of womens health. We run a weekly drop in at the ZCHRC in a safe women only space and have recently started outreach sessions in other Centres in Hulme and Moss Side.

Our main achievements are:

We have established a permanent resource for women of books and leaflets. We have trained two groups of volunteers and have begun to carry out outreach sessions in other community centres.

What we want to do next:

We aim to attract some new volunteers and run another training course. This will enable us to further expand our outreach work.

Issues for us in the last year:

We need to identify ways to further develop our outreach work and link in with women who may find it difficult to come into a drop in session.

Agencies and Groups we work with:

Aisha Childcaring Group, HARP, DASH, Hulme Health Forum, Social Issues Committee, Community Health Council, Hulme Sports Programme, Self Help Resource Centre.

Who we get funding from:

Health Promotion, Manchester City Council, Health for All.

Women's Room



**hulme & moss side
women's health drop-in**

Volunteers:

- Cath Potter
- Vik Young
- Fran Hannis
- Veronica Marris
- Helen Lagoe
- Fiona Hutton
- Jill Anderson
- Anna Thomas
- Margaret Jones.





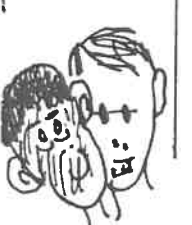
ACHM@



MHC



DASH



AHA

What we do:

We are volunteers who have personal experience of tranquillisers. We offer support to people suffering stress, anxiety and depression, in order to combat involuntary tranquilliser addiction. We provide support to people using tranquillisers and or withdrawing from them.

Our main achievements are:

Setting up the project and developing an action plan to develop our services over the next year. We have produced leaflets advertising the group and have applied for funding.

What we want to do next:

We aim to develop the following services:

- support groups for parents, carers, and partners of tranquilliser users.
- extend our support and counselling services.
- establish relaxation and stress management classes.

Issues for us in the last year:

The difficulty of getting referrals from GP's in the local area.

Agencies and Groups we work with:

ZCHRC, DASH, HARP, Hulme Health Forum, Lifeline, Aisha Childcaring Group, Womens Room.

Who we get funding from:

Hulme Health Forum

Volunteers:

Dave Macleod
Jodie Barber



TRANXAID

**Stress, Anxiety and
Tranquilliser Withdrawal Agency**

Comments on ZCHRC by Director of Public Health

As Director of Public Health in the District I became involved in 'City Challenge' on behalf of the Health Authority. This seemed a great opportunity to assess health needs in Hulme and use changes in the area to tackle health issues. The Hulme Health Forum was set up to do this and has been running now for one year.

The Zion Community Health and Resource Centre has played a key role in our work, hosting the 'Rapid Appraisal' and Forum meetings, contributing to the planning of the initiatives and encouraging the participation of local Groups. Fay Selvan's post in the Forum's 'core group' has been enormously constructive and the receptionists - Sandra Stapleton and Angela Weir, are always helpful and efficient.

Our aim for Hulme involves close working between all health related agencies. We feel that GPs, community staff and local organisations can complement each other and together provide a full range of services and opportunities to promote the health of local people. Zion Community Health and Resource Centre, Hulme House, Hulme Clinic, and Birley Community Centre are complementary in this way. Their geographical closeness also provides a focus for health in the area.

Yet even while we actively involve Zion in developing local strategies for health, there is a real threat of funding coming to an end over the next 2-3 years.

The Health Authorities are also due to lose funds and these add to our concerns. This Annual Report show that the Zion is willing to be accountable and public about its activities. For long term developments we need a more robust way of funding the non-statutory organisations than the present perpetual crisis of short-term funding coming to an end.

Dr Di Chisholm
Director of Public Health
Chair of Hulme Health Forum

Comments by a Volunteer

One of the best things about being a volunteer at the Zion is that you are made to feel welcome and part of the team. It is so easy to feel unimportant when you're seen as 'just a volunteer'. Here we all get involved and because of the nature of the Zion we get to know people as they come in for different things.

Although as volunteers we only get expenses, we are invited on any training that is taking place which makes you feel valued and is also important for our own future plans. Next year we are hoping to be able to get accredited for the work we do, so that we will have some kind of certificate of recognition.

I have met lots of different people from different backgrounds, not only the users but also different volunteers and workers. I find myself doing different jobs too. One day I can be with the Aisha Childcaring Group seeing to children, and the next I'll be sitting on reception answering the phone and dealing with people coming into the building.

The Centre tries to involved everybody in making decisions and I am the Vice Chair of the Management Committee. I like the atmosphere and the way projects often work together, and I look forward to continuing here next year.

Folasade Agbalaya





Comments by a User

It doesn't matter if you are black, or white,
man, woman, or child. **YOU BELONG.**

We don't care about your employment status,
marital status, or lack of status.

If you treat us with respect we will do the same for you.
It matters not to us what religious views you hold. You will
probably find someone here holding the same views. They
belong and so do you.

We are a community. That means (to us) accepting you for
what you are and....

caring about you (and your problems).

We all know what goes on in the 'street'.

We all live there and see it first hand.

We don't just read it secondhand in some newspaper report.

Life isn't all sex, drugs and music.

There has to be something else''its here!

We care.

We nurse broken hearts and minds, help people handle
addictions.

Crack, heroin, tranquilisers - its all the same to us.

Some of us have been there - some of us are still there.....

But nevertheless we belong!

We are trying to build on Rock (no pun intended) a new
community where everyone gets a fair shake and to which
WE ALL BELONG!

by Micheal Williams, ZAP member.



COME TO THE ZION - IT'S BEAUTIFUL

CARK 2. 93.

