



# NEW HORIZONS

annual report of zion community health and resource centre 1994-5 charity no. 1018637

## acknowledgements

This annual report was produced with the help of Andrew Cresswell, Martin Singer, Folasade Agbalaya and Fay Selvan. The Management Committee would like to thank everyone who has supported the work of the Centre this year and supported its' further development. In particular the volunteers who have given their time and energy. The report was printed by Questbond Ltd. In line with Centre Policy, this report has been printed on recycled paper and the Management Committee wish to emphasize its commitment to ecological issues in furthering good health.



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# A personal introduction...

Here I am faced with the opportunity to introduce you to the Zion Community Health and Resource Centre. In setting out to write this, I decided I could not do better than to write out of my own experience as a user and volunteer. Three years ago my son was killed in Hulme and on many levels my everyday life patterns came to a standstill. After the first rush of people being around all the time to give help and support I found myself living in my flat in Hulme in great isolation and pain. During a particular day in January 93, after weeks of sitting on my couch, not eating, washing or sleeping very much, I went through my list of local agencies and phoned some of them up. People were very sympathetic but did not have time to listen to my painful ramblings. I had previously referred people to the Zion and was not sure there was anything there for me, but desperation made me phone.

Within half an hour someone came to visit me at my home and invited me to come over any time. I came to the Zion Centre because there was no where else to go and for me it became my sanctuary. During the first six months that I used the Zion I went several times a week and though sometimes I just sat there and wept in the warm, friendly, hectic atmosphere, it gave me a sense of living. I began to identify the various workers and projects available and I realised I was receiving informal care from everyone, even if they had nothing specific to do with what I was suffering from. The receptionists found time to check on me and give me drinks and I was able to use the Harp Project to help me sort out mounting bills I had not attended to.

As I recovered over time my relationship with the Zion changed from

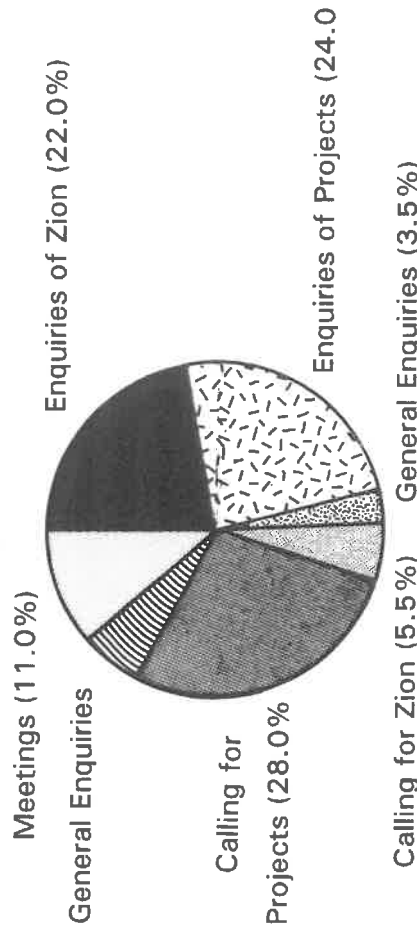
user only to user/volunteer. Having the Zion as a base to begin to test my returning skills and confidence was an invaluable part of my therapy. Although I fell down many times, the experience of having people trust and respect my skills and my vulnerabilities brought me to the point of active membership of the Management Committee. I know that my ongoing recovery will continue to be supported by the Zion.

**Mary Murphy.**

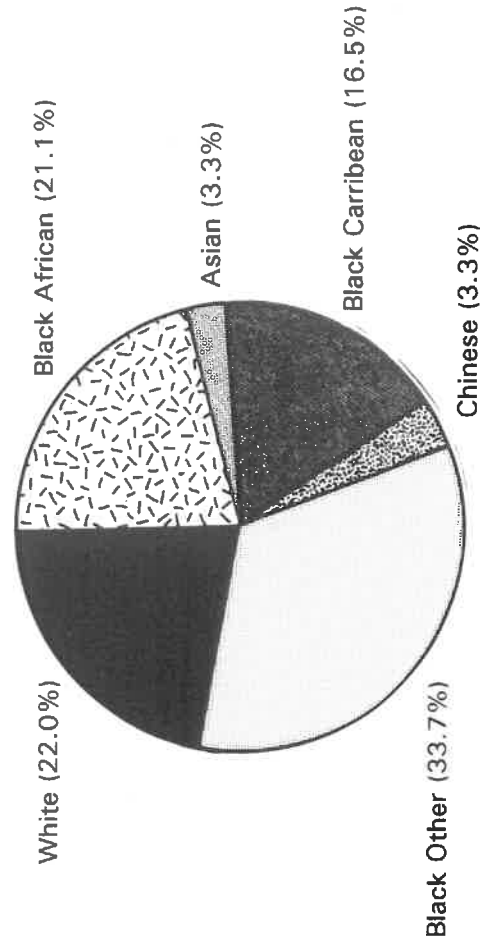


# Who uses the Centre: Monitoring Information

The Zion reception keeps a record of all enquiries and callers to the Centre. In this last year 1994-5, it recorded over 15,000 enquiries. These can be broken down as follows:



Each individual project based in the Centre keeps monitoring statistics on their clients. 51% of users were men and 49% women. 3.1% were disabled. The ethnic backgrounds of users of the Centre is as follows:



The Centre is committed to ensure its services are accessible to all people in the community and uses the monitoring information it gathers to produce an Action Plan for the following year. This action plan aims to ensure that where the service is failing to reach particular sections of our community we take positive action to redress this.

In the past year we have worked hard to improve the accessibility of the Centre by widening corridors and doors, providing a platform lift to the first floor, making the creche accessible to wheelchairs and making wheelchair accessible toilets. There is still much to do to make sure that we provide an environment which is open and friendly to people with disabilities and we hope to take up much of this work in the next year.

Over the past year all projects have assessed their publicity material and its effectiveness in reaching different communities. We have established a number of new services which aim to meet the specific needs of groups who are traditionally discriminated against or who have difficulty accessing traditional services. Again their is still much to be done and we look forward to continuing to develop our services in the years ahead.

## In memorium

Staff, volunteers and users of the Centre would like to remember the lives of two users, Micheal and Nick, who both tragically died this year. We hope they rest in peace.

# The changing face of Hulme and MossSide

After years of consultation, discussion, lobbying and planning Hulme and MossSide are now changing at a rapid rate. City Challenge initiated a widescale physical redevelopment of Hulme and, recognising the need for social, educational and health improvements, established structures for this change to happen. The onset of City Pride in Moss Side, which mirrors the physical and social redevelopment of Hulme, has meant that artificial planning boundaries have been removed and has led to a more logical approach to improving quality of life for people living in inner city Manchester.

The process of change has been undertaken by the service providers also. This year has seen the merging of the FHSA and the three Health Authorities to make Manchester Health Commission, as well as the emergence of the Mancunian Trust providing community health services. The Central Manchester Healthcare Trust has begun a process of re-organising its mental health services to develop community mental health teams with Manchester City Council Social Services. In addition the Regional Health Authority has provided the resources to develop a Primary Health Resource Centre in 1996.

## **The Zion as an anchor...**

*Throughout this period of change the Zion Community Health and Resource Centre has remained one of the few landmark facilities in the area. Whilst expanding and developing our services to meet new needs we have been able to provide a much needed stability of service in the area.*

## **The Zion as a vehicle for change...**

Throughout we have been able to facilitate the involvement of local people in the development of services in the area. The Centre hosts the Hulme Health Forum which brings together all the health agencies to plan improvements. It carries out administrative support for the Forum and produces a quarterly newsletter to inform local people about progress. The Centre has been able to offer its' resources to mental health service users and helped to ensure their voice is heard, and has supported the development of the Central Manchester User Group.

The Centre has been able to encourage local people to use its resources and those of the Hulme Health Forum to initiate new services and develop existing ones. A new womens health service and a local food co-op have both been forwarded through inter-agency co-operation facilitated by the Centre and the Hulme Health Forum.

As the population moves back into Hulme, we are now in the enviable position of being able to continue to tailor our services to the expanding community and its needs. The past four years have meant that we have the structures present to enable us to respond positively to these needs and continue to take healthcare into the community.

# The Zion as a model of healthcare for the future

The Zion Community Health and Resource Centre is a unique example of healthcare provision. It is the only such facility which brings together such a wide variety of social and health services from the statutory and voluntary sectors. With a budget of just over £100,000 for the Centre itself, the total income for all the projects based at the Centre reaches nearly **£1 million**. A significant injection of resources to improve healthcare in the inner city. The Zion has been able to maintain its original philosophy of service delivery which recognises the importance of **empowering local communities to take control of their health needs**. Users continue to experience the Centre as an **open, friendly and pleasant place to be where they can get quality, professional services**. A non judgemental approach ensures that service users right to **decent health care is respected regardless of their choice of lifestyle**. Services are provided in a **holistic** way so that all a service users needs (practical, emotional and medical) are addressed. **Alternative therapies** (Counselling, Massage, Aromatherapy, Acupuncture), are being made available to people who would not usually have access to them.

As a charity the Centre is independent and this helps to ensure it attracts volunteers and is accessible to the local community. It has a range of ways of involving people in service provision: a service user who works in the cafe, a volunteer with a specific work contract, a sessional worker with an employment contract, a part time or full time member of staff. All have access to our in house training programme, supervision, grievance and disciplinary procedures, and have an input into the

management of the Centre. This helps to ensure quality services are provided.

The Centre has become an essential service in Central Manchester. The number of users has dramatically increased to over 15,000 per year, despite falling population numbers in the last four years. This is reflected in the increasing budget, from just £17,000 in 1991 to over £100,000 this year.

The Centre is run by a Management Committee made up of representatives from each project based in the Centre, representatives from the local community, and funding bodies. Its members have a high level of commitment and are keen to make the Centre flexible, innovative and dynamic by developing new ideas to meet new needs. In the last year this has resulted in new services such as the Womens Evening, Training courses, Aromatherapy and Massage, and the Counselling service. All these initiatives have been developed in partnership with statutory services. Our services to drug users will also be strengthened by the addition of a new statutory service (Drugs North West), in the new financial year.

The Centre is in a building that has character and history, and is well known in the local community. We've made strides in making our physical space open and welcoming and have had positive feedback about the changes we have made. The planned development of a dance, music and drama centre in the other half of the building is seen as an opportunity for us to further support the development of the building as a community centre for local people. The Zion Centre will continue to build on its strengths and successes, and continues to provide much needed services. We have developed an approach which is not matched anywhere else and is highly valued by workers and users alike. We are looking forward to the next twelve months and know that it will be even more exciting.....

# Centre based services

The Centre has eleven projects based in it, focussing on four main areas: Mental Health, HIV/AIDS, Drugs, Childcare and Womens Health. Details of these projects and their individual work can be found later in the report. This section deals with the joint work that is carried out by the projects, and services which are provided by the Centre and open to all users.

# Centre based services Counselling

Early in the development of the Centre users expressed a need for an accessible counselling service. This need was also identified in the Hulme Rapid Appraisal (a needs assessment exercise carried out by the Hulme Health Forum in 1993). The service that was wanted would empower the user by being a self referral service with a choice of Counsellor. Given that the statutory sector has very limited resources, this is a service which is often very hard to access unless a user has the financial resources to purchase it themselves. As a result people on benefits or low incomes traditionally have less access to counselling, and when they do access it, little control over who they see or when. As there is underrepresentation of black, or gay/lesbian people qualified as Counsellors, traditional counselling services can often be seen as a middle class, white persons alternative and not accessible to people on low incomes, gays and lesbians or ethnic communities.

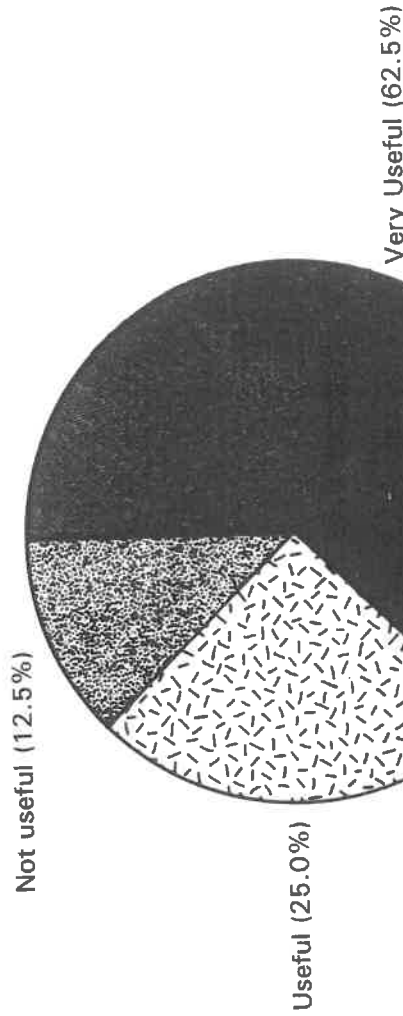
In recognition of this need a number of funding bids were developed to fund this service, but these were unsuccessful. In 1994 the Centre was approached by a Counsellor recently qualified to diploma standard, who wished to offer some of her time free to the Centre. From this beginning a comprehensive service has begun to be established. By March 1995, the Centre employed three Counsellors at the Centre, all women. One Asian, one Irish and one white British. The Centre is presently looking to expand the service to include male, and African/Caribbean Counsellors.





All Counsellors employed by the Centre have to be either accredited or working towards British Association of Counselling accreditation. Trainee Counsellors are taken on as placements when undertaking their diploma. All Counsellors have to receive regular supervision from a qualified Counsellor, as well as in house supervision from the Co-ordinator and a nominated member of the Management Committee. Contracts are issued to all Counsellors. This works to ensure that a quality service is delivered.

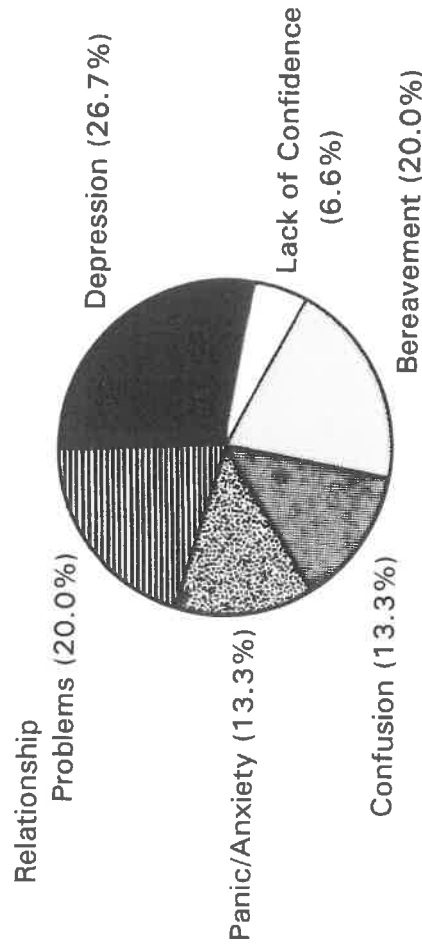
Close monitoring of the service also helps to make it sensitive to the needs and views of users. An evaluation form is given to all people who use the service. In response to the question about how useful the service was the following answers were given:



## How useful was the Counselling Service?

The service took a little while to establish itself, but once people began to use it, its reputation rapidly spread. In the twelve months covered by this annual report a total of 29 people were seen. Of these a large proportion were self referrals. Referrals from local GP's were steady, but tended to come from the same four GP's with little or no uptake by the others.

People used the service for a range of reasons and to resolve a number of difficulties. These were:



## Reasons People came for Counselling

In order to encourage uptake of the service by people who would not usually think counselling was for them, a leaflet and display about Counselling were produced. These have been very effective in breaking down some of the barriers that prevent people from taking up this service. The service is only open to people on low incomes or benefits. The Centre will continue to strive to make its counselling service accessible to all communities by looking for new Counsellors, and advertising this service.

# Centre based services: The Harp Cafe

The Harp cafe drop in which opened its doors last year has continued to develop from strength to strength over this year. It has been extremely successful in achieving its aims to provide local people who have mental health needs with inexpensive, nutritious hot meals, whilst simultaneously providing training and employment experience for users through their involvement in running the cafe. In order to consolidate and build upon the success of the Cafe drop-in, Harp appointed a Cafe Co-ordinator in September 1994, whose role has been to facilitate the running of the cafe whilst providing support for the users working in it. The Cafe has been well used by staff, volunteers and users of the Centre, and is a space which feels comfortable and safe for people with mental health needs. During 1994-5, the Cafe has opened three days a week and has served up approximately 4,680 meals.

The Cafe facility has been of benefit to all the projects in the Centre, not only as an informal meeting space for everyone using the Centre, but also as a focus for developing other new drop-in services. By March 1995, two drop-ins were using the Cafe and in 1995-6, another two are planned.

The African /Caribbean Mental Health Project which holds a drop-in once a week at the Centre have this year been able to make use of the Cafe facilities. This has meant that a greater range of food has been able to be provided and the surroundings less cramped than before. The purchase of additional equipment, such as the outdoor furniture and bar-b-que has meant that the drop-in has been able to vary its format.

The Womens Evening which provides health services specifically for women one evening a week, has also been able to make use of the facility and use it as a relaxed focus for the sessions. In the next year there are plans for two additional regular uses including a drop-in for drug users and a support service for black people affected by HIV/AIDS.

The development of the Harp Cafe drop-in has been central to the further development of the Centre and has enabled people to come in and find out about the Centre and use its' services. It has been a focus for art exhibitions produced by the art drop-ins, and a function room for meetings and AGM's.

In the next year we hope to see a further development of the Cafe so that its potential can be utilised to its' fullest potential and the Zion Management Committee will be supporting Harp and other projects in the Centre to achieve this.



# Centre based Services: The art & sports drop-ins

Good physical and mental health can be promoted through a range of activities. In recognition of this the Centre is developing a variety of drop-in services providing social support, artistic expression and physical exercise. This work has been supported with the financial assistance of Kelloggs UK Ltd. All the drop-ins are run on a self referral basis, and aim to be as easily accessible as possible. The Centre tries to ensure that creche provision is available and has successfully done so for most of the drop-in sessions, with the support of Children's Services.

## Art

In April 1994 the Centre secured resources to expand existing art drop-ins and provide paid artists for three sessions a week. These sessions (one open, one for African/Caribbean people, and one for women only) have continued to develop over the past year and by the end of this year have expanded to include an additional womens session as part of the Women's Evening service.

In the past year the groups have held exhibitions of work in a variety of locations including the Centre Cafe, the Pankhurst Centre and the Ascension Church. They have participated in local artistic events including print workshops and exhibitions, and the Gaia competition to design landmark features for the new Hulme.

The art groups aim to provide a friendly and supportive environment for

people suffering from stress and anxiety to practice and express themselves in a variety of art forms. All the artists employed have experience of working with people suffering stress and anxiety, as well as being skilled artists themselves. Workers from other projects in the Centre often support their own users to attend sessions, and withdraw as they feel more confident. Nursing staff from Central Manchester Healthcare Trust Psychiatric in-patient unit have also brought users along and introduced them to the group.

In the past year over 110 people have attended the art groups. The benefit of the group can be seen by this users comments:

*I started coming to the art group last year when I was an inpatient and have been coming on and off ever since. Everyone here is really nice and I feel that I can talk to people openly. Particularly as I am a lesbian. If I talk about this in the ward I feel like people think that this is the problem - but its not like that here. I am just accepted for what I am. I feel I can express what I am feeling in my painting and drawings and relax here. This makes me feel better.*

## Exercise

In recognition of the effect of regular exercise on the relief of stress and anxiety, the Centre has been anxious to promote this form of self help amongst users of the Centre. With the support of the Y club in Castlefield, the Centre has been able to offer regular sports sessions free of charge to users. Harp and Hulme Sports Programme staff support one session a week and volunteers support two women only sessions a week. The Centre covers the cost of transport and advertises the service widely to encourage uptake. In the past year nearly 30 women have taken up the opportunity to exercise with other people they know. From this encouragement many have gone on to exercise regularly elsewhere.

# Centre based services: Women's Health

The Centre has continued to offer a home and resources to the Hulme and Moss Side Womens Health Group which offers information and advice on women's health issues and is run entirely by volunteers.

Over the past year the Centre has been working to establish a Women's Evening health service. It is a development of the old idea of 'well women', bringing together a range of services including medical care, emotional support, practical help and alternative therapies within a framework of self help and empowerment. The Womens Evening also aims to recognise the different needs of women, and not just treat all women as one homogenous group. In particular, we aim to develop a service which is sensitive to lesbians, black women and disabled women.

This is a joint initiative carried out by all the projects in the centre and was motivated by the inequality in the distribution of women's health services in the city. With the merging of the three Health Authorities it was apparent that Central Manchester was the only area without any specific well women services. We felt that we should change our method from campaigning for a new service to looking at what could be provided from existing resources and asking all services to provide just a little bit more.

The service has been promoted through the time and commitment of volunteers. Additional resources for the alternative therapies offered by the Centre (Aromatherapy, Massage and Counselling) have been

channelled into this new service. Support has also been forthcoming from the new Mancunian Trust who have dedicated a nurse and GP to the weekly service. As well as from Manchester City Council Central Grants Team who have helped fund the development of this new service.

The range of services on offer will include:

Confidence Building Course

Personal Safety Course

Cafe

Creche

Nurse and GP offering smears, contraception, pregnancy testing and health advice

Needle Exchange

Art Group

Massage and Aromatherapy

Toy Library

Counselling

The Womens Evening will be launched by local singer Sylvia Tella singing her hit song 'In a special way'.

A number of theme nights are planned for the summer to ensure that the service is accessible to all groups of women. These include a young women's and an older women's session, sessions on sun safety, black skin and hair care, book swaps, make-overs etc. We have no doubt that with all the energy and enthusiasm around this service will develop from strength to strength in the year ahead.

# Centre based services: Training

From a rather small inconsistent service in previous years, the training programme has taken off this year. This has primarily been in response to demands from the large number of volunteers that the Centre continues to attract. The training programme has a number of aims:

- \* to give something back to volunteers who give their time
- \* to ensure quality services are offered by volunteers at the Centre
- \* to redress the balance of underrepresentation of certain groups in particular fields of healthcare, e.g. counselling
- \* to enable people who are disadvantaged by health or social circumstances to improve their quality of life

In 1994-5, a comprehensive programme of training has been completed which included two one year courses (Certificate in Counselling Skills and NVQ Level 2 in Childcare), and five short courses: Aromatherapy and Massage, Afrikan History, First Aid, Parenting and Confidence Building. In total over 80 people have undertaken courses here in the last year.

Particular success was felt in the NVQ in Childcare course where six local women were able to achieve their Level 2 qualification and all are now progressing on to Level 3 - a full nursery nurse qualification. The Counselling course was equally successful in qualifying 16 local people to Certificate level. Only four of the sixteen are in employment, and 45% of the course identified themselves as black.

28% of the course were lesbian/gay. Four people have progressed on from the course and will be undertaking their diploma.

The Afrikan history course has continued to be a great success and draws a large number of committed attenders. It has demonstrated the importance of recognising how society and education either ignores or misrepresents the role of black people in history and how this affects the self image and mental health of black people living in this country.

Two new courses will be run as part of the new Womens' Evening service in the new year. These include Confidence Building and Personal Safety. We will be looking to develop these and other new courses in response to demand from women using the service.

The Centre has this year successfully run a First Aid at Work certificate course and will be repeating it again in the future. As a result of this course we now have five staff and a number of volunteers qualified as First Aiders.

The short courses have generally been successful at not only passing on skills and knowledge, but also at bringing people into the Centre and raising awareness about the work we do. In the next year we will continue to develop our training courses and would like to thank City College Manchester, Hulme Regeneration and Manchester TEC for their support this year.

# Centre based services: Supporting families & children

## **Parent and Infant Project (PIP)**

With the closure of Homestart last year the Zion Management Committee agreed to devote some resources to ensuring the continuation of a service to families suffering from physical ill health, emotional stress or other problems which can lead to family breakup. To achieve this the Committee agreed to support the development of a new project which could take on the work of Homestart - the Parent and Infant Project.

Over this year the Centre has offered accommodation, resources, administrative and developmental time, employment and management services to a Steering Group overseeing this project. As a result the service has been able to continue. A further eight volunteers have been trained and placed with families and the project has built its client group up so that it is presently supporting twelve families. One third of the families it supports are refugees, 91% are of non-British origin, 16.5% have parents who are dependent on drugs or alcohol, and 16% have parents with mental health needs. The Centre believes the work of PIP is not only cost effective, but is essential if we are to continue to support local communities in the inner city and will continue to work to ensure this project continues.

## **Parenting Skills**

The Centre has run two parenting courses this year to enable people with children to share skills. The courses have covered a range of issues including dealing with challenging behaviour, basic child development, hygiene and childhood illnesses. The courses have proved to be in demand and we (with PIP) hope to further develop them next year to include a 'parenting for dads' course run by fathers themselves. The emphasis on this will be to particularly support fathers who have part time parenting responsibilities.

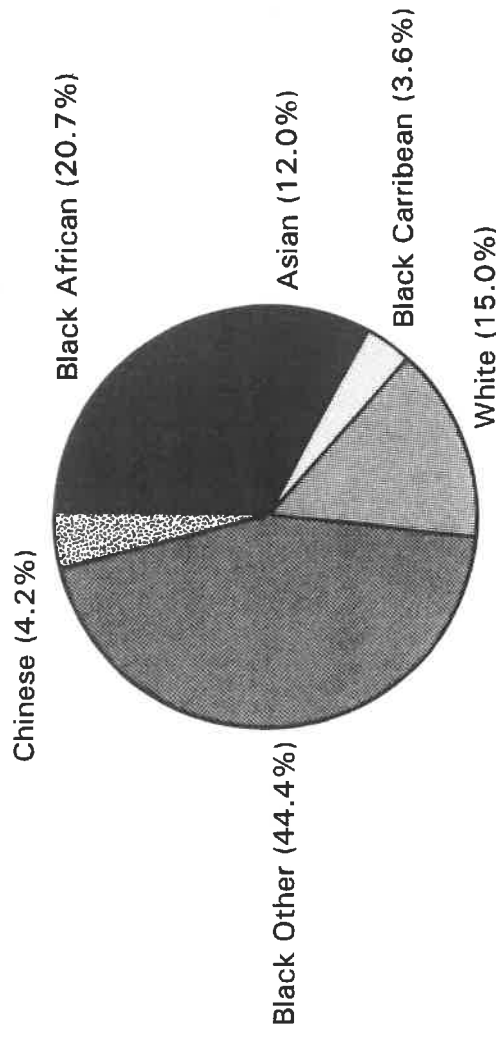
## **Toy Library and Homeloan Scheme**

In conjunction with Children Services, Pip and Zion, we now have a Toy Library and Home Loan Scheme in the Centre. The Home Loan Scheme has enough equipment to furnish forty homes with safety equipment including fire guards, bath mats, socket covers, cooker guards etc. As purchasing of the equipment has just been completed the challenge of the forthcoming year will be to distribute the equipment effectively and replenish equipment as demand dictates.



Government Minister visits Toy Library

## Ethnicity of Children using Aisha



### Aisha Childcaring Group

The Aisha Childcaring Group has continued to expand over this year. The NVQ in Childcare has enabled six volunteers to qualify to the first stage in attaining Nursery Nurse qualifications. Five of these volunteers are now planning to go on to attain a level three qualification at the Centre next year. Two have already obtained part time work, and one trained as an NVQ Assessor and now works full time for a local Higher Education establishment.

The NVQ has also led to the provision of three day creche sessions at the Centre during term time, for children under the age of five. This has been able to complement the existing playscheme and afterschool provision which presently caters for fifteen children a day. In the past year the Group has subsidized its work through doing sessional creches for a number of agencies including Hulme Regeneration, Hulme Tenant Participation Project and Agency for Economic Development. This has meant that the service is accessible to people on low incomes or benefits and works to ensure that a quality childcare service is offered.

For the second year running the Aisha Group managed to secure funding for a week holiday in the Lake District for 20 children from the Hulme and Moss Side area. This was particularly important given the major demolition taking place around them and the lack of safe play space in the local vicinity. Many of the children who attended were unlikely to have a holiday and the children and parents benefitted alike.

The Aisha group work hard to ensure that they provide a safe and supportive environment for children from a range of backgrounds including children from different ethnic minorities, children with disabilities and children with lesbian or gay parents. Over the past year the group have cared for 1,664 children. The following chart shows their ethnic backgrounds.

The amount of work generated by the success of this project has placed tremendous strain on the volunteers and the Zion core team and as a result the Centre has managed to secure funding to employ a Creche Development Worker in the next financial year. The Management Committee are sure that this will lead to a further expansion and development of the service.

### Pregnancy, Childcare and Drug Use

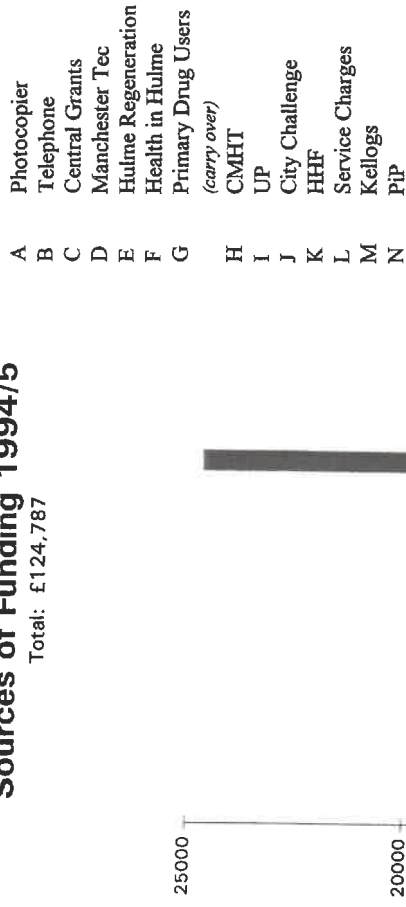
The Centre has continued to develop its work with a range of statutory and non statutory agencies working with drug using women who have children or are pregnant. It has used funding from HIV/AIDS Specific Grant to provide information to drug using women, and undertake training with agencies to improve accessibility of services, where traditionally there is much suspicion and prejudice on both sides. We are presently working with Central Manchester Healthcare Trust and other agencies to help develop a protocol of care for pregnant drug users, to ensure that services are appropriate and accessible to the needs of the client group. The Centre continues to work with Manchester Action on Street Health to provide a sexual health service for prostitutes working in the Whalley Range area of the city.

# Financial Information

Copies of audited accounts are available from the Centre. The graphs below show the sources of funding for the Centre in this financial year and the expenditure.

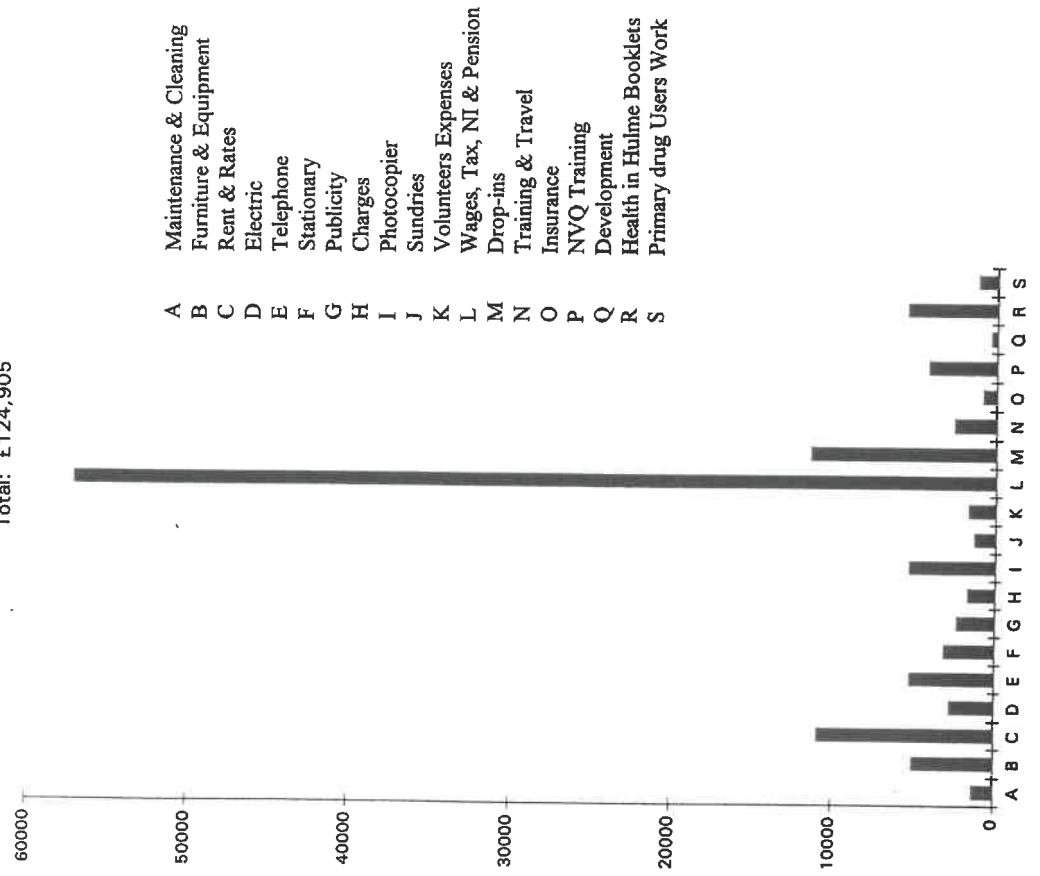
## Sources of Funding 1994/5

Total: £124,787



## Expenditure 1994/5

Total: £124,905





# Projects based in the Centre

## **African Caribbean Mental Health Project**

### **ACMHP**

Counselling, advice, advocacy, drop-ins, casework with people from the African and Caribbean communities who have mental health needs.

## **Aisha Childcaring Group**

Afterschool club, playschemes, sessional creches. Volunteer led project. Priority given to children of people using the Centre and families in need.

## **Black HIV and AIDS Forum**

### **BHAF**

Counselling, advice, information and support for black people who are affected by HIV or AIDS. Training for agencies on issues relating to HIV and black communities.

## **Continuing Support Service**

### **CSS**

Support in the community from a team of nurses and therapists for people who are being resettled into the community who have long term mental health needs.

## **Creative Support**

Support for people with mental health needs in a variety of housing including individual tenancies and shared houses.

## **Drug Advice and Support in Hulme**

### **DASH**

Advice and information for drug users. Syringe exchange at the Zion Centre open Monday to Friday 12.00 to 4.00pm. Educational work with schools and other agencies.

## **Hulme Action Resource Project**

### **HARP**

Resettlement, housing and benefits advice for people with mental health needs. Social activities and drop-ins. Harp Cafe Drop-In provides skill sharing and work experience for people with mental health needs, as well as cheap nutritious meals three times a week.

## **Manchester Aids Forum**

Citywide multi-agency forum specialising in development, promotion and facilitation of HIV/AIDS prevention, treatment and care. Promotes quality care, joint working and good practice.

## **Parent and Infant Project**

### **PIP**

Volunteers support for families with children who are experiencing hard times such as stress and physical illness. Offer a range of support from practical help and advice to a listening ear. Operate a home loan scheme providing safety equipment for families with young children in the Hulme area.

## **Womens' Room**

Information and advice on health services available to women.

## **Zion Art Paintbox**

### **ZAP**

Art drop-ins for people suffering stress and anxiety, includes women only and black only sessions. Creche available on a booking basis.

# Achievements this year

In our last Annual Report we identified some clear aims for the forthcoming year. This year we will be producing for the first time a development plan for the future of the Centre. This plan will include targets for each project, the Centre as a whole, and the Equal Opportunities Action Plan. It should be read in conjunction with this report. Below we reflect on the targets we set last year and how we have achieved them.

## **HIV/AIDS and DRUGS**

**To make services to drug users more accessible and to provide a greater range of services.** *We have carried out extensive refurbishment to the ground floor area to provide direct access to the needle exchange. In addition a new service, Drugs North West, will be located in the Centre at the beginning of the new financial year. New services for drug users include the provision of drop-ins, benefits advice, basic injury clinic, access to a Doctor, referral to detox.*

**To produce a range of information for drug using women.** *We have worked with other agencies to produce a guide to services from Drug Using Women which has been widely distributed to professionals working with this client group and to users. We have helped produce a leaflet for pregnant drug users specifically on services available to them.*

**To provide training and to help make services more accessible to drug using women.** *We have developed a training package for midwives which will be delivered in the near future. We are presently circulating a questionnaire to agencies to further develop a protocol of care for pregnant drug users.*

## **WOMEN AND CHILDCARE**

**To provide full time day care.** *The Centre will soon employ a Creche Development Worker and presently provides childcare three days a week, as well as afterschool and playscheme.*

**To secure long term funding for Homestart.** *The Centre has supported the development of PIP to continue the work of Homestart, and has helped to secure funding for the next year.*

**Targetting resources to meet the specific needs of women.** *We have been working hard to develop the Womens' Evening Service which will be operational early in the new financial year.*

## **MENTAL HEALTH**

**Developing the Counselling service by providing a greater range of Counsellors.** *This has been partially achieved, but we are still working on it.*

**Extending the opening hours of the Cafe.** *The cafe will soon be open two additional sessions a week.*

**To establish the Aromatherapy and Massage facility.** *This has been initiated, but the Centre aims to develop a more comprehensive service.*

**To provide more information on Psychiatric Drugs.** *The Centre has made available a range of information provided by MIND for users to take away and use as a reference.*

## **TRAINING AND LIAISON**

**To run a comprehensive training programme in September 1994.** *This has been achieved, running our first two year long accredited courses in Counselling and Childcare, together with a range of short courses.*