



Annual Report 1995-6

*providing services
in a special way*



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Chairs reports...

Folasade Agbalaya - *writing as the outgoing chair of the ZCHRC:*

At the beginning of this year the Zion was in the midst of yet more building works. We are used to changes both externally and internally - and I think most would agree that the changes have generally been a positive improvement. When we were bidding to manage the Kath Locke Centre, we hoped to bring the Zion's philosophy and ethos which had developed despite the massive changes in and around us. We felt the model of working was a good one to share in a new and exciting opportunity. The Kath Locke Centre is now very nearly ready to open. By bidding to manage this new centre the Zion has had to look at the work we have done in the past and assess where the future will lead us. The Kath Locke Centre has made us all look forward and realise the need for change and development.

Personally this has meant a new role in the Zion for me. I have been involved in the Centre for four years in a number of capacities. Although I am now no longer Chair of the Committee, I am still supporting the development of the Zion - through the development of training initiatives with City College, and in spirit!

This year has taught us all, but especially me, the need to progress and move on, whilst holding on to the values that are important. I'd like to thank Fay for her never ending support and hard work and other members of staff, volunteers and the management committee, who have been solid in times of change. Special thanks to Penny Sharland. Good luck to the new management committee and the Kath Locke Centre.

Andrew Bailey - *writing as new Chair of ZCHRC:*

1996 saw the pipe dream become stark reality with the Zion being successful in its bid to manage the Kath Locke Centre. It must be said that the realisation of the level of responsibility managing such an innovative resource entailed, sent shock waves through the Management Committee. During these intense months, we had to say goodbye to the services of Folasade Agbalaya. In her role as chair she worked long and hard on the bid - thank you.

Managing change is always a difficult task, but through the enthusiasm, hard work and commitment of volunteers, Committee members and paid staff, I feel we are now well on our way. There is still a lot to be done - policies and procedures to be amended and developed in order to preserve and improve the accessibility and openness of our facilities - both here and at the Kath Locke centre.

As if the impending opening of the Kath Locke Centre is not enough to concentrate our efforts upon, we have already begun to plan for the relocation of the Zion Centre into a new purpose built Centre in Hulme.

The Zion is moving forward and is striving to continue to provide services to meet the needs of all the communities, as diverse as they may be. It is definitely a time for real optimism.

The work of ZCHRC 1995-6

The Core Team

The core team are employed by the ZCHRC management committee to carry out the work of the Centre in line with the aims of the organisation. As the Centre has continued to grow, so have the responsibilities and tasks of the small group of staff and volunteers who undertake its work. The core team are managed by the Co-ordinator through a series of team meetings and one to one supervisions. In line with the ethos of the Centre, the core team aims to work in a supportive and co-operative way, whilst retaining clear lines of accountability and responsibility. It tries to ensure that decisions are made at the most appropriate level, and that staff are encouraged to develop their own skills through training and varied work experience.

In 1995-6 the core team consisted of:

Co-ordinator, 3 x Admin/Receptionists, Cleaner, Creche Development worker, Creche Worker, 3 x sessional artists, 3 x sessional masseurs, 2 x sessional counsellors, 2 x sessional finance and administrative staff, 1 x volunteer counsellor, 3 x trainee counsellors, 10 trainee nursery nurses, 3 volunteer creche workers, and 6 regular volunteers. In addition we have had one member of staff seconded from the Benefits Agency via ARC and one Social Work student on placement.

Together with the management committee, the work of the core team makes the Centre a community centre, rather than just a collection of services based in one building. Below is a brief summary of this work. More detailed reports on each area are available also, together with the Business Plan and the audited accounts for this financial year.

Self Help Groups

The closure of Tranxaid last year was quickly followed by the emergence of two new self help groups in the centre - one for sufferers of anxiety and phobias and one for people suffering from depression. Both were developed by local volunteers with experience of these conditions, with the support of the core team. They have been meeting since November 1995, and demand has continued to grow.

How to best offer support to self help groups has been an issue for the Centre for a number of years. These initiatives have challenged and developed these ideas further. The Counselling and Self Help managing group will be working with other projects in the Centre to clearly define this work in the forthcoming year.



one of the masseurs.....

Counselling

Just over a year ago the mental health groups based in the centre identified a need for an accessible counselling service which offered a choice of counsellor, from a range of backgrounds, races, genders and sexualities. This service is now well established in the Centre. Over this year much work has been carried out to improve the quality of its work including the production of a complaints procedure, and an information pack for users of the service. Both have been developed with input from people already using counsellors here at the Centre. Over the next year we will be evaluating and amending these new initiatives.

The complaints procedure was used once during the year and we were able to respond quickly with organisational changes which were required. The areas of complaint which related to a counsellors practice were not pursued by the complainant, who chose to access another counsellor at the centre.

Womens Health

The 'Womens Room' relocated from the Centre this year and we would like to wish them the best of luck in developing their services in the future. The new womens health service developed at the Zion since June 1995, has been a most exciting initiative. It is managed by a steering group of volunteers, staff and users of the service. It offers a range of services including: visiting medical staff (supplied by the Mancunian Trust), massage, art drop in, creche, counselling, cafe and information. Throughout the year a number of special events were held including a massage workshop, a focus on young womens health, sexual health information and book sales.

The service was launched with a special celebration attracting over 200 women. Local singer Sylvia Tella, and Abasindi drummers and dancers were some of the star attractions.

Lack of transport and being based in the middle of a building site, have been some of the difficulties facing us over this year. Hopefully next year these obstacles will not still be hindering women attending.

Stress Clinic

The stress clinic began in January 1996, and is another new exciting development of this year. It brings together a range of services aimed at people suffering from stress and anxiety. By offering a number of services on the same afternoon we aimed to encourage people to try other services in the Centre. This has proved remarkably successful with increased uptake of all the services offered.

Services to drug users

The completion of refurbishment works to the ground floor has meant that the needle exchange is now directly accessible from the reception area. The exchange has just under 1,500 clients registered and has distributed over 75,000 needles. The success of this service can be directly seen in the 93% return rate for used needles. DASH, working alongside Manchester Drugs Service, have developed two successful drop ins offering a range of services from welfare rights and drug advice to acupuncture and massage.

The work undertaken with drug using women using maternity services has continued this year, with plans to develop a new ante natal service at the new Kath Locke Centre. Using money available from the Drug Prevention Initiative, we have worked together with MASH to produce information leaflets and posters for this client group. An evaluation of the work undertaken so far is now in the pipeline.



Spread for the Annual General Meeting by HARP Cafe

Mental health

The mental health group has continued to meet over the last year and has been represented on the West Sector Mental Health Team Board. It has continued to develop joint areas of working between the mental health services based in the centre and in the city centre. Primarily this year its role has been to share information between projects and to feed into other forums. A successful event was held on world mental health day, when users and staff were offered lunch and relaxation sessions, including massage and art. The Harp Cafe Drop In has continued to offer an excellent service to users of the Centre and is a focal point to many people.

The Kath Locke Centre in Moss Side will be the new home for the relocated CPN, Social Work, and African Caribbean Mental Health Projects Primary Healthcare team. The Zion mental health group has already been feeding in its views about ways of working jointly across the whole of the West Sector and have been central to ensuring that the non-statutory sector is incorporated in the vision of a community mental health team.

In the forthcoming year, the complementary therapies already operating in the Centre want to evolve a more integral role in care plans. We would like to see for instance, massage therapy being offered to clients wishing to reduce dependence on psychiatric drugs, alongside, counselling and other support services.



Talking in the reception...

Hulme Health Forum

This was the penultimate year of City Challenge in Hulme and as such saw the Hulme Health Forum beginning to plan for the future. The first catalyst for this was the departure of Dr. Di Chisholm (Public Health Consultant), who had chaired the Forum since its inception in 1992. Plans to complete and evaluate the work of the forum are now well underway. The Centre has continued to be contracted to carry out the administration of the Forum, and has been represented on the core group carrying forward its work.

The Co-ordinator took responsibility for leading one of the working groups to progress the work of the Forum. In addition the Centre is now home to two of the services directly evolving from the Forum - the Beverley Toy Library and the Home Loan Scheme. An opening event was organised in the Autumn where the service was named after a local health visitor who died the previous year.

The work of the Forum was recognised by its winning the regional award to Healthy Alliances early in the year. In the future the Zion will be working to ensure that the Hulme Health Forum is replaced with another body which will continue to foster healthy alliances across all health and social agencies in the area.

HIV and Aids

The reduction of HIV and Aids funding directly affected the work being carried out from the centre this year with the closure of Manchester Aids Forum - the co-ordinating body for projects working on HIV and Aids in Manchester. However, the extensive work carried out by Black HIV and Aids Forum and DASH continues. BHAF piloted a new support service for people affected by HIV and Aids and continued to develop its training work. A thought provoking display was also produced by BHAF to mark World Aids Day in December.

Parent and Infant Project

This was the first year of the Parent and Infant Project, which was set up to carry on the good work of Homestart who had lost funding the previous year. The Centre took on the employment responsibilities of the PIP Co-ordinator and the services of the Centre Co-ordinator and a Management Committee member were put into a steering group to re-establish funding and an independent project in the next years.

We are pleased that this has succeeded in saving a valuable service to families in the area and wish PIP the best of luck in its first year of independence.

Zion Art Paintbox

The art drop ins have continued to expand over the year, now offering five sessions a week. Whereas in the past numbers have been variable, this year has seen a stabilising of membership, which has enabled a greater range of work to be undertaken. Two exhibitions have been mounted and a new photography session started.

Visiting groups from the local day hospital have added a new dimension to the services and has fostered closer working between some of the staff. ZAP has been particularly supported by the Continuing Support Service, whose nursing and Occupational Therapy staff have offered regular input. Working closely with other services has also improved access to the service - in particular the new sessions running on Womens Evening and during the Stress Clinic.

Difficulties of lack of disabled access to the first floor, and inadequate heating have been particularly highlighted this year. For many sessions this has meant that the group has had to be relocated to spaces which are being jointly used (such as the cafe) or which are not suitable due to lack of access to equipment (such as the meeting room). Overcoming these problems will be central to our future development.



A student receives her Counselling Certificate

Training

This was our second year at running year long courses with City College at the Centre. It gave us an opportunity to build and improve on the work of last year. For the first time we employed a Creche Development Worker to support the trainees in the creche, and later in the year were able to also appoint another part time creche worker. The Counselling Certificate Course was able to be accommodated in the meeting room which was an improvement on the inappropriate use of the artroom the previous year. As a result 9 students have attained an NVQ (either in level 2 or 3) in Nursery Nursing this year, and 16 students successfully completed their Counselling Certificate. We are pleased that both courses continue to attract local people, many of them black.

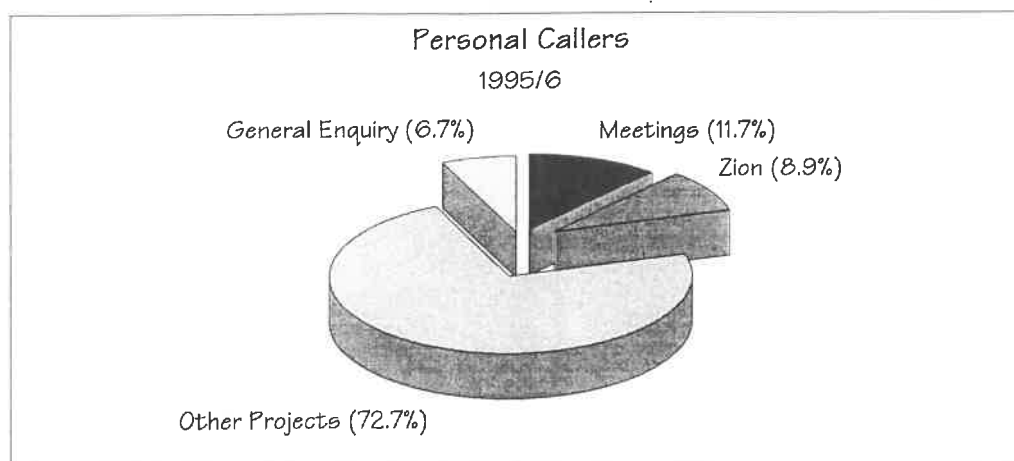
For the first year we ran two First Aid at Work Certificates, with 16 people successfully completing. This included six staff who are based at the Centre, ensuring that we have first aiders on site. A complete range of short courses was also offered including, Confidence building for women, Afrikan history, and massage.

In the forthcoming year we are working to develop a Diploma in Counselling course at the new primary care resource centre, as well as an accredited course for volunteers and frontline staff in primary care settings.

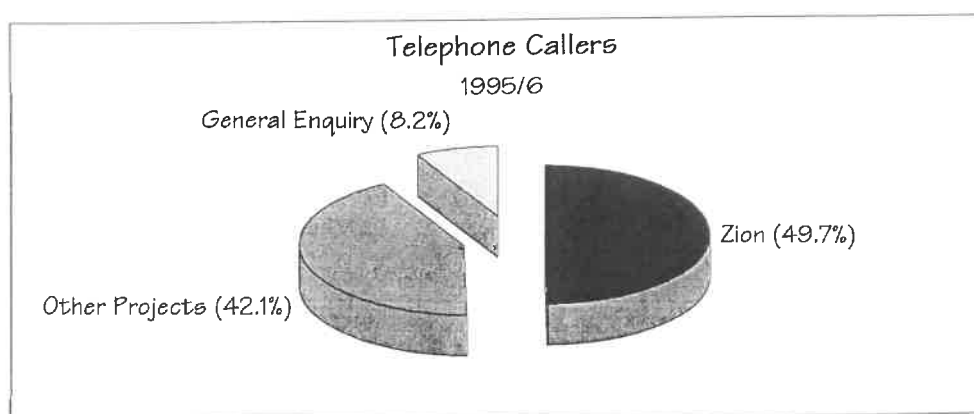
Aisha Childcaring Group

The employment of a Creche Development Worker and a part time creche worker has meant that the creche has been able to provide a better training environment to trainees over this year. In addition it has enabled Aisha to develop its services and policies. In particular it has now produced a pack for new children and their carers, and well as introducing regular developmental progress charts for the under fives. The quality of services to children has improved alongside the provision of a greater range of activities in the day care. An evaluation of the work of the creche has been carried out and a team building away day event for staff, volunteers and trainees is planned.

Who uses the Centre



The diagram above shows the number of callers to the Centre as recorded by the Reception staff. Just under three quarters of people coming to the Centre were attending services. With just over 10% of callers attending meetings we can feel confident that the Centre is achieving its aim of offering services, and not just becoming a talking shop. The 7% of callers coming to the centre with general enquiries reflects that we are being used as a resource by local people. This can be seen reflected in the breakdown of telephone enquiries to the Centre (below) which has a similar number of general enquiries. Please note with this chart that most projects have their own direct dialling telephones, and so these calls do not show.



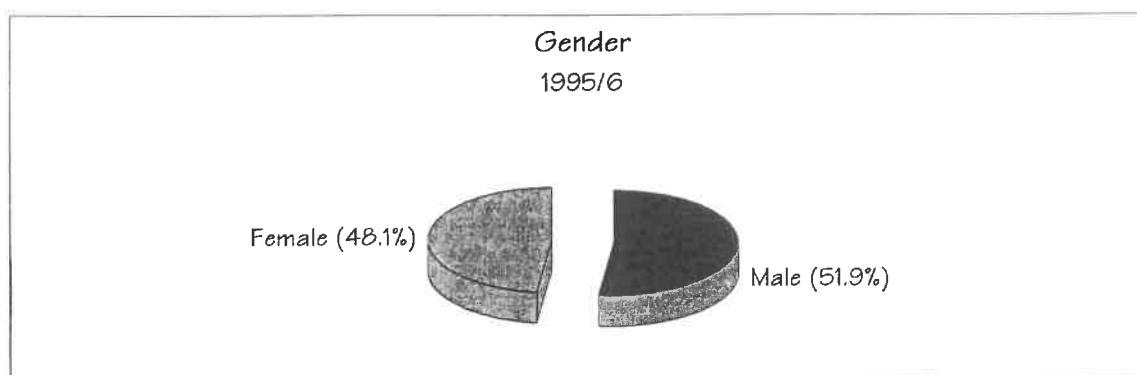
In total the Centre received just under 15,000 visitors this year. This has been a heavy workload for the reception team. The Centre has placed great emphasis on ensuring that the reception has a welcoming and friendly environment, whilst maintaining a safe space for all users. The reception staff play an essential part in providing access to all the services in the Centre. For the first year the staff are producing a report to reflect on the accessibility of services from their experience. In addition reception staff have identified some work as part of the Equal Opportunities Action Plan for the forthcoming year. This includes:

- **working with the cafe and creche on celebrating a greater range of festivals and events.**
- **improving signs and facilities for people with visual and hearing impairments.**

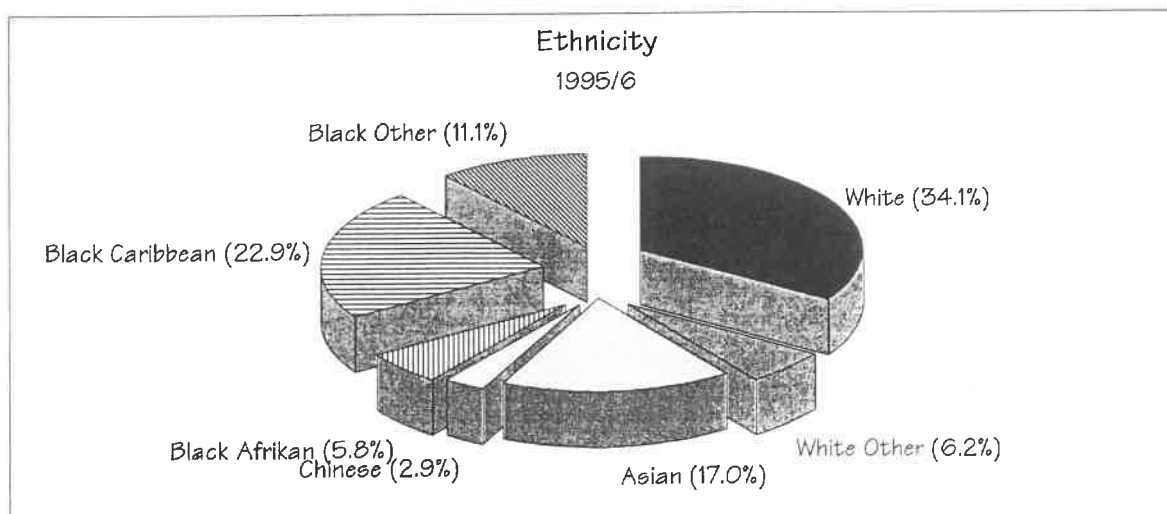
Who uses the Centre

The team have already undertaken some awareness training, and plan to repeat training on handling aggression. In an effort to increase security for users and staff security camera's have been installed and a new procedure for dealing with incidents developed. This followed detailed consultation with users, which showed that the vast majority felt that camera's would increase their use of the Centre.

Projects based in the Centre monitor the ethnicity, gender and disability of people using their services. Projects indicate that 6.5% of people using the Centre on a regular basis are disabled. In this years Equal Opportunities Action Plan meeting the needs of people with visual and hearing impairments has been prioritised. Core team staff have already begun some awareness training, and physical changes to the door entry system, signage in the Centre, and the fitting of an induction loop is planned. Improvements to the telephone system are also being investigated. As can be seen from the chart below, despite the development of more women only services in the last year, there is more uptake by men than women of services generally. This reflects experience of previous years where we have found men more able to access informal services than women.



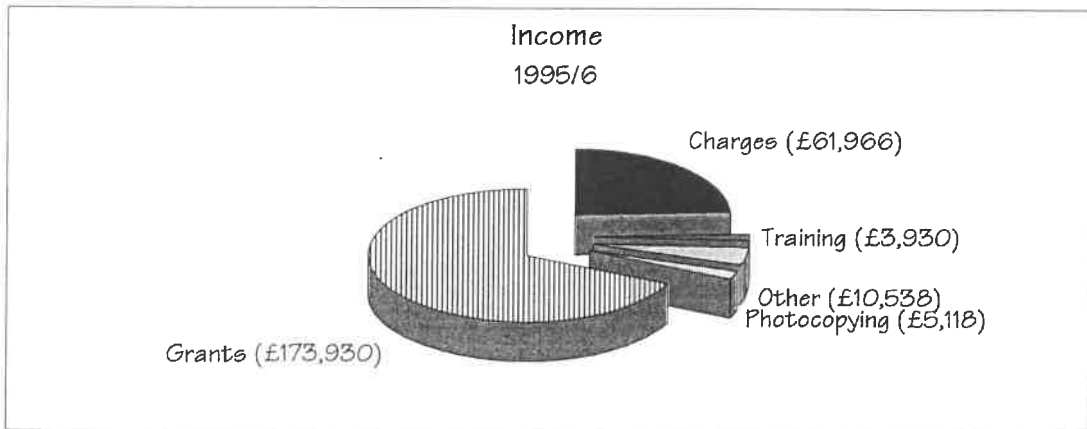
The chart below shows the uptake of services by ethnicity. Just over 40% of users categorize themselves as 'white'. Whilst we feel that the uptake of services generally shows a good cross section from local communities, we are aware that one project did a significant amount of work in the Asian community and this skews the figures in a more positive direction. Making our services more accessible to people from Asian and Chinese communities will remain a priority for us.



Accounts

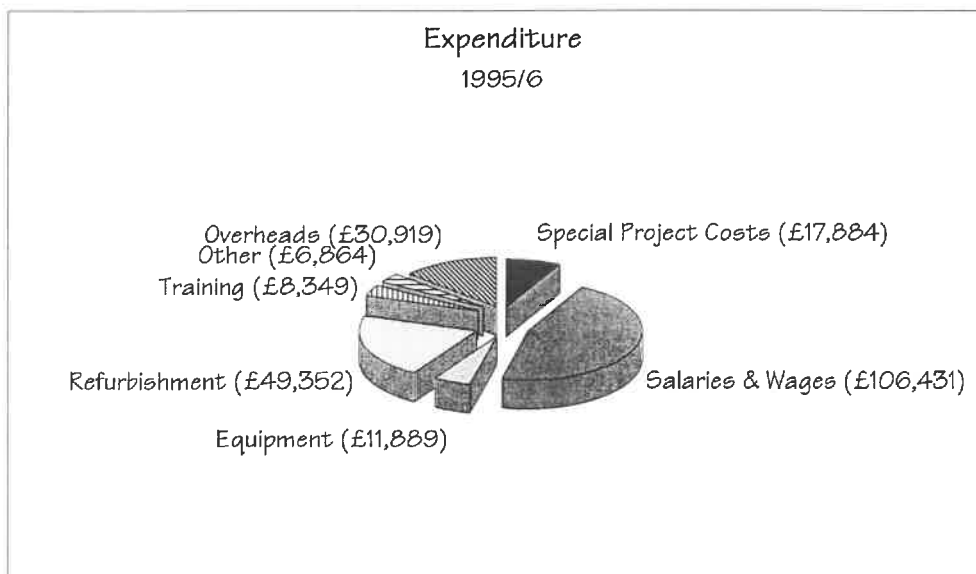
Full copies of the audited accounts are available separately. The significant annual increase in revenue expenditure by the Centre (a tenfold increase in five years) demonstrates both our success in attracting funding, but also our ability to spend it to develop services which are accessible and appropriate to the local communities.

The chart below shows that whilst we have been able to attract additional grant income, we have also been able to increase our non-grant income.



The Centre is not reliant on one sole grant agency and therefore is able to maintain a greater independence. The main grant agencies include: Manchester City Council, Manchester Health Authority, Central Manchester Healthcare Trust, Kelloggs UK Ltd., and City Challenge. In the forthcoming year, attracting additional funding will be a priority to enable the Centre to continue to develop. A detailed cash flow analysis is included in the Business Plan 1996.

The chart below shows the breakdown of expenditure over this financial year. Like previous years, it shows a significant proportion of funding is spent directly on salaries, whilst overheads are kept relatively low. The refurbishment of the ground floor and the equipment budget show an increase on previous years on capital expenditure.





Management Committee

As the Centre has grown, so have the responsibilities and tasks of the Management Committee - with an employment responsibility for seven full time and ten sessional staff, as well as responsibility for a budget of over £250,000 p.a. In order to meet these growing challenges the committee for the first time underwent a residential training weekend. This event led to the production of our first Business Plan, which clearly demonstrates the way forward for the Centre in the next three years - including the development of a new Centre for the ZCHRC.

The development of policies and practices within the Centre is a high priority for the forthcoming year. As identified in the plan, this includes the production of new Job Descriptions for members of the Committee and Officers roles, a new Personnel Policy, and a new Financial Policy. To meet the growing challenges and responsibilities, the Committee is also moving towards incorporation as a Limited Company. It is envisaged that in order to achieve the development and implementation of these changes, more Committee training will be required.

Thanks to all Committee members who gave their time and energy to the work of the Centre over the past year:

| | |
|-----------------------------|--------------------------------|
| Folasade Agbalaya | - Chair (resigned) |
| Andrew Bailey | - Chair |
| Andrew Cresswell | - Vice Chair (resigned) |
| Evelyn Asante Mensah | - Secretary |
| Denise Williams | - Treasurer (resigned) |
| Lynnette Watson | - Vice Chair |

Members: Helen Williamson, Sarah Higson, Helen Boyle, Milon Ghosh, John Butler, Tony Cashin, Charlie Moore, Joy Wales, Lyndsey Cook, Shirlene Hall, Shirley McNaught, Viveen Taylor, Cath Hunter, Mary Murphy, Jill Anderson (resigned) Ian Mello Baron (resigned).

Co-optees: Sue Pollitt, Margaret Fielding, Cllr. Kevin Rosewell, Libby Graham.

Thanks

To members of the core team, volunteers and members of the management committee for all their hard work.

To all our funders - in particular Central Grants Team at Manchester City Council, Chris Woodcock at Kelloggs UK Ltd., Manchester Health Authority, Salford Mental Health Services NHS Trust and Central Manchester Healthcare Trust. We would also like to thank everyone who gave small donations to our big events - in particular North British Housing Association, Airport, and Hulme Regeneration.

To the Primary Care Directorate of Manchester Health Authority for daring to risk something different and with us bring about a real change to the way that health services are delivered.

To the Mancunian Trust, who have invested staff time and energy in developing a new womens health service here at the Centre.

To the Hulme Team of North British Housing Association, with whom we have worked successfully in Hulme for the last five years, and look forward to new and fruitful partnerships in the future.

To local businesses who have 'carried the strain' of working with us over the last year - in particular Elles Belles Taxis - thanks for your endless patience! - Womens EVH, who advised us whilst we were computer illiterate - and Hulme Community Arts for all those last minute print jobs.

We would like to say goodbye to Lucy Scher who has given her financial services for the past year, and wish you the best of luck. Goodbye also to Ian Mello Baron, who has left us for bigger and better things. Au revoir to Sandra, our longest serving member of staff who has gone on maternity leave - we look forward to having you back. And finally to Di Chisholm - the Hulme Health Forum would have been nothing without you!

Finally, we would like to say goodbye to all the Committee members who have had to leave us over the last year, in particular Andrew Cresswell and Folasade Agbalaya. We are glad of your support and continued interest in the Centre.