



**Community Health &  
Resource Centres Ltd**  
**ANNUAL REPORT 1997-8**

## BOARD OF DIRECTORS

# Building Bridges

Evelyn Asante Mensah

Andrew Baile

John Butcher

Aisha

This year's annual report takes the theme of building bridges. We felt this title described how we saw our work over this period. To improve the health of our local communities we must not only develop better communication, but also fundamentally change the relationships between the people offering services and the people using them. In this report we describe some of the ways we have been working with people to take control of their own lives and improve their health.

This is the first report of CHRC since we incorporated as a charitable company in 1997. Most people see the service they use or work with i.e. Kath Locke, Zion, Aisha or Complementary Services. The report is therefore ordered according to these services so that you can pull out the information you are interested in.

We hope you find the report interesting and enjoyable. If you have any comments or want further information about working with us, please get in touch.

### *Comment from Evelyn Asante Mensah Chair, CHRC Ltd Board of Directors*

The Board has worked very hard this year developing as a team and building a shared vision. We have talked through difficult issues, such as how we can operate in a way that creates equality of opportunity in an unequal society, and what this means for our recruitment policy. We have discussed how we can grow and retain our community base and we now have a clearer vision about how we can move ahead into the future. On a personal note the work I have been doing with the Board has been one of the most rewarding things I have done. I have thoroughly enjoyed being involved.



### *Comment from Fay Selvan Chief Executive, CHRC Ltd*

This year was about consolidation. Making sure that we could really deliver a quality service and an accessible resource to local people, whilst expanding and developing our work. Staff, volunteers and company members worked hard to set up a new management committee structure, new staff teams, and new policies and procedures. As the year progressed, our efforts began to be rewarded with an increase in the numbers of people using our services and setting up new initiatives. We also won external recognition from NHS Estates, Nursing Times and Business in the Community. Then we suffered an unthinkable loss, with the untimely death of Kay Lewis, our Finance Manager. Suddenly the consolidation didn't feel quite so solid.

I can see now that the loss of Kay made us realise that we can never plan the future, we can only strengthen ourselves to cope with it. In the event we learned how much support we could give each other. We tested our so called 'consolidation' and found that what held us together was the strength of our relationships - our trust in each other. It is fitting that someone as important to us as Kay helped us learn such an important lesson.

I would like to thank all our staff, volunteers and company members, who have shown their commitment and caring.



# COMMUNITY HEALTH AND RESOURCE CENTRES LTD (CHRC)

CHRC

## MANAGEMENT COMMITTEE STRUCTURE

CHRC aims to 'promote and provide initiatives to advance good health' and we welcome new members who wish to support us in this work. Company members are able to get involved in working parties, which oversee the work we are doing. They also elect the Board of Directors at the Annual General Meeting. The Board meets at least eight times a year to evaluate and agree the priorities for the organisation as a whole. The Sub Committees of the Board (Personnel, Finance, and Buildings) make most of the policy decisions.

This committee structure was developed by the old Zion Management Committee, who were keen to ensure that the management structure was:

- Easy to involve people in
- Effective at making decisions
- Ensured a core group of people developed an overall vision

We are now evaluating how effectively it is achieving these aims. We currently have 39 company members, of whom fifteen are actively involved in managing the organisations work through the Board and working parties. Monitoring shows that 21% of our company members have disabilities, 73% have responsibility for children, 83% are women, 53% smoke, 46% are from an ethnic minority, 70% are heterosexual, and 69% are local residents.

## KAY LEWIS



*All the staff, volunteers and company members mourn the loss of Kay Lewis (Finance Manager), who died suddenly at the end of this year. There is not a day goes by when we do not miss her, as a friend, confidante, colleague, or manager.*

## PRIORITIES FOR THE FORTHCOMING YEAR

- Review the effectiveness of our management committee structure and bring about improvements to ensure it meets its original aims
- Increase the number of people accessing volunteering opportunities
- Increase the range of training opportunities for people from disadvantaged groups
- Review our staff management structures to create more career development opportunities for staff
- Secure capital funding for the New Zion building
- Secure revenue funding for Aisha, Complementary Services and Zion
- To develop more self help and community led initiatives in Kath Locke
- To ensure the voluntary sector has a voice in the health and social care re-organisations including: Primary Care Groups and Health Action Zone

## STAFF

CHRC now employs 35 staff - a significant growth from last year. We have restructured our teams moving away from sessional staff doing a small number of hours to create permanent employee posts. This has enabled us to involve staff more in planning the development of services, but has meant that we have lost some valuable people.

We have produced a comprehensive Personnel Policy, which outlines our commitment to staff development. Wherever possible we will create opportunities for staff to develop their careers through training, secondment and promotion. This has led us to revise our recruitment practices. CHRC is committed to ensuring equal access to employment, but in recognition of the disadvantage sections of the community face, we will create volunteering and training opportunities, which will enable people to access paid employment with us.

This year 8% of our staff have disabilities, 40% are responsible for children, 79% are female, 79% are heterosexual, and 70% are local residents.

# Zion CHRC

ZION

## RELOCATION

The Zion CHRC underwent a major upheaval this year relocating to its temporary home in the old Hulme clinic. The move was a consequence of the slow progress on developing the new Zion Centre and the need for the City Council to progress its work on the Zion Arts Centre. We carried out extensive remodelling of the old clinic, to create a friendlier more welcoming feel, and to provide space for the Harp Cafe and the Crèche. We would like to extend our thanks to Bellways for providing us with a temporary home and the City Council for the relocation funding.



*Philip Whitehead of Bellway Urban Renewal speaking at the opening of the temporary Zion Centre*

## WHO USES THE ZION?

Over the years we have seen the local population decline by half, and start increasing again as redevelopment progresses. We have been surrounded by demolition sites. We have had roads closed around us, and been surrounded by wire fencing. This year we have relocated our building to a new location. But despite all this people are still coming to the centre. This year the centre received over 16,000 enquiries. The projects supported over 2,500 people through casework; and another 1,000 people accessed the drop in services.

## NEW SELF HELP GROUPS

Two new self help groups have been set up this year - Baby Blues, a group for women experiencing post-natal depression, and a self help group for Lesbian, Gay and Bi-sexual people with mental health issues. A smoking cessation group offered support to staff, volunteers and members of the community who wished to give up smoking. This was combined with a change in policy which restricted areas for clients to smoke and made all offices no smoking areas. The groups offered support,

advice and information, including a trial of different treatments including nicotine patches, chewing gum and herbal remedies. The groups were run by local volunteers trained by Health Promotion staff and were funded by the Moss Side and Hulme Health Forum.

## WORKING FOR THE FUTURE:

### NEW DEAL

CHRC has worked in partnership with projects in the Zion to develop a range of training opportunities for young people under the New Deal scheme. With the support of Manchester TEC we aim to provide placements and training opportunities for people suffering from mental health needs, or who have used drugs, in the areas of community work, reception, administration, odd jobs and catering.



*Councillor Mary Murphy cuts the cake at the opening ceremony*

# KATH LOCKE CHRC

KLC

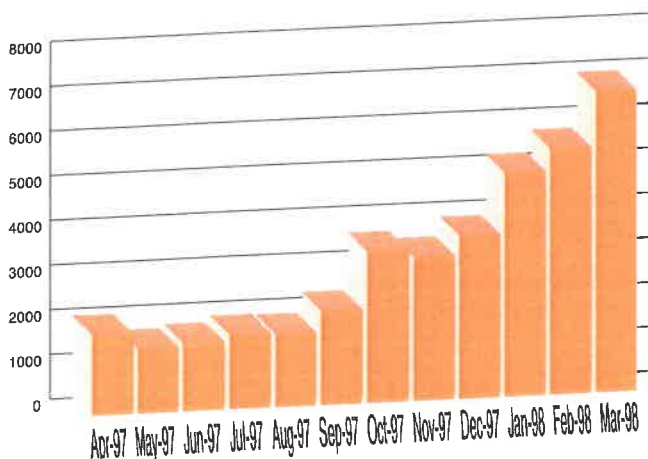


*Kath Locke 1928 - 1992*

## THE OPENING OF THE KATH LOCKE CENTRE

History was made in January 1996 when the Zion CHRC was awarded the contract to manage the new Primary Care Centre in Moss Side. The building was handed over to the Zion management team (by now renamed CHRC) in November of that year. The official opening ceremony was held on December 18th 1996. The centre was named after Kath Locke - a local resident whose spirit and determination to help the local communities to help themselves is an example to us all. We were very proud that Kath's family supported our vision to carry on her work, by agreeing that the centre should carry on her name.

## WHO USES THE CENTRE?



From the first days of opening, the centre has gone from strength to strength. Hundreds came through our doors in the first few months. The numbers have now reached thousands. We intend to keep up this momentum. For the centre to continue to grow we recognise the importance of talking to local people and users of services to ensure we are meeting their needs. We will continue to work in partnership with service providers to look at ways to improve services.

## IMPROVING SERVICES

### MENTAL HEALTH

We have consulted with users of the mental health clinic to find out what kind of other services they would like. We have facilitated the joint mental health groups meeting to share ideas about improving our services.

### SOMALI LINKWORKER

We have employed a worker to link with people from the Somali community. Fatima supported women using the Maternity Project and continues to work with us to ensure that other services in the centre are accessible.

### NHS ESTATES AWARD

The Kath Locke Centre again made history when it became a winner of a Highly Commended NHS Estates Award in the Best Primary Care Centre category. We were pleased to be the only voluntary sector agency at the ceremony, and to our knowledge, the only voluntary agency to have ever achieved an award!

# AISHA CHILDCARING GROUP

AISHA

## THIS YEAR'S ACTIVITIES

### PLAYSCHEME

Aisha ran playschemes during Easter, Summer and Christmas school holidays this year, catering for up to twenty children a day. In total 86 different children received care through the playschemes. Activities included swimming, trips to the park, art and crafts, educational visits to places such as the Science and Industry Museum, and trips to the cinema.

### AFTERSCHOOL

Aisha has continued to offer an afterschool club for 4 - 11 year olds through the school term. This year we have been able to recruit a Playworker to co-ordinate activities. Along with the daycare, the afterschool club moved to the Kath Locke Centre in the summer, whilst the Zion relocated to its temporary home. This meant that for this year we have had fewer children than in the past. The afterschool club has fifteen places and has catered for 38 different children this year. In the new year, we will be expanding the service by offering a playwork qualification. Additional trainees will mean that we will be able to extend the range of activities and number of children we cater for.



### DAYCARE

Full time daycare is currently offered at the Kath Locke Centre. We are currently registered for up to fifteen children and reserve five spaces for drop in. This year 52 different children used the drop in and 29 different children used the daycare. The majority of people use this service through self referral, but a significant proportion are referred by Early Years and Play and Social Services. The majority of applications are for the age group six months to one and half years, with an average waiting time of 6 - 12 months on the waiting list. Parents are particularly keen to see us extend the hours of opening in the mornings and afternoons and this will remain a priority for the next year.

### RESIDENTIAL

The residential in August was a resounding success. Due to the generosity of many local organisations and the enthusiastic fund raising done earlier in the year by the children, we were able to take away a group of 29 children and 10 adults to High Borrans near Lake Windermere. The children undertook a range of activities from horse riding to abseiling. We returned to Manchester tired and exhausted, but exhilarated after a stimulating and activity packed week!



# Complementary Services

COMPLEMENTARY  
SERVICES

## WHO ARE WE?

Complementary Services comprises a range of different therapies: Counselling, Therapeutic Massage (including reflexology, aromatherapy and shiatsu), Anxiety Self Help Group, Depression Self Help Group, Relaxation Classes, Zion Art Paintbox, Tai Chi and Yoga. We aim to provide a range of services which complement existing health provision. We seek to promote a holistic approach to health, understanding that well-being is a careful balance of mental, emotional and social as well as physical factors.

## WHO USES OUR SERVICES?

### COUNSELLING

This year we offered over 2,975 counselling sessions to a total of 272 clients. The vast majority of people had between one and four sessions and a small number continued for over 20 sessions. 60% of our clients are female, but as a result of work with other agencies we have been able to significantly increase the number of men taking up the service. Just over 20% of our clients are from an ethnic minority group, which reflects the city wide nature of the service. Nearly a quarter of our clients have a disability and just over 10% identified themselves as Gay, Lesbian or Bisexual. The service offers a choice of counsellors to clients, so that they can identify a preference for a particular gender, ethnicity or sexuality.

### MASSAGE

We currently offer massage at both the Kath Locke and Zion Centres. This year we offered 832 sessions to 138 people. This service is particularly accessible to people from ethnic minorities who make up nearly 50% of all clients. Monitoring shows that there are more females (65%) who use the service than men (35%), but a wide range of age groups use the service.



## SELF HELP AND RELAXATION

The self help and relaxation groups attract on average about 26 people per week, with a majority male attendance. These services also attract nearly 50% of people from ethnic minority groups, and mainly from the age groups 26 to 65 years.

## ZION ART PAINTBOX



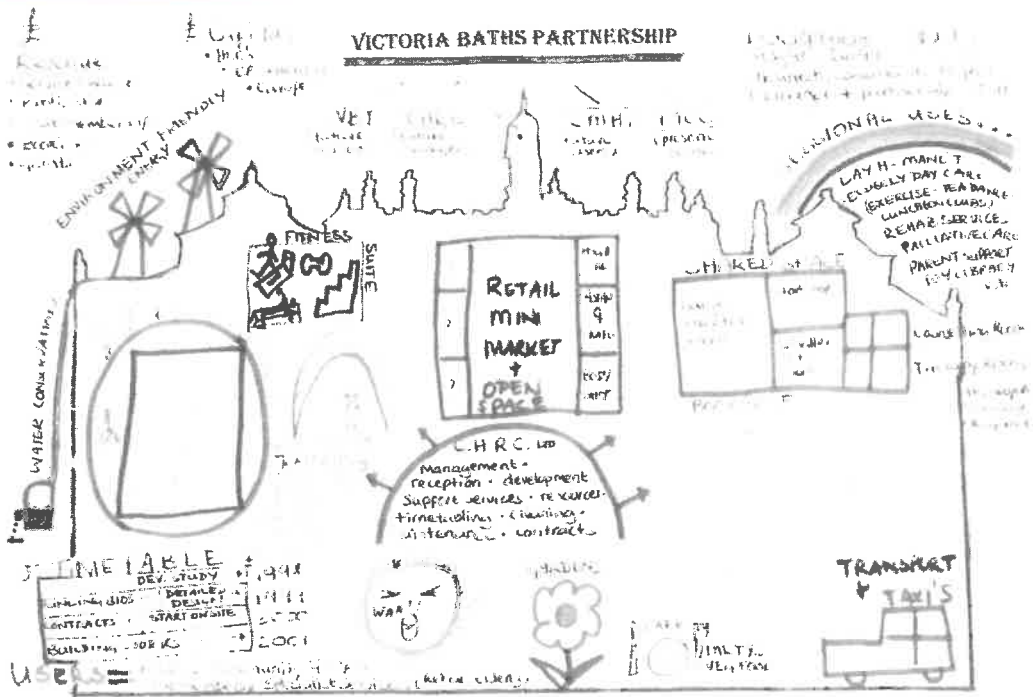
ZAP currently run four drop in sessions per week, attracting an average of 30 people per week. These sessions include some specifically for women and people of African Caribbean descent.

## WHAT HAVE WE DONE THIS YEAR?

Over the past year we have continued to develop our ethos by forging links and partnerships with other agencies in the city to provide an accessible and flexible range of services. We have:

- Worked with GPs across Manchester to provide counselling services in surgeries and medical centres
- Participated in the Maternity project to provide counselling and massage to pregnant women with additional needs
- Supported two new self help groups: Baby Blues, for women suffering from post natal depression, and the Lesbian, Gay and Bisexual support group
- Organised a city wide conference to promote the development of uniform quality standards for the delivery of counselling services
- Produced a range of information packs to make services more accessible, including a Self Help Pack, Mental Health Pack and Complementary Services Pack

# VICTORIA BATHS PARTNERSHIP





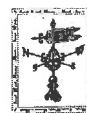
## BOARD OF DIRECTORS:

Evelyn Asante Mensah - Chair  
Andrew Bailey - Treasurer  
John Butler - Secretary  
Adrian Jennings  
Chris Binns  
Margaret Fielding  
Delana Lawson (resigned)

## COMPANY MEMBERS:

Folasade Agbalaya	Abiodun Allen
Alec Balfe Mitchell	Darren Bates
Helen Boyle	Jackie Burton
Tony Cashin	Mercy Chicoti
Cindy Clarke	Chris Denton
Leah Gilman	Debbie Grue
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CHRC would like to thank its funders and sponsors:



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**Community Health &  
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**" MEETING YOUR NEEDS "**

123 Moss Lane East, Hulme, M15 5DD  
Telephone: 0161 455 0211  
Fax: 0161 455 0213

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