

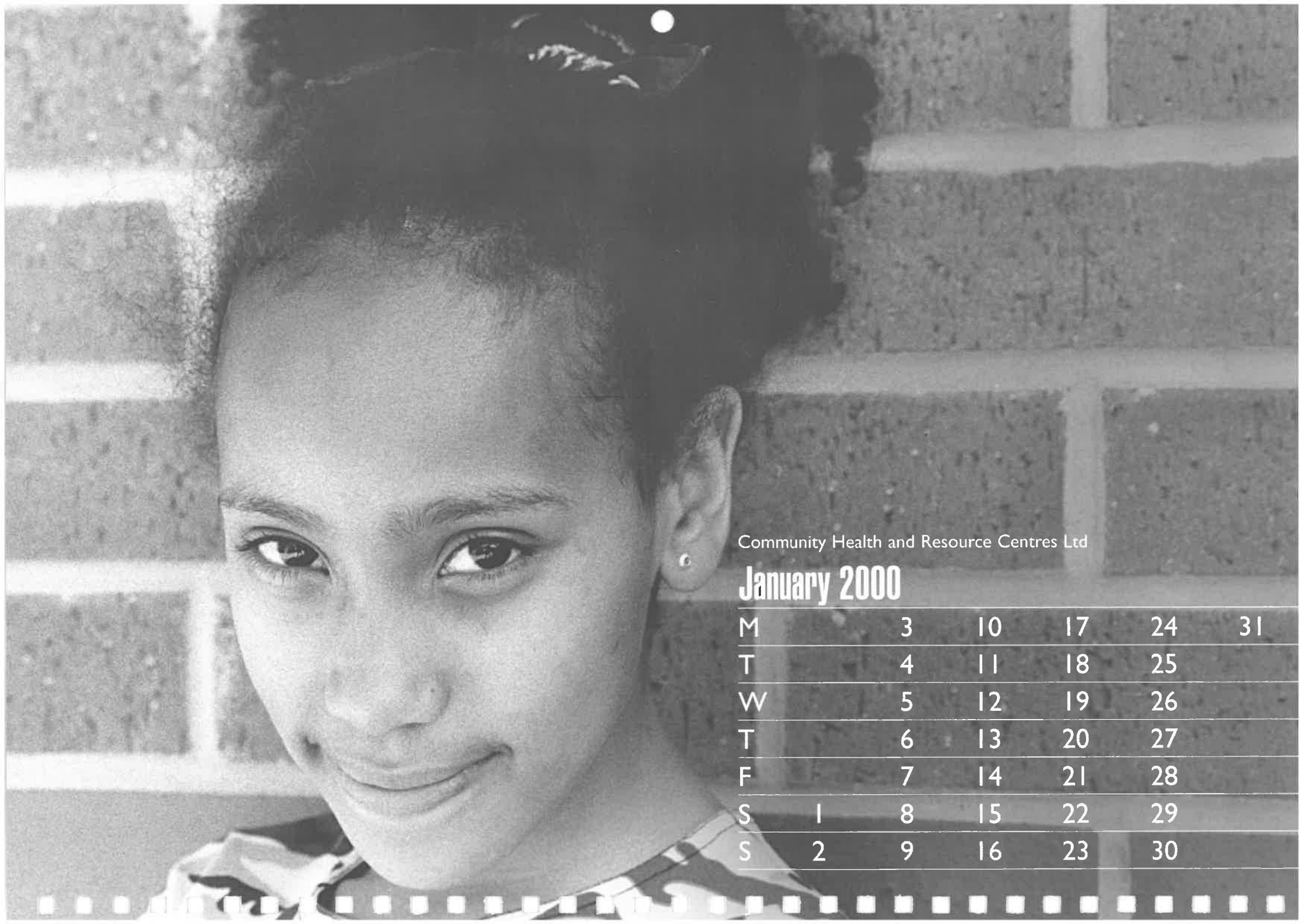


Diversity

Community Health & Resource Centres Ltd

Annual Report 1998-9





Community Health and Resource Centres Ltd

January 2000

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Welcome

Evelyn Asante Mensah, Chair

Over the past year I feel that I have been able to develop the role of the Chair of CHRC into one that gives effective leadership to other board members and the staff team.

We have introduced a monitoring and support function, which will enable other board members to fulfil their roles. We have also introduced regular meetings between the Chair and the Chief Executive, which facilitate greater communication and the development of an effective team. This year has been a challenging one for myself as Chair, but it has also been a very creative time. I feel the board has turned a corner, we now really know what our function is and how we can work jointly with our staff team to deliver our aims.

I would like to take this opportunity to thank our staff, volunteers, company and Board members for their hard work, dedication and commitment.

Fay Selvan, Chief Executive

It is interesting that as we grow larger, the outside world's perception of what we do changes.

I do not know how many times since we took on the Kath Locke Centre people have referred to us as a 'health' organisation. 'Health' has always been in our name, but until recently it was seen as an equal part - alongside 'community' and 'resource'. For us it has always been used in the holistic, well being sense. Whereas when other people refer to us as a health organisation, they tend to be pigeonholing us into a category which is about dealing with illness. One of the challenges of the past year has been to constantly fight against this narrow vision of our work and keep our focus on the wider issues.

Partly this reflects a common difficulty experienced by the voluntary sector: As more funding has been channeled through service contracts, so our ability to retain a more holistic view of the needs of the communities we work with has been limited. For CHRC this has most clearly expressed itself in our struggle to keep the community involved at all levels of the organisation and to attract funding from a diversity of sources.

In response to these challenges we have tried to create a positive learning culture, so that we can constantly reassess our progress and make the necessary changes. Only in this way do we believe we can keep up with the challenges and opportunities that the future brings. In this spirit we have included in this annual report some of our best mistakes - and what we have learnt from them: this is the "Splats!" In some cases this has been a difficult thing to do, and I would like to thank all the staff who contributed to the production of this report.

When I look back on this year, I can see that it has laid the foundations for many changes. We now have a strong and committed staff team, and active company membership, all contributing to the delivery of our aims. We have set ourselves clear goals for the future and have evolved a caring and supportive environment in which to work. This annual report reflects all this effort and I look forward to developing our future together.

Board membership

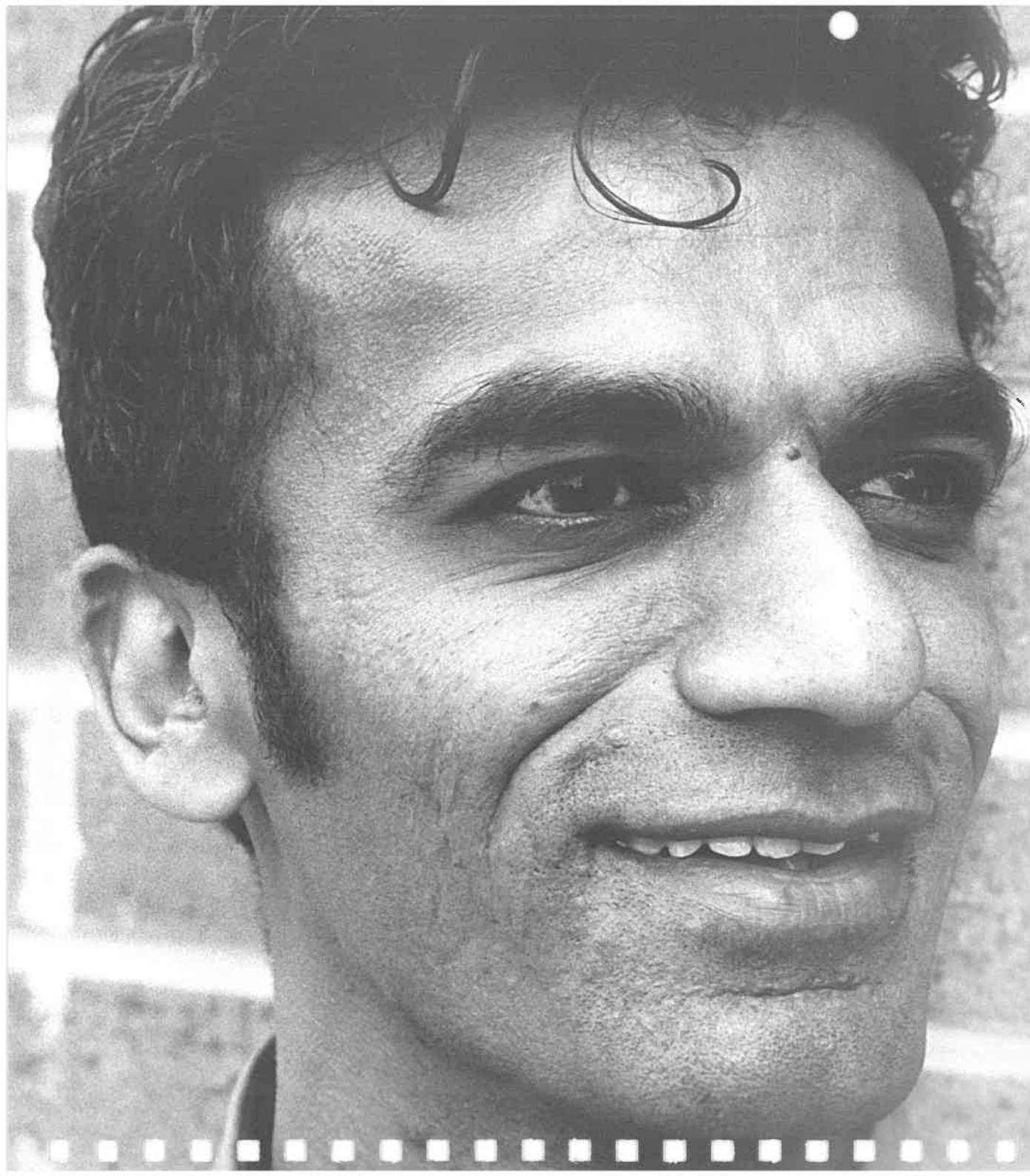
Evelyn Asante Mensah	Chair
Chris Binns	Vice Chair
Adrian Jennings	Treasurer
John Collett	
Pauline Weir	resigned
Andrew Bailey	resigned

Co-optees
Maneer Afsar
Angela Young
Mark Fitzgibbon



In 1996 we designed a new management structure that would meet the needs of a larger organisation, whilst retaining strong community involvement. We then spent the next year putting it into practice, monitoring and revising it. What we failed to realise was that we needed to give as much attention to our internal procedures and practices, as we had to our management structures. As a consequence we adopted new financial processes and employment practices that made it harder for volunteers and staff contracted for a small amount of hours to get involved. People felt they had less involvement in decisions and were less able to contribute in the way they wanted.





Community Health and Resource Centres Ltd

February 2000

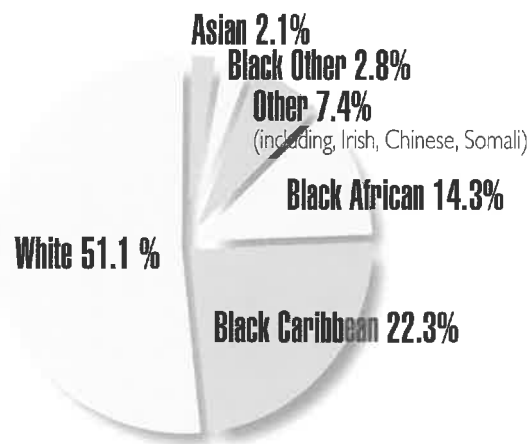
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Zion Community Health & Resource Centre

The Zion Centre has now settled into its temporary home - the old Hulme Clinic, and is awaiting the arrival of its new building, which should be complete in the autumn of 2000.

The upheaval has had an effect on the work of the centre, as shown by a drop in the number of enquiries from over 16,000 last year to just over 14,000 this year. The relocation meant that many of the services were disrupted for up to two months and has also meant the loss of the crèche, which has moved temporarily to the Kath Locke Centre. This has led to a reduction in the number of people under the age of twenty-five using the centre. The HARP café managed to serve a record 7,000 meals this year. The vast majority of clients this year (72%) were aged between twenty-five and forty years old. The ethnicity of clients has remained very much the same:



As a result of losing Helen Walker this year and two staff last year, we now have several new staff on our team, including a new service manager and two new receptionists. In addition we have three New Deal staff doing reception/administration, maintenance and support work. All this change has meant that we have had to put a lot of energy into training and induction. But on the positive side we now have a new enthusiastic team, who bring different skills to see us into the new millennium.

Women's Drop In

We have continued working with other projects based in the centre, looking at new ways of joint working and making decisions about what should happen in the centre itself. We hold monthly centre meetings where work and ideas are shared by staff from all the projects.

We are working with DASH to offer a weekly women's drop in focused on women in the area who have drug related problems. The service offers support, advice, crèche, massage and a community midwife. We have also introduced beauty treatments (such as facials and manicures), in an attempt to raise the self esteem of the women using the service. In just a number of months we have achieved a regular attendance of eight to twelve women a week.

Healthy Eating

In June we worked with the community dietician to organise a weeklong focus on healthy eating. Several other agencies were involved, including the community dental service, who gave advice on ways of cooking that affect nutrition and health. Five community projects took part and a range of communities (Somali, African, Asian, Jamaican and Irish) hosted the events. Over a hundred people attended and a number of issues were raised, particularly the difficulty of feeding children healthy food on a low budget. We are now producing a recipe book that includes all the recipes that were cooked during the week. It will be distributed locally for free and will be part of a series of follow up events.

Parents and children

Despite the temporary loss of the creche, we have tried to maintain a focus on the needs of children and parents in the area. The Zion now manages the toy library, which was set up by Homestart with funding from the Health Forum. We have attracted a number of new volunteers who are working to open the library more regularly and expand the range of toys on offer. Earlier this year a local parent used the small drop in creche room as a meeting place for new mothers. We supported her to organise guest speakers, advertise the group and supplied refreshments. We are now looking to establish a regular parent and toddler group at the centre.

Zion Art Paintbox

Over the last year ZAP have continued to run three therapeutic art dropin sessions for people with mental distress. They work in a number of materials including, clay, pastels, paints, and chalks. They have a computer and have recently established links with a photography studio at Claremont Resource Centre. ZAP run one session for women, one for African Caribbeans and one open session each week. An average of eighteen people use the service each week.

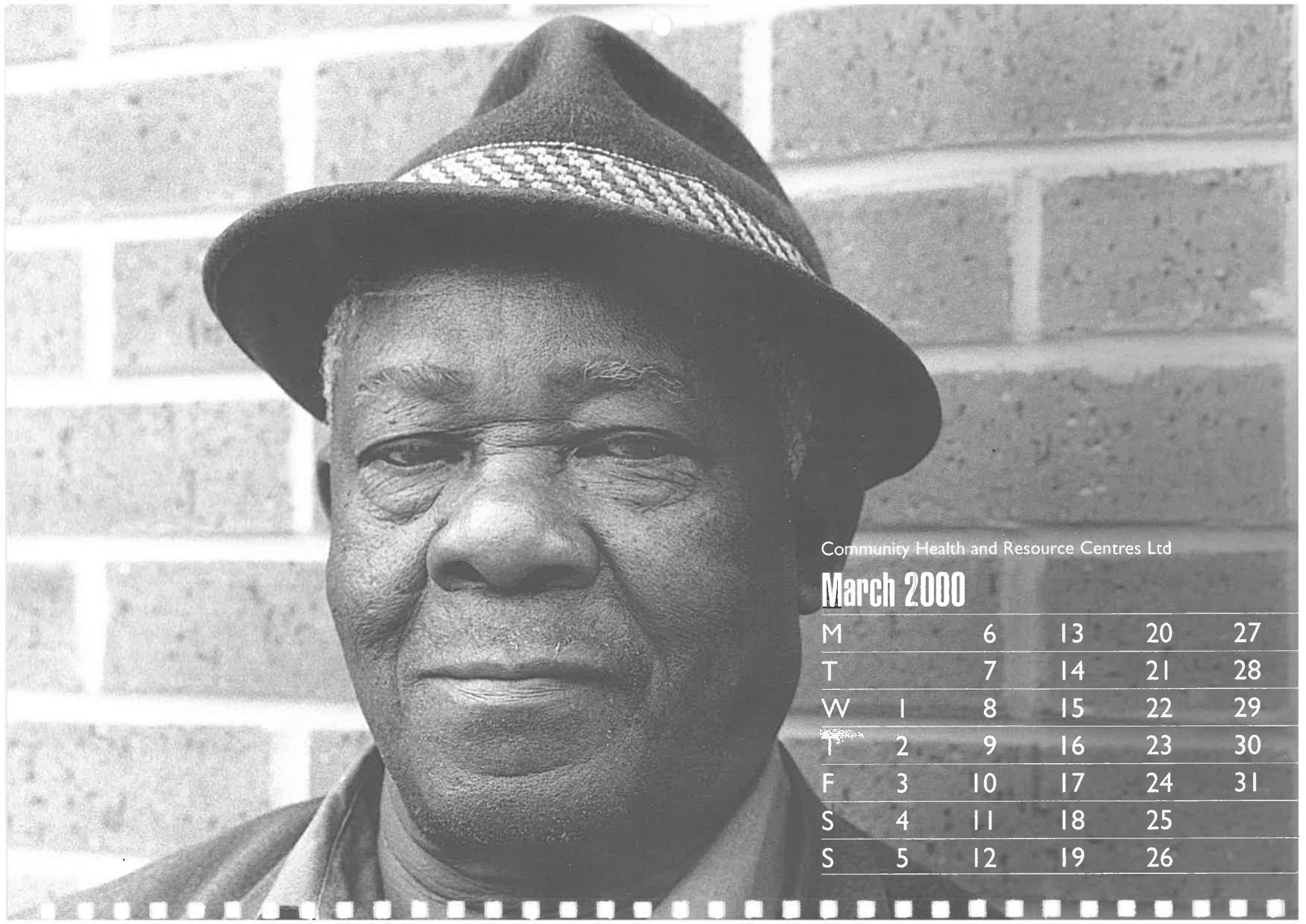
We now only employ two artists to run the groups and develop the service. They recently carried out an evaluation of the service with the users. This showed that people would like to see the sessions diversify and offer different activities, including dance and drama. They also want to link into more community arts groups both locally and nationally.

ZAP have continued to get people making tiles at all our events. We now have nearly 300 tiles, which will be used to decorate inside the new building.

Karen Welsh



As usual we were trying to move into our temporary home on a very tight budget. In order to make the most of the resources we had, we decided to paint the whole building ourselves. Overflowing with enthusiasm, we were under the mistaken belief that we could tempt staff, partners, children, users, volunteers and friends to come and join us, with the offer of some hot food. How wrong we were! We did manage to complete most of it, with the help of some very dedicated people. But far from increasing a feeling of community spirit in the building, it became a real bind. We thank all of you who gave up your time. We will try and make a more accurate assessment of the amount of work involved next time!



Community Health and Resource Centres Ltd

March 2000

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Kath Locke Centre

1999 is KLC's third year. We have seen a 300% increase in the number of visitors and telephone enquiries from the previous year, recording a massive 61,000 calls and 60,000 visitors.

In addition to the eleven services based at the centre there has been an expansion in the number of sessional services and groups that make use of the centre's resources. These include:

- *Somalian Women's Group*
- *Youth Health Shop*
- *Asian Women's Self Help Group*
- *Propia Persona - an arts and drama project for adults from ethnic minorities with learning disabilities*
- *Domestic violence support group*

Opening hours have been extended resulting in the centre being used extensively by local groups for one off and regular events on the evenings and weekends.

Breast Health awareness

The breast screening van returned to Moss Side earlier this year after an absence of six years. The Kath Locke Centre was thought to be a suitable base as it gave access to a wide range of other support services for women and their families.

Staff worked in partnership with Mancunian Health Promotion Services to prepare for the launch of the service. Information sessions took place with primary health care teams who were then able to support and encourage women to attend for breast screening appointments. Information days were also held at local venues such as Asda and the Moss Side Leisure centre to raise the profile of the breast screening van and to give advice related to breast health. Local hairdressers also had a role in giving information to their clients on the breast screening service.

The launch of the service took place on the 14th April '99. Activities on the day included:

Tour of the breast screening van, head and shoulder massage, breast health information, bra measuring service, blood pressure checks, weight and height checks, drama presentation looking at attitudes to breast cancer across the generations and refreshments. Around 50 women attended the launch, many staying to participate in all of the activities on offer.

Community Safety Project

A grant from Moss Side and Hulme Partnership and Manchester Health Authority enabled the Kath Locke Centre to raise awareness of safety issues within the local community. A steering group (including workers from the Kath Locke and Zion centres, Manchester Housing, Moss Side and Hulme Partnership and Greater Manchester Police) met to plan a Community Safety Day and a drama project for local junior and secondary schools that would help pupils to gain a greater understanding of citizenship. The school students were also offered a short course in First Aid.

The aim of the project was to:

- *Build relationships and understanding between services and community groups*
- *Raise awareness of safety issues both for adults and children using fun and informative methods*

The Community Safety Day was held during the Easter holidays. Activities on the day included: Police horses and motorbikes, fire engine, puppet show 'Joe's in danger', games and activities that encouraged a greater awareness of safety issues. Information for adults on the day included information from St. Johns Ambulance, Victim Support, Gtr. M/c Police Domestic Violence Unit, Fire Prevention, Home and Street security, Home loan safety equipment and Black Women's outreach project.

Around 130 children attended along with 50 adults. The feedback was that the event had been important in helping to build relationships with the police and fire services and to raise awareness of services available.

Sugar group

A new group was set up in June of this year to address the needs of the West Indian community in relation to diabetes. The group offers participants therapeutic massage, exercise and health promoting activities. A diabetic specialist nurse is on hand to give advice on managing diabetes. There are plans for regular input from a community dietician to support group members in preparing healthy meals.

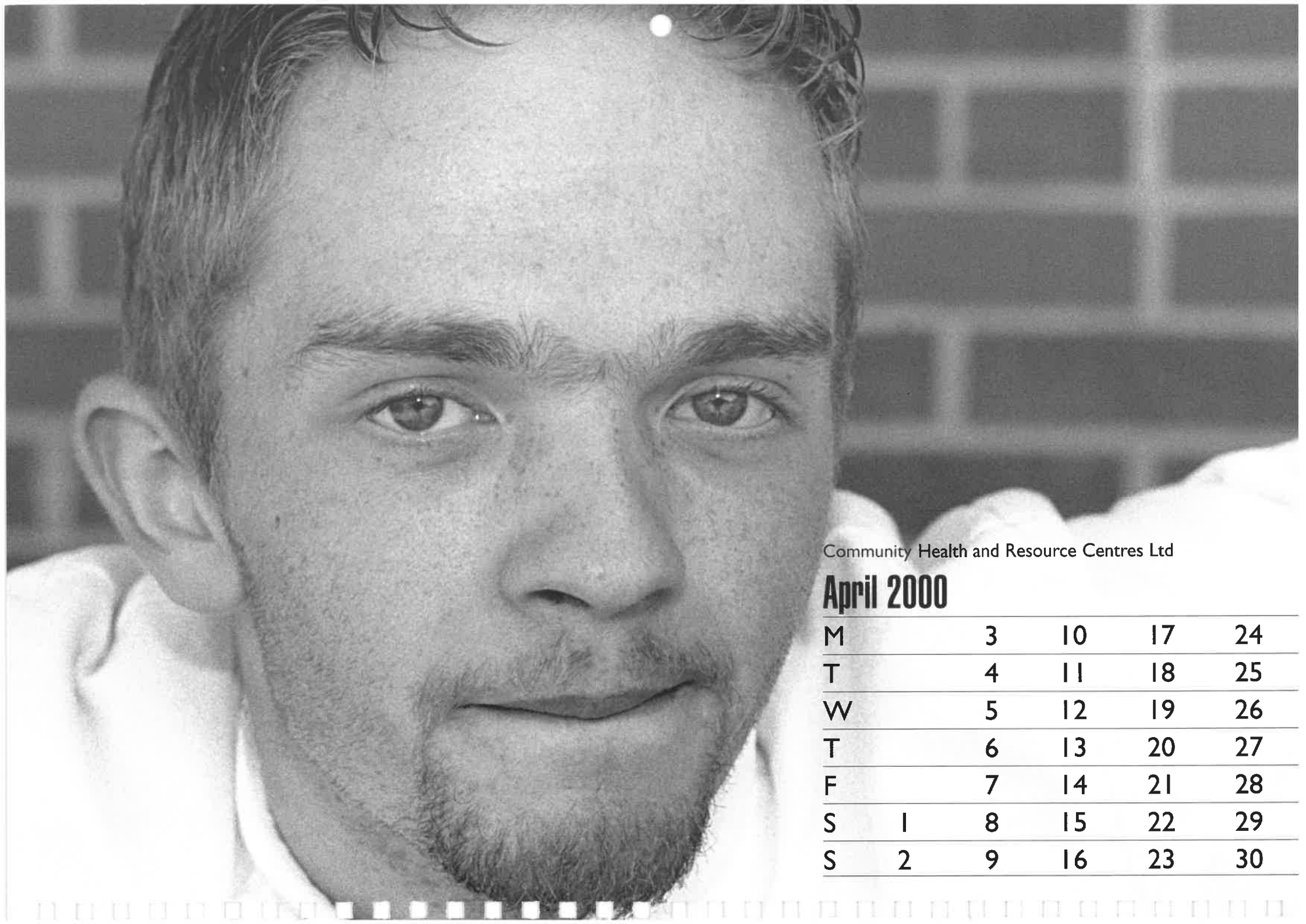
The group meets weekly; members take an active role in the running of the group. They plan what kind of professional input they want and keep a busy diary for group based activities.

The Sugar group offers a community based approach to addressing health issues, which moves away from the traditional model of dependency on a health professional. In the Sugar group, members spend time looking at lifestyles and the impact that stress, diet and exercise has on health and well being.

Dawn Rivers



The centre meetings got off to a flying start and were initially well attended. Now the centre is in its third year there is less emphasis on prioritising time to meet to discuss new initiatives and joint working. Working together takes more than being based in the same building. Something we will continue to work towards in the future.



Community Health and Resource Centres Ltd

April 2000

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Joint working

Hulme Garden Centre

CHRC attracted £6,000 from North British Housing Association to explore the opportunities for developing a training/work experience programme in garden maintenance for some of the users of the centre.

We were sure that with all this new open space that has been created in the area, there must be a demand for people to look after it. Instead of more money going to contractors from outside of the area, we want to look at ways of keeping that income here.

In order to take this work forward we used the funding to free up one of the HARP staff, who had developed the Café in the Zion Centre, from advice work. He used the time to make contacts with the new Zion Park and various Housing and Tenants groups. Through this work he came into contact with three local people who planned to develop a garden centre. As is the nature of all good development work, the idea of a new project emerged.

We now plan to develop the new Zion courtyard into a mini garden centre, which will act as a subsidiary to the main centre to be opened on land adjacent to the Claremont Centre. The Zion courtyard will offer supported training and employment in horticultural skills. It will offer exhibition space and a quiet retreat to people using the centre. A virtual computer programme was produced to describe this vision to users and staff at the Zion Centre. Hopefully something we can show at the start on site party next year!

Men's Health Initiative

CHRC in partnership with a number of health professionals and voluntary agencies actively campaigned to encourage men to look at their health needs and access local health provision. This campaign was made possible with the support of Moss Side and Hulme Health Forum, through its Health Initiatives Fund.

Manicure for Men: a men's health week (22-26 March 1999) offered poetry workshops and a performance evening, a series of kite making drop-ins and a men's health day in Asda.

It was successful:

- *In bringing together a range of service providers from the statutory and voluntary sectors to work together to raise the profile of men's health in Moss Side and Hulme.*
- *It reappraised men's health services - are they accessible, or is there a lack of men's related services? Is there a low uptake of such services?*
- *Having direct contact with men in a non-health venue making health services visible and identifiable in this area.*

Lessons learnt from this event:

- *Make earlier decisions on setting dates and venues for activities, so that promotional literature can be widely distributed and promoted within the media.*
- *Have a smaller core group to identify resources and the direction of men's health work, working with a wider forum of health professionals, community workers and local men.*

We will be continuing to develop this piece of work next year.

Kirit Patel

CHRC and the New Deal

CHRC were successful in securing a contract with Manchester Training and Enterprise Council, to recruit up to 15 young people, between the ages of 18 to 24 years into the New Deal scheme.

People will have 12 months on the job experience, gain a vocational qualification and receive progression training through job search. CHRC in partnership with DASH and their Insight project, provided this job search opportunity by way of; accessing on line up to date vacancies, access to local vacancies, and one to one support with application forms and interview techniques.

Since the beginning of our contract in December 1999, approximately 45 people have been through the interview process. Out of the 13 people recruited, 5 people were unable to sustain employment, for a number of reasons ranging from personal,

health / family related issues, to not being ready for full time employment, after long term unemployment. One person out of the five who left, left due to taking up an opportunity of working in France. The remaining four, on leaving, did not take up any other employment or further education. The new deal members have had some big obstacles and barriers to overcome such as:

- *needing to adjust to fulltime employment*
- *The Gateway period that many underwent, did not prepare individuals regarding the level of commitment they have to make and supporting them to clearly identify what they were aiming to achieve in the 12 month period.*
- *Inappropriate referral from job centres, to posts requiring higher educational attainment.*
- *Pressure for individuals to apply for posts they did not want.*

To date, eight people have been successfully recruited into various posts within CHRC and other projects. The New Deal Staff, located in frontline reception admin posts, maintenance, catering and support work roles have made a significant difference to the delivery of services in both centres.

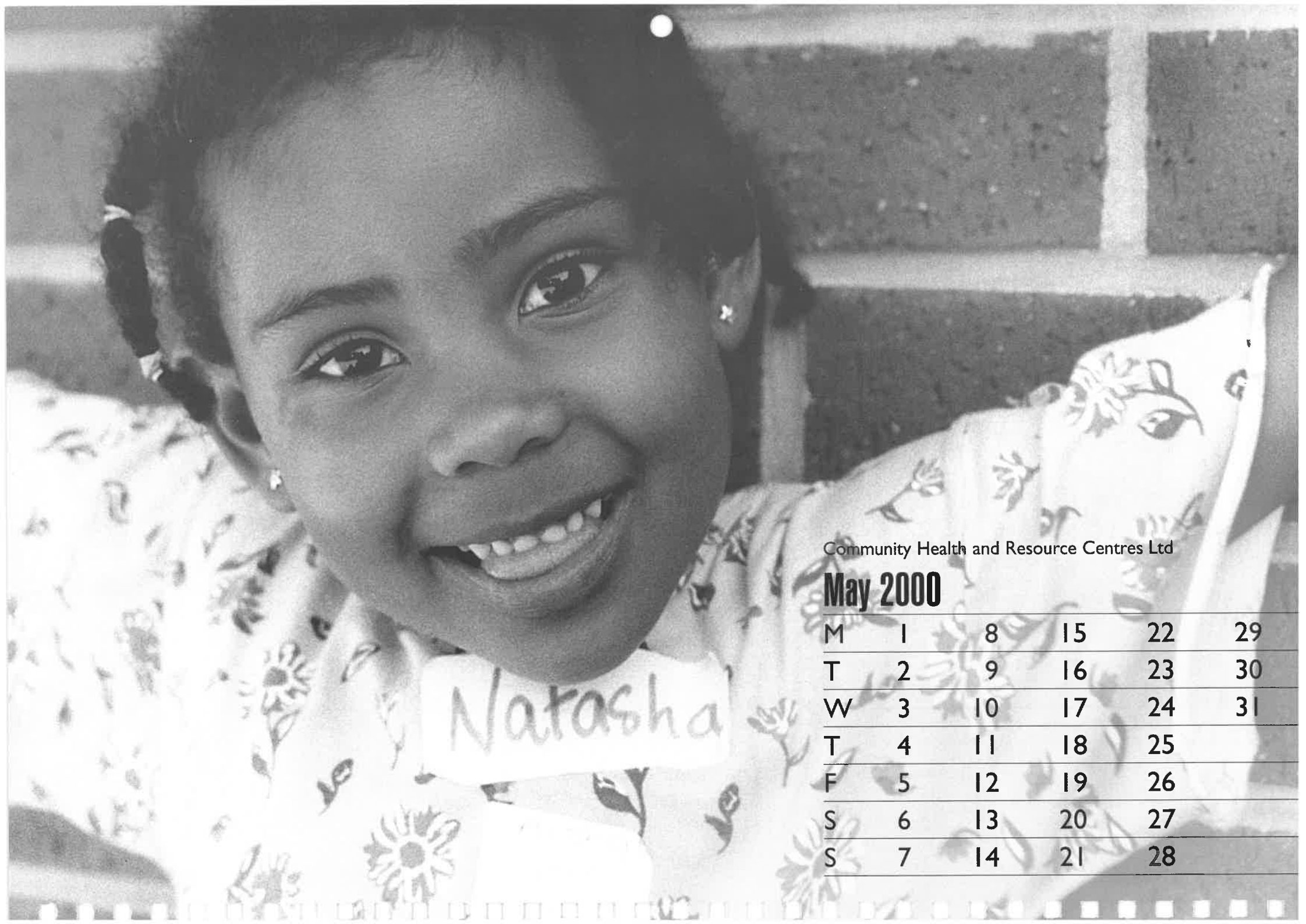
Priti Butler



Employing staff under the New Deal has been a positive move for CHRC and for the individuals concerned. However, the whole process has been time consuming and over loaded with paperwork.

We have now been able to speed up this process, overcoming pitfalls, allocating more staff time, and ensuring greater involvement by Manchester TEC.

One thing is for sure - the New Deal scheme does not adequately resource the voluntary sector for the work that it entails!



Community Health and Resource Centres Ltd

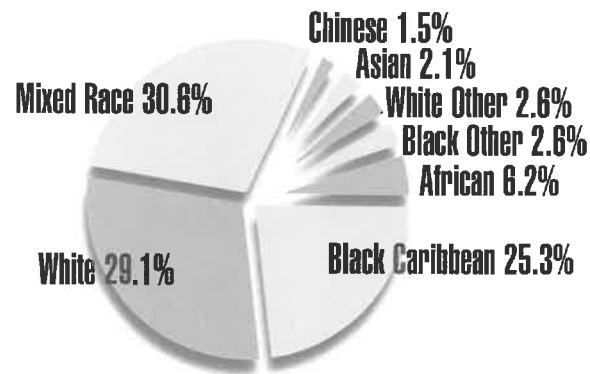
May 2000

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Aisha Childcaring Group

Local parents set up the Aisha Childcaring Group nearly six years ago. It aims to provide a child centred service which builds confidence and self esteem through being sensitive to the range of different religions, cultures and family types in our community.

Since 1996 it has offered a range of services including day-care, sessional crèches, afterschool and playscheme. Childcare is offered at a subsidised rate on a sliding scale. Some places are offered at no charge to users and volunteers of the Centres. Aisha also offers training in partnership with City College Manchester. This year we have been through many changes. Due to the relocation of the Zion into a temporary home, we moved into the Kath Locke Centre. We received Urban funding and expanded our staff team from three to six. And we have offered a new Playwork course for the first time. As you can see from the chart below, Aisha continues to attract a wide range of children from different communities:



The gender of children using the service is fairly even.

Playscheme

Aisha is still continuing to offer playscheme during Easter, summer and Christmas holidays. This year we have catered for 109 different children. Due to the high quality care we have been inundated with numerous requests for this service. Unfortunately we have not been able to offer everyone a place.

Afterschool

Due to the relocation, Afterschool had a slow start at the beginning of the year. However, it increased dramatically within a couple of months. The rapid increase in numbers identified the need for another playworker, which we were able to employ through the Urban funding. The Afterschool has nearly thirty children on the register each week. We have catered for thirty five different children this year, as well as thirty three children who attended on a drop-in basis.

Daycare

In September 1998, due to registration legislation, Aisha was unable to cater for more than eight children. However, with the Urban funding we have been able to take on two new members of staff and have been able to increase the numbers of children to eighteen. Four of these places are free drop-in places for users of the centre. We have also been able to extend our opening hours in response to parent's requests. Aisha now offers day-care from 9am until 5.30pm and operates all year round, rather than term time only.

This year 28 different children have used the daycare and 39 different children have accessed the drop in.

Residential

In August 1998 we took a group of children and their families on holiday. As a result of the generous funding of local businesses and funders (Family Welfare Association, Dr. Garrett, Bellway Housing, Pearsons Holiday, Kellogg's, Whitbread, Peoples First, Vandeburgh, ITN, Cinderella, Guinness Trust, and Jeff Powsney), we were able to arrange two residential for forty three families. The holidays in the Lake District, gave them a chance to try out new experiences and environments.

Training

Congratulations to all the students and staff who achieved an impressive list of qualifications this year including: NVQ level 2 in childcare and education; NVQ level 3 in childcare and education; First Aid at Work Certificate; Food Hygiene Certificate; and Child Protection Certificate. This year for the first time we have been running the Playwork NVQ level 2 and have recruited eight people.

Developing resources

This year we received funding from the Common Good Trust, for a new computer. We have now two computers which are an excellent resource for the afterschool and playscheme. We will be aiming to increase the number of computers in the new Zion so that we can offer a fully equipped homework facility.

What the parents say

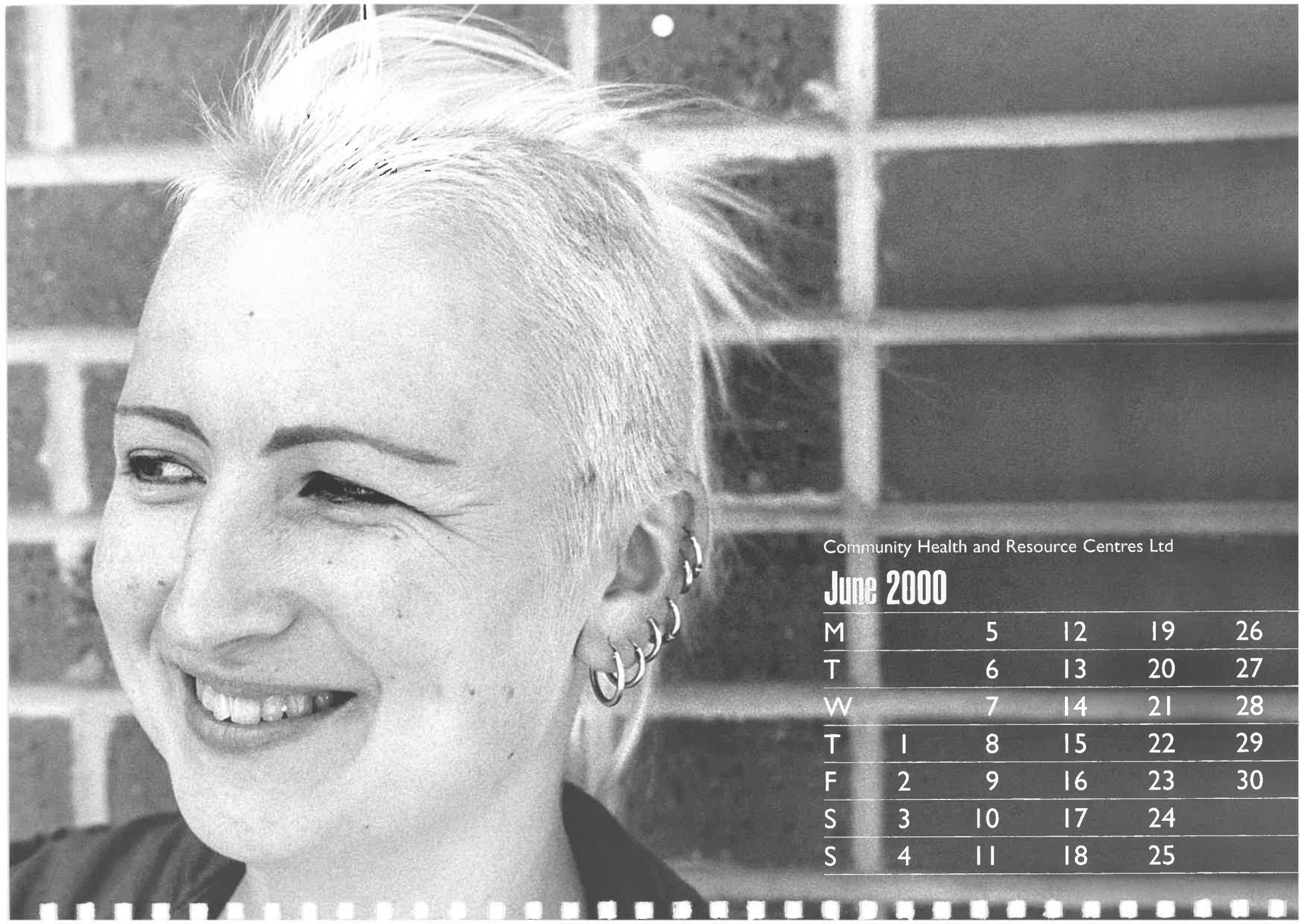
"As a parent I always enjoy bringing my child into the day-care because you are always greeted with a warm and friendly smile. The staff can't do enough to help you if you have any problems and you always feel as if the door is always open."

"Aisha group have proved themselves to be a very caring, reliable group. They provide an excellent Afterschool club with stimulating activities for the children. And the staff are easily approached by both the children and adults. For me, knowing that Shanice is safe and being looked after in a warm, friendly, clean environment means I am free to further my education and work. Without this service I would not be able to do this. Thank you to all the staff."

Dorcas Bridge



Because of the initial low take up of the Afterschool club at Kath Locke, we quickly decided to relocate the service back to the Zion. After a few weeks however, it was obvious that we had made a panic decision. The room was too small and there were no toilets in the crèche which meant supervising the children on trips out of the room. As a result we had to move it back to Kath Locke. Once there we put all our energies into recruiting new children and found more recruits than we could handle. The lesson is not to make rush decisions - particularly when we let emotional attachments to buildings and places override our common sense!



Community Health and Resource Centres Ltd

June 2000

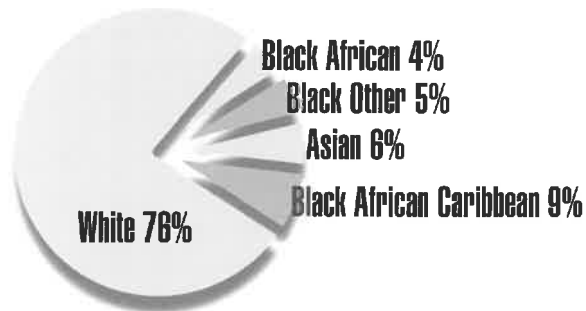
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Therapeutic services

Counselling

This year we continued to work with the health authority to offer a city-wide counselling service. As well as offering counselling at the Zion and Kath Locke Centres we offered a service at six other Health Centres. We also offered a counselling service specifically for GPs at four group practices.

We offered a total of 3,719 appointments to 531 clients, with an average of 7 appointments per client. 32% of all our clients have a disability and 16% identified as being gay, lesbian or bisexual, a rise from last year. Our clients are primarily white, despite offering counsellors from a range of ethnicities:



However, this year we have had a marked increase in uptake from men, who now take up 33% of our appointments. We also managed to attract clients from across the age range (15% aged between 16-25, 40% between 26-35 and 45% between 36-65).

We have responded to feedback from clients and staff members and employed a full time administrator to co-ordinate and improve communications within the service. This has led directly to:

- reduced waiting lists (which in some areas had been 10 months). No one has to wait longer than 3 months for an appointment
- a reduction in the number of people who do not appear for appointments to 12% - significantly below the national/regional average of 30%
- the majority of our cancellations are now being used for crisis and one off appointments
- more user-friendly information packs

Counselling Forum

We have set up the Manchester Counselling Forum in response to a city-wide conference promoting best practice in the delivery of counselling. We have a database of over 50 counsellors and a committed membership representing organisations such as Relate, Age Concern, Family Service Unit and the Neil Cliffe Cancer Care Centre.

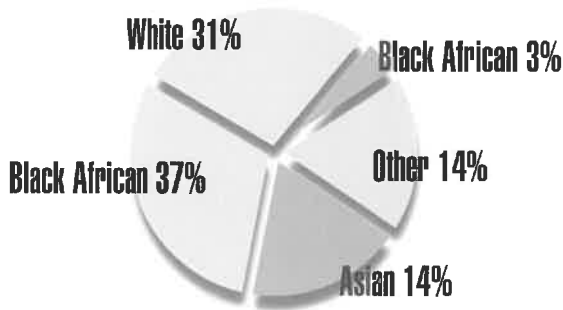
Relaxation class

The relaxation class is run at the Zion Centre, alongside other activities including Self-Help groups, massage and therapeutic art sessions. Whilst the group primarily attracts women (83%), it again covers all age ranges - 17% of its attendees being aged over 65.

The group also attracts people from a range of ethnicities, 60% being black african and 15% Asian.

Massage

Based at the Kath Locke and Zion Centres the massage service this year has offered 832 appointments to 118 clients. We have also participated in health promotion events in the community such as Breast Awareness week, Men's Health Week and the Women's Evening at Zion. Despite common stereotypes the massage service is not just a pampering service for white, middle class women. There is a high uptake by people from a range of ethnicities:



Unfortunately, we have a long way to go to increase male uptake of the service - which is still only 17%. The massage service has undergone significant changes this year. We were faced with waiting lists of over 1 year; which meant that lots of local people were finding

it almost impossible to access the service. Because the service is so small we were unable to meet the demand. Therefore we decided to offer massage only to people who already accessed services based at Kath Locke Centre and Zion Centre with a mental health focus. Our massage clinics now run alongside existing drop-in services. The massage therapists have been liaising closely with key workers from different projects to provide more holistic support for clients.

Training

This year the counsellors have taken on a more active role within the development of the training service. Two counsellors have managed the recruitment, induction and supervision of trainees and volunteers.

"I found that the monthly meetings were very informative and the support from other trainees was very good. I found that the social outings brought us together. This made me feel like a team member rather than an individual. The peer supervision was of utmost help. I have learnt a lot from this, helping me in different situations with clients. I have now completed my diploma and I am hoping to become a volunteer with CHRC at the Kath Locke Centre." Molly Dunn - counselling trainee

Martina Street



At the beginning of the year the service went through a massive upheaval when National Insurance Contributions Agency ruled that our sessional staff had to be taken on as employees of the organisation. This meant we had to go through a whole recruitment procedure. In an attempt to be equal and to recruit a team which reflects the diversity of Manchester's different communities, we advertised counselling posts. Our existing counsellors were in competition with external candidates and felt undervalued. As a result we lost a lot of experienced counsellors. We have now adopted a policy of internal recruitment, which means we first consider whether we can recruit to posts internally.



Community Health and Resource Centres Ltd

July 2000

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CHRC Self help services

This year has seen many exciting developments in the world of CHRC self-help; it's difficult to believe that so much has happened, particularly over the past six months!

In September, I took up the post of self-help development co-ordinator with a view to expanding the number of self-help groups operating from Zion and Kath Locke Centres. Shortly after Christmas, the self-help team underwent an exciting development and became an individual department, having formerly been part of the complementary service team. We took on the new name of 'CHRC self help services' to reflect the diversity and rapid expansion of the self-help movement at CHRC and re-located to the Zion Centre - where the team now has an office.

In the past year we have jointly supported 74 clients, of which 57% were female and 47% identified as having a disability. 64% of our clients were aged between 25 and 40 years. The group attracted people from a range of ethnic communities (see chart, right).

Self-help at CHRC began many years ago in the early 90's with a few small, but powerful groups. To date we now have four successful, thriving and vibrant groups, who meet regularly on a weekly basis from both centres, and many more groups are in the pipeline!

The Anxiety and Depression groups have now both been in existence for over four years and have an impressive weekly attendance. They continue to support people suffering with a range of mental health difficulties from agoraphobia, obsessive compulsive disorder, to manic depression and tranquilliser addiction.

This year saw the establishment of a 'Women and Self Harm group' - which has run from February from the Zion Centre. As the name implies, the group aims to support women who have experienced self-harm, and/or suicidal thoughts. The group attracted funding from the Manchester Healthy City Initiative project.

Another women's group also launched in early spring - the 'Asian Women's Self Help group'. This group aims to reduce the isolation felt by many women in the Asian community by providing a forum for women to speak with others about any emotional/psychological difficulties. The group has recently received funding from Manchester Advocacy Partnership to develop self-advocacy.

We also supported three additional self-help groups during the year; a 'Baby Blues group' - for women experiencing post-natal depression, a 'Lesbian, Gay and Bisexual group', and a 'new parents group' - for women with children under one.

Three new groups also plan to launch in the autumn to join the self-help team. They are:

Alcohol issues self-help group

ME support group

Healing/spiritual group

All in all 1998/99 has been a year of tremendous growth for self-help not only on a local scale but also nationally. To this end, CHRC self help services now have strong links with SELF HELP NOTTINGHAM - the leading self-help group in the UK.

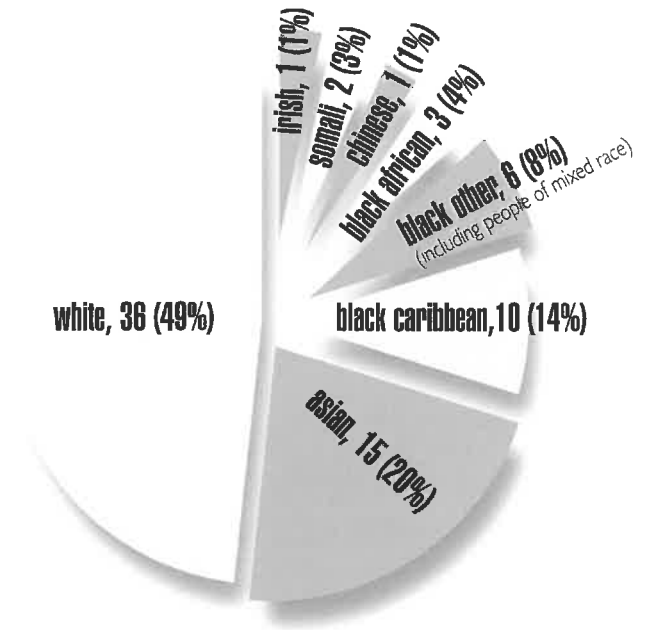
Self-help are also on-line - and can be e-mailed at:

CHRCselfhelpservices@currantbun.com

We are in the process of constructing the self-help web-site which we hope to have up and running very soon.

Nicky Lidbetter

The ethnicity of self-help group users



When we received funding from Manchester Health Authority for the groups, we tried to treat the facilitators as any other members of staff. This failed dramatically as we were not considering any individual special circumstances. We realised our mistake and have now tried to introduce new, flexible approaches to payment, supervision and support.



Community Health and Resource Centres Ltd

August 2000

M		7	14	21	28
T	1	8	15	22	29
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Lesbian Participation Project

At the end of last year we were approached by the City Council and asked to manage a new post to facilitate the development of lesbian networks and groups in Manchester.

We were very honoured to know that the City Council believed that we could offer a good developmental support service to this project and consequently worked with them to establish the project. A steering group of City Council representatives, CHRC staff and interested people, was set up in early April and a worker appointed in June. Since this time the project has gone from strength to strength. The steering group is now looking towards the development of the project into an independent organisation in the new millennium.

Developing and supporting groups

In the first year the project has supported the development of five new groups:

- *Rainbow families* - lesbian parenting group
- *Contraddictions* - support group for users of alcohol and drugs
- *North Manchester Lesbian/Gay womens group*
- *The Stingers* - lesbian football team
- *The Jessies* - walking and cycling group

The Lesbian Participation Worker has also worked with Health Promotion to set up an umbrella group -Team Manchester - to co-ordinate and support the development of sports and leisure in lesbian and gay communities. They have supported the development of swimming, badminton and salsa groups.

Networking

The Lesbian Participation worker has made contact with over twenty-six lesbian and gay groups nationally, has participated in three conferences, and run three workshops. As a result of her input a national lesbian and gay conference was held in Manchester, rather than in another city.

The project has established a regular newsletter that is sent to 25 organisations and over 120 individual lesbians. The newsletter advertises groups and events. It encourages people to contact the project and each other and it acts as an information exchange. In the forthcoming year the newsletter will be produced on a quarterly basis. Sponsorship for the next issue has already been secured and interest has been expressed by agencies wishing to pay for advertising in future issues.

The project has established a database of individuals and organisations. This enables the worker to ensure that information is shared with isolated lesbians and she has up to date information about support services at hand.

Referral Work

Almost from the Lesbian Participation Worker's first day, she has been inundated with enquiries from individual lesbians. Enquiries about services have ranged from someone suffering domestic violence, and young women trying to avoid arrest, to requests for lesbian friendly solicitors and GP's. It has been a difficult balancing task to ensure that the project keeps to its main aim of making referrals and encouraging development, rather than fall into the trap of trying to plug the holes itself. However, so far it has succeeded.

Partnership Working

One of the main ways that the project can succeed at plugging the gaps in services is by working with others to develop theirs. Consequently the project has placed a great deal of emphasis on this aspect of its work. It has worked with Health Promotion to develop 'Team Manchester' and has contributed to the Equality in Practice Scheme, which aims to improve the appropriateness of GP and GUM services to lesbians and gays.

Chiara Vagnarelli



When setting up the project it seemed reasonable to establish a Steering Group with representatives from both the City Council and CHRC. The idea was that the Steering Group would guide the overall direction. However, the main people on the Group were contractually related, and there were insufficient other members to move the focus of the group to one of direction giving. New members were brought in who were not experienced in group work and they found it difficult to cope. Consequently the group has failed to function as an effective guide to the project. In future we will give more thought to the composition and role of steering groups.



Community Health and Resource Centres Ltd

September 2000

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Developments

Healthy Living Network

The Healthy Living Network developed from the Moss Side and Hulme Health Forum early this year.

Kelloggs and Manchester Health Authority are funding the development phase of the network. It aims to bring together local organisations and statutory agencies in the four areas of Hulme, Moss Side, Old Trafford and Whalley Range to bid for New Opportunities Funding for Healthy Living Centres.

CHRC took on the management of the Network and helped in the recruitment of two development workers who were appointed in October 1998. The two staff are based at Kath Locke and have begun consulting all the groups, agencies and some individuals in the area. They held a number of lunches, bringing people together to talk about the difficulties of partnership and trying to identify ways ahead. This process culminated in a bid writing day - an attempt to engage as many people as possible in deciding what was to go in a bid for further funding.

The Bid writing day attracted over 25 groups and agencies, from both the statutory and voluntary sectors. At this event groups decided to develop three key areas:

- *Employ Quality of Life Workers, who will work in the community targeting the 5% most disadvantaged people. They will help people to access services they chose in order to improve the quality of their lives. They will also identify gaps and inappropriate services and feed this information into the decision-making bodies.*
- *Employ Development Workers whose role will be to inform decision-makers about the findings of the Quality of Life Workers, and to facilitate joint work between agencies. This will include shared training and use of resources, as well as creating opportunities for networking and information sharing.*
- *Increase access to the Internet and information technology in the community, by improving the resources of community agencies and developing links with statutory information systems.*

The Healthy Living Network has considerable support from both the statutory and voluntary sector. It is a key element in the development of community involvement in health and local authority structures and part of the areas local democracy agenda. Next year its development work will be jointly funded by the two SRB's, as well as Kelloggs. The two Primary Care Groups have expressed their support for the project and are planning to participate as full partners in a bid to the New Opportunities Fund. The project aims to bid for funding to the New Opportunities Fund early next year.

Jo Birch

Victoria Baths Partnership

CHRC play a lead role in the Victoria Baths Partnership, working together with Manchester City Council, Central Manchester Healthcare NHS Trust (CMHT), and Manchester Victoria Baths Trust. The Partnership aims to develop the Victoria Baths, a building of local and national significance, as a healthy living centre, in line with government priorities and local demand.

The Partnership has made excellent progress in its first year. We have generated over £35,000, from the Architectural Heritage Fund, Central Manchester Healthcare NHS Trust, Manchester City Council and the Single Regeneration Budget. This has enabled us to appoint an architect and consultant team to complete a feasibility study on the Baths and a project manager to lead the project. We have demonstrated the need for the project through extensive consultation with over 2,000 individuals and over 50 community organisations. We appointed specialist leisure and business consultants to provide expert advice on the project's financial viability, culminating in a business plan that describes the project in detail and the plans to achieve our objectives.

We have bid for a further £100,000 from the European Regional Development Fund to support our community development programme. This will help to develop the capacity of local health, social care and community groups to ensure their services are more accessible to local people; to work with colleges to develop training

courses for unemployed local people; and to develop community enterprises for the proposed healthy living centre. The programme will ensure that local communities actively participate in the development and operation of the Partnership.

Neil Turton

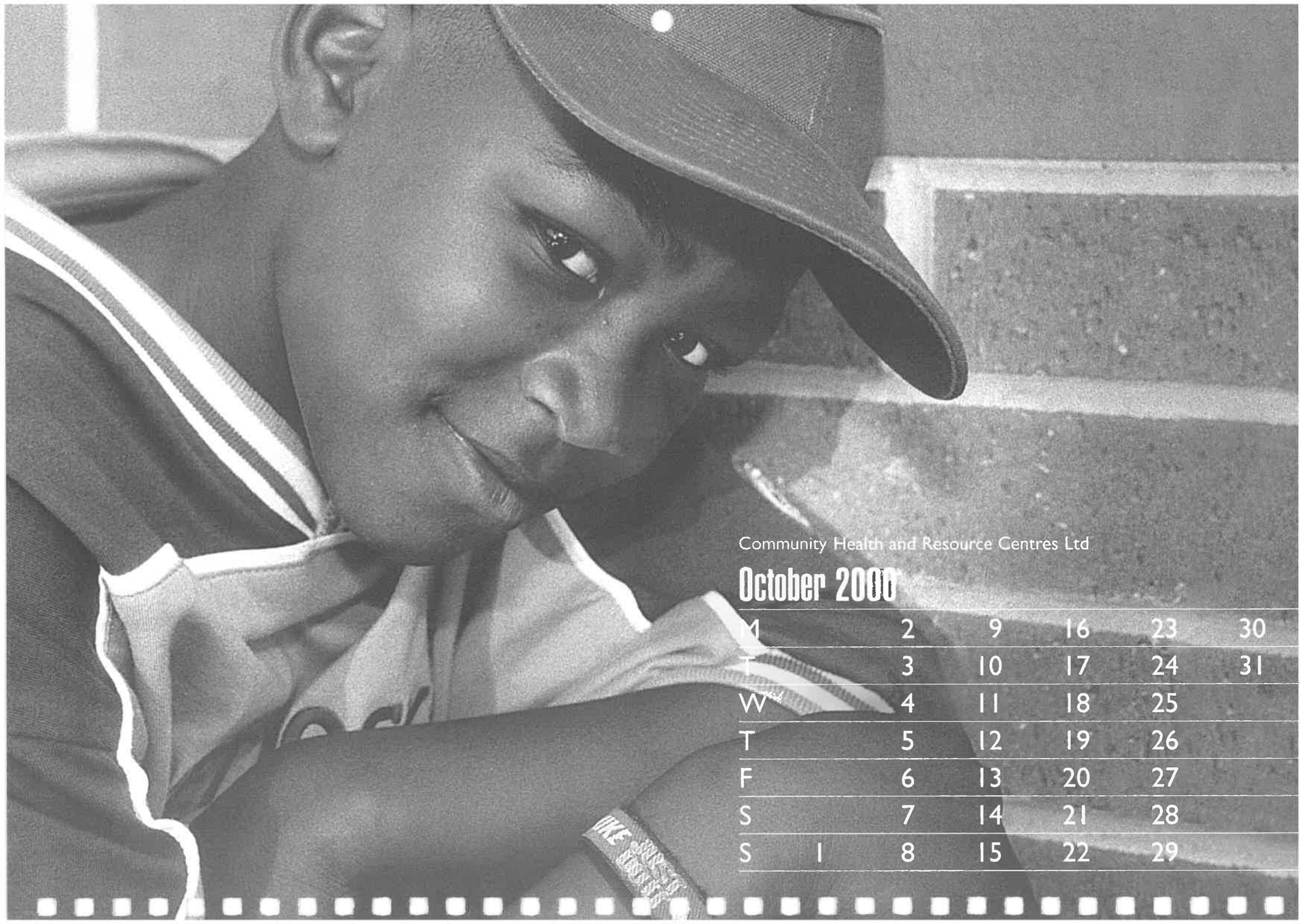
Trading Companies

This year CHRC was awarded a Business in the Community Award for Community Enterprise. The £1,000 prize money was used to improve our computer information system and we aim to develop a web site and email addresses for all management staff next year. As part of the award our Chief Executive attended a study visit to the United States, visiting a number of community enterprise initiatives in Chicago, Kansas and Washington. Following on from this study trip, members of the Board and Development Sub Committee have visited other award winning projects in the UK.

These visits have directly informed our agenda for future work. The Development Sub Committee is taking the lead in considering how we can further develop opportunities for increasing income from enterprise sources. This will enable us to fund activities that have been unsuccessful at attracting grants or contracts - such as Aisha Childcaring Group and Therapeutic Services. It will enable us to respond to the needs of the community more directly, by allocating our own resources to new initiatives. We also aim to increase local employment and the development of training initiatives for people using the services in our centres.

In order to achieve these aims we will over the forthcoming year:

- *Consider different organisational models that will enable us to maximise the benefits of charity and company law.*
- *Consult and include staff and volunteers in discussions about how to take this forward.*
- *Consider a number of different opportunities, such as a community car park, or day nursery.*
- *Continue to work closely with our partners - Moss Side and Hulme Partnership, Economic Agency, and local Housing Associations.*



Community Health and Resource Centres Ltd

October 2000

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Partnership working

Health Action Zone

In April of this year Manchester, Salford and Trafford were awarded Health Action Zone status, along with ten other areas nationally.

The aim of the HAZ (which is a partnership between the three local authorities and two health authorities) is to develop new ways of working that will improve the quality of life of the most disadvantaged groups. CHRC participated in the voluntary sector conference early this year and in the three working groups over the summer. The role of the working groups was primarily to develop some 'early win' bids for using the HAZ funding.

The voluntary sector conference developed an agenda for the participation of the voluntary sector in the initiative and in October the HAZ agreed to fund a Voluntary Sector Involvement Team (Visit Team). CHRC has participated in the Steering Group charged with establishing this team. It has taken a key role and will be acting as the employing agent for the team when it is recruited next year.

In February 1998 our Chief Executive was appointed as Executive Sponsor for the HAZ Communities Programme. The Communities Programme is the largest of the HAZ programmes and creates a framework for the development of the other programmes. The role of Executive Sponsor is to give a lead to the direction of the programme and has involved devising the delivery plan, involvement structures and appointing a programme manager. We believe that appointing a voluntary sector person as an Executive Sponsor is a key indication of the serious intent of the HAZ to work in different, less traditional ways. It is a challenge to us in the voluntary sector to now develop ways to work collaboratively, rather than as outsiders looking in.

Moss Side and Hulme Health Forum

CHRC has continued to deliver the administration contract for the Forum this year.

The role has been developed still further with the small grants funds being devolved and managed by CHRC as part of this contract. CHRC participates in the Steering Group that co-ordinates the meeting agendas and allocates small grants funding.

CHRC also co-ordinates a number of the Forums working groups including the Early Years Network, Joint Mental Health Groups and the Young Peoples Health Strategy Group. The Young People's Health Strategy Group is a good example of the work we have been doing.

The Young People's Health Strategy Group has been meeting regularly at KLC for the past couple of years. In this time we have welcomed the Youth health shop to the centre (a joint initiative funded project developed by MYS and MCHT Family planning services).

The strategy group has focused on sexual health issues in the past twelve months. In this time we have successfully bid to Comic Relief for a six month feasibility study into sexual health awareness and service needs of young people in Moss Side and Hulme. We have received a grant from the Health Initiatives fund for funding to produce a guide to Sexual health and related services for young people in the Moss Side and Hulme area. We have also been successful in attracting funding from the Health Action Zone for a three year Sexual health peer education project targeting young black men in Moss Side, Hulme, Whalley Range and Old Trafford. We are continuing to develop this strategy by applying for funding to develop a similar project targeting young women.

This work is taking place in partnership with the Black sexual health project (BHAF), MCHT Family planning services, Manchester Youth Service, Trafford Youth Service, Hideaway Youth Project.

Primary Care Group (PCG)

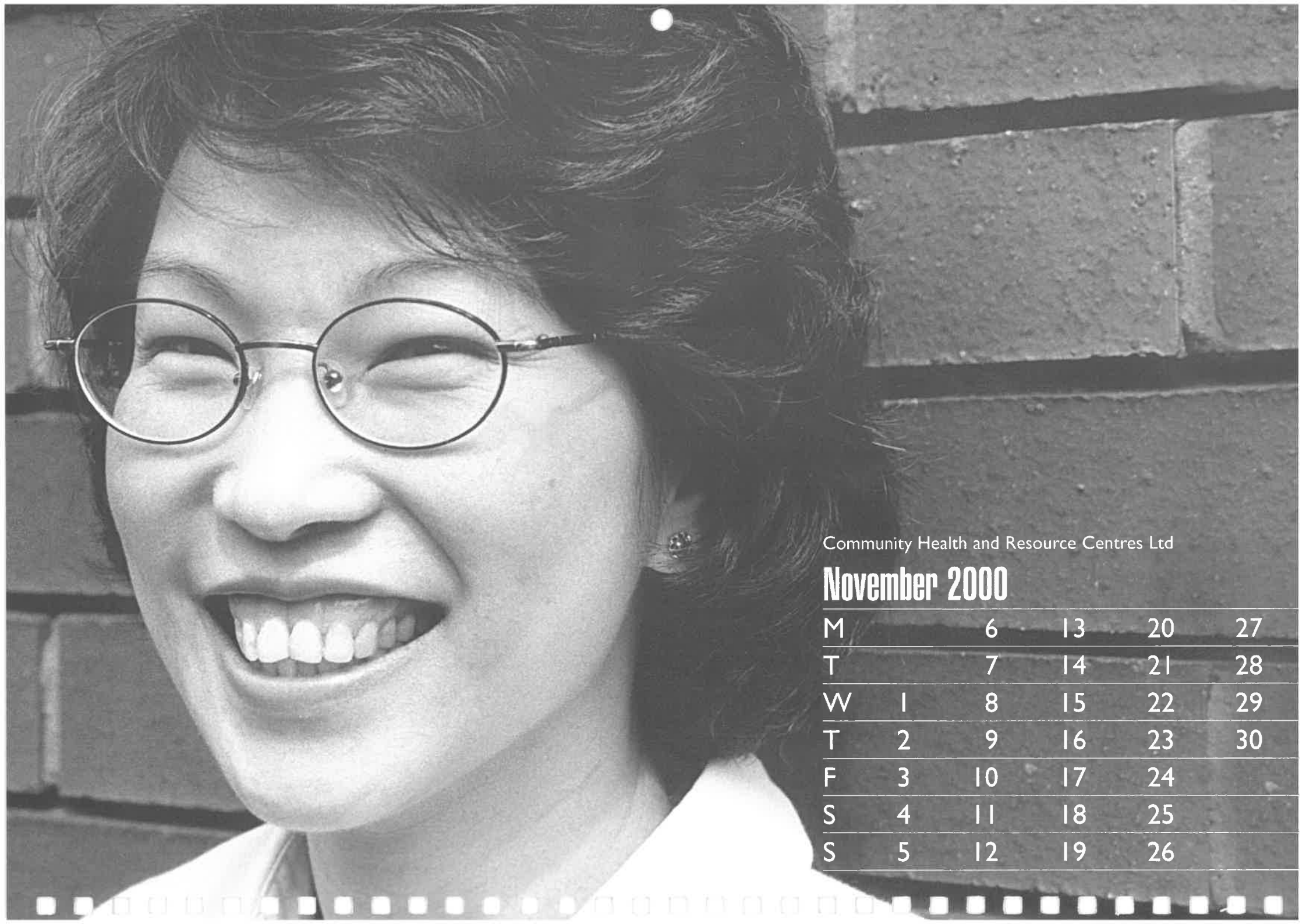
With the publication of the White Paper, *The New NHS* last year, the Health Forum and Manchester Health Authority co-ordinated a one-day seminar (held in Kath Locke) to explore the opportunities for development.

Following the 'Our Vision' event, which attracted nearly 100 people, a multi-agency working group was nominated to establish the Shadow Board for the PCG. CHRC played an active role in the working group and the community involvement sub group, contributing to the development of a community involvement strategy. We aimed to try and ensure that the PCG responds to the needs of local people and builds on the existing good work in the area.

CHRC led on the commissioning and production of a community video that described what a PCG is and how it will work. The video aims to provide information to local people, but also to describe how they can influence the PCG. It was produced by First Cut in Hulme and is the first video of this kind in the country.

CHRC and Public Health Research and Resource Centre at Salford University, successfully bid for National Lottery Funding to establish a community led evaluation of the Primary Care Group's operation next year. The focus of the evaluation will be to measure how the community are involved in the PCG's decision making and how much influence the community actually has over the decisions made. Once again this is a national first and we believe it will provide us with a useful way forward for developing community influence in the PCG.

CHRC were also contracted by the Shadow Board of the PCG to develop a health forum in the Chorlton area of the PCG. In February of this year, CHRC co-ordinated a public meeting which attracted nearly 30 people and a range of agencies. The Forum has now identified funding for administration and has begun to meet on a regular basis.



Community Health and Resource Centres Ltd

November 2000

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Other projects and agencies based in our centres

Advice and Community Resource Centre

For general advice and information.

0161 455 0216

African, Caribbean Mental Health Service

For people from the African and Caribbean community with mental health needs.

Advice, support, drop-ins and case work.

0161 226 9562

A bit on the side café

A café service offering cheap healthy meals.

0161 455 0211

Asian Womens Outreach Project

Confidential advice and support, run by Asian women for Asian women.

0161 455 0227

BHAF Black sexual health services

Advice information and training to groups and individuals that work with Black people affected by Aids.

0161 226 9145

Central Manchester Healthcare Trust

West sector community mental health team, working with and for people with mental health needs.

0161 455 0211

Dentist

Full range of NHS dental services.

0161 455 0219

Drug advice and support in Hulme

Information and advice for drug users needle exchange, education work and drop ins.

0161 226 0202

Hulme Action Resource Project

Housing and benefits advice for people with mental health needs. Also resettlement support and activities including a café and sports drop in.

0161 226 9907

Manchester City Council

Social services mental health team.

Working with people with mental health needs.

0161 455 0211

Manchester Drugs service

Offers a methadone prescribing service for drug users linking with GP's and pharmacies.

0161 232 7359

Mancunian Trust

Skilled nursing care and health advice from a team of District nurses and Health Visitors.

0161 455 0211

Phobics society

Support and a range of services for people suffering from anxiety disorders.

0161 232 7312

Zion Centre

Royce Road, Hulme, Manchester M15 5FQ

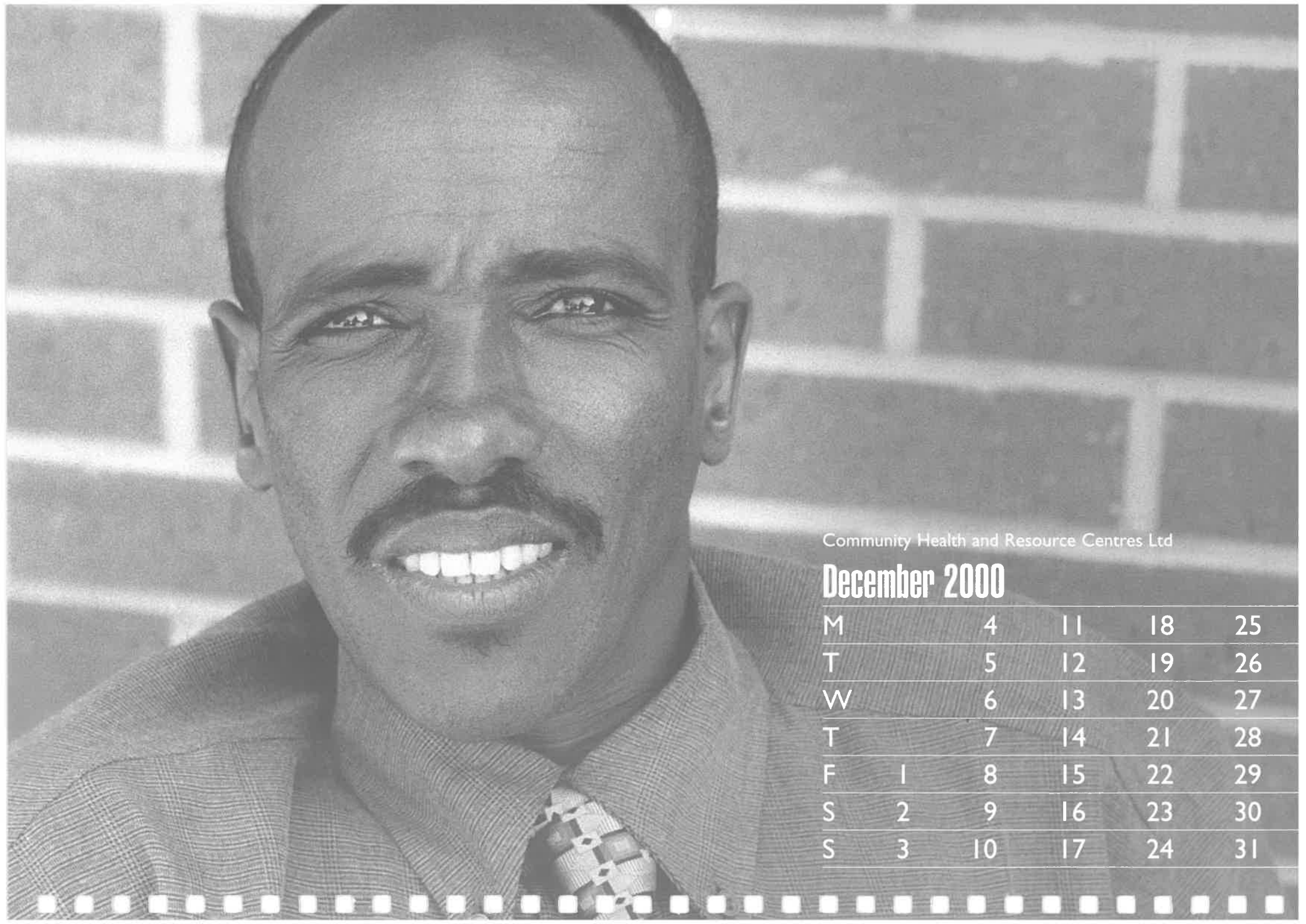
0161 226 5412, Fax 0161 227 9862

Kath Locke Centre

123 Moss Lane Est, Hulme, Manchester M15 5DD

Tel 0161 455 0211, Fax 0161 455 0213





Community Health and Resource Centres Ltd

December 2000

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T		5	12	19	26
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Financial Report

Introduction

I joined CHRC in November 1998 and so this is the first year for which I have had to prepare the end of year accounts and present this report. Please bear this in mind and make allowances for any imperfections - I'm sure next year's will be a vast improvement!

It has not been an easy year for the Finance Department, with so many changes both within the department and within the organisation as a whole, but we have learned a great deal and are developing what we hope is an efficient but friendly and approachable team. We would like to thank the staff of CHRC and the projects based in our centres for their co-operation and their tolerance when we have been somewhat stressed.

This year for the first time we have managed European Funding - with all the consequent difficulties of being paid in arrears and establishing separate audit trails. We have also had to establish a system for the management of the TEC New Deal contract - which has involved nearly twice as much paperwork as the rest of our contracts put together! Whilst doing all this we have found time to also begin to contribute to the development of a funding strategy, which we hope will be completed early next year.



Early in the year we learned the stupidity of reliance on technology, when our network computers crashed following an electricity surge. Back-up tapes were not up to date and a lot of work had to be redone. We have now introduced a system for regular back-up and manual book keeping alongside the computer program.

Our income this year

Our income has grown to just over £700,000 this financial year. The largest part (78.6%) was restricted funding from statutory agencies. The chart below gives a breakdown of this funding.

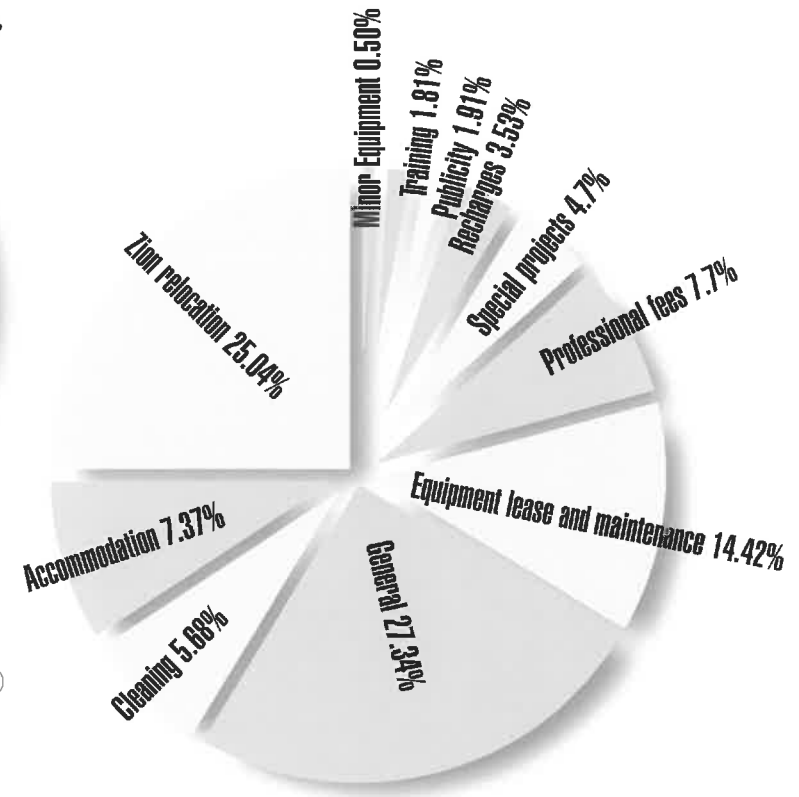


The remainder of our income was from Service Charges (17.2%) and Donations (4.2%).

What we spent this year

As always, the greatest part of our expenditure was on staff costs which make up 64.2% of the total, with a further 4.5% being spent on sessional staff. This year we employed 20 full-time and 12 sessional staff.

Expenses, excluding staff costs:



Donna Ngan



MANCHESTER
CITY COUNCIL



BELLYMAN HOMES
Every location is unique. Every home is different.



North British
Housing Association

Community Health & Resource Centres Ltd, 123 Moss Lane East, Hulme, Manchester M15 5DD Tel: 0161 455 0211 Fax: 0161 455 0213 Charity Number 1062333 Company Number 3311884
Designed and produced by Andrassy Design: 01484 451700 Photography by Michael Clarke: 0161 227 9889