



COMMUNITY HEALTH AND RESOURCE CENTRES

*annual report 1999-2000*



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## EMPLOYMENT

**CHRC began as a small voluntary organisation in Hulme, Manchester, an inner city area undergoing major redevelopment. Since this time we have been committed to participating in the regeneration of Hulme and the areas in which we work.**

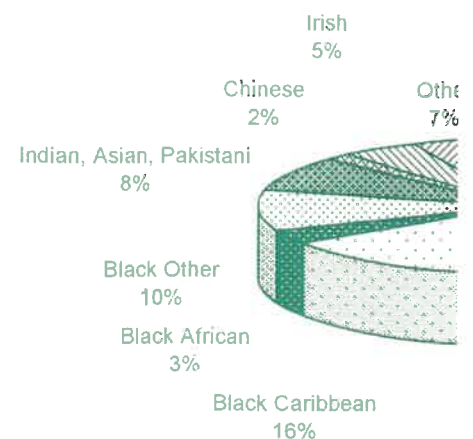
As an employer of over sixty staff we recognise the contribution we can make as employers of local people and have worked to ensure that local people are recruited, trained and developed within our organisation. As a result 63% of our staff live locally, 26% live in other areas of Manchester and just 11% live outside of Manchester.

We also recognise the benefits of employing a workforce that reflects the diversity of the local population, including helping to ensure that services are appropriate to the needs of different sections of the community, and that our centres are welcoming to all people. Our success is demonstrated in the ethnic makeup of our staff, 44% of which are from an ethnic minority, and in 28% of our workforce being gay, lesbian or bisexual (see chart, opposite).

Hand in hand with local employment and a commitment to a diverse workforce, we have developed a personnel policy which emphasises staff development and wherever possible, internal recruitment. This has been a risky departure from traditional approaches to equality, but we believe it has reaped some very real benefits. As a result people from ethnic minority communities are equally represented in our management – (44% of our management team and 50% of our senior management team).

Over the past year staff development has taken many forms. Some staff have undertaken short secondments to expand their experience and skills, such as a senior crèche worker who has begun to undertake some development work for the *Surestart* initiative in Longsight. A number of staff have changed jobs to cover maternity leave or short-term vacancies and have subsequently been appointed permanently, such as a domestic assistant who is now a receptionist. But many more staff have undertaken training or mentoring to get better at

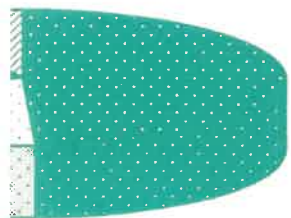
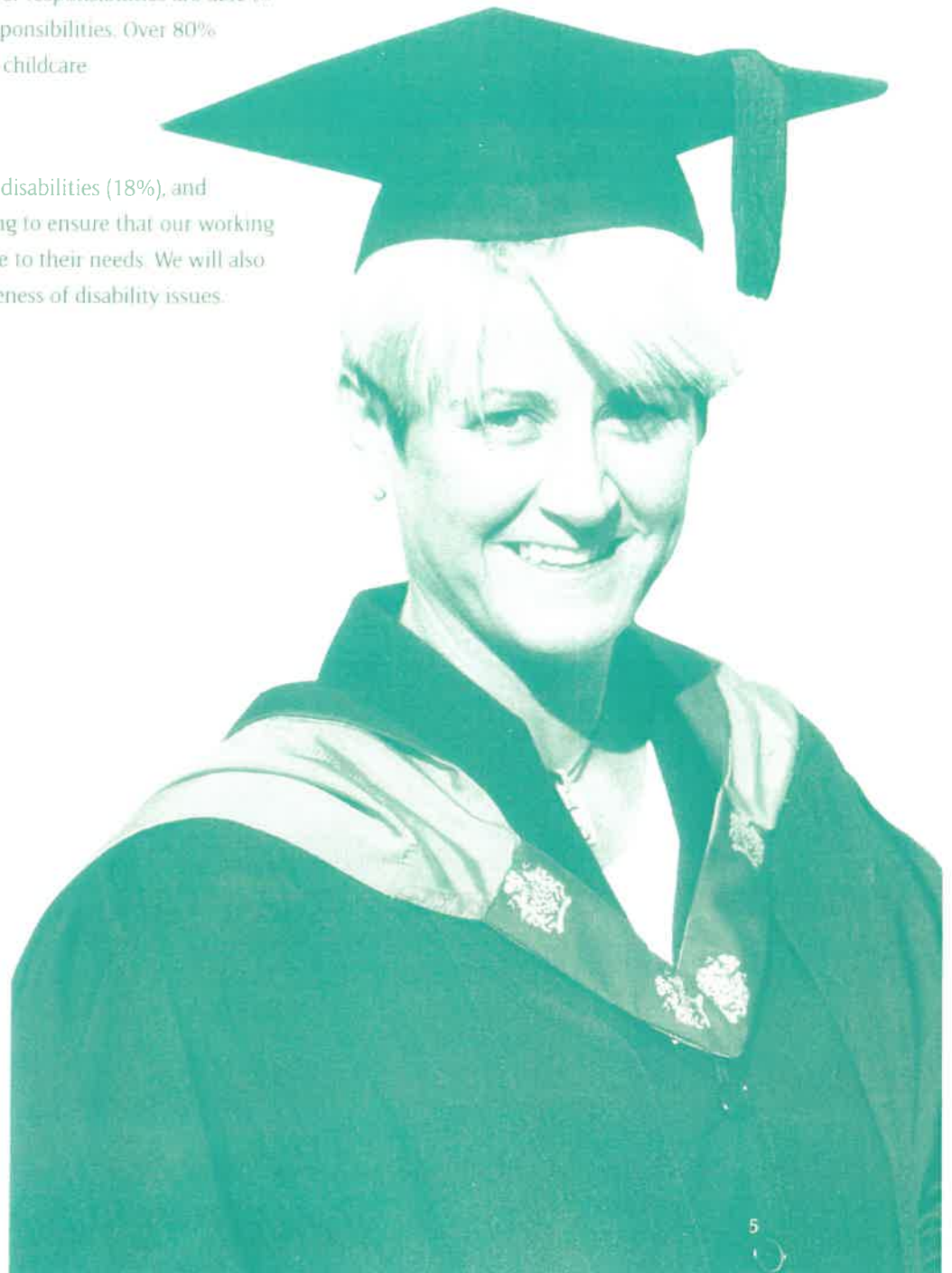
*As an employer of over sixty staff we recognise the contribution we can make as employers of local people*



what they already do. This takes many forms including *Common Purpose*, University Masters degrees, management and supervision courses, book keeping and timekeeping.

In addition we have been developing a range of flexible working practices to ensure that people with childcare and carer responsibilities are able to manage both their work and personal responsibilities. Over 80% of our workforce is female and 42% have childcare responsibilities. 13% have other care responsibilities.

A significant proportion of our staff have disabilities (18%), and in the forthcoming year we will be working to ensure that our working environments and policies are appropriate to their needs. We will also be developing training to raise staff awareness of disability issues.



White  
49%



## TRAINING

**The Training Working Party has overseen a large amount of work this year and has benefited from the input of four company members, Fola Agbalaya, Samantha Lee, Viveen Taylor, and Barry Collins.**

A staff *Training Needs Analysis* was carried out in early 1999 and implemented by managers over this year. As a result 49 staff underwent training, at a cost of nearly £10,000, (approximately 1% of our overall expenditure). Training took many forms, including internal courses, external short courses, vocational and University degrees. In the year ahead we hope to undertake a more sophisticated needs analysis and review current arrangement for funding and approving staff training.

CHRC continued to deliver a range of training to local people:

**NVQ Level 2 and 3 in Childcare and Education**

**NVQ Level 2 in Playwork**

**First Aid at Work**

**NVQ Level 2 in Community Work**

**Literacy and numeracy**

**Cookery**

And we have worked with a range of other agencies to offer training in our centres, including:

**IT skills**

**Stress Management**

**Yoga**

**Keep Fit**

The newest venture this year was undertaking the role of *New Deal* provider for 15 young people – finding work placements for each of them and supporting them through a year of employment. This involved confidence building, identifying and accessing suitable training and offering guidance when things went wrong. CHRC acted as the employer for smaller voluntary agencies who were unable to manage a contract directly. Despite some major difficulties over

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young people*



the year, the *New Deal* contract has been a success with seven of the fifteen young people moving on to permanent employment. For everyone involved it was a learning experience, having to manage staff and tailor jobs to meet the needs and skills of people entering the workplace, often for the first time in their lives. In addition we recognised that we had underestimated the level of staff time that would be required for support and administration, and this has been inputted into negotiations for next years contract.

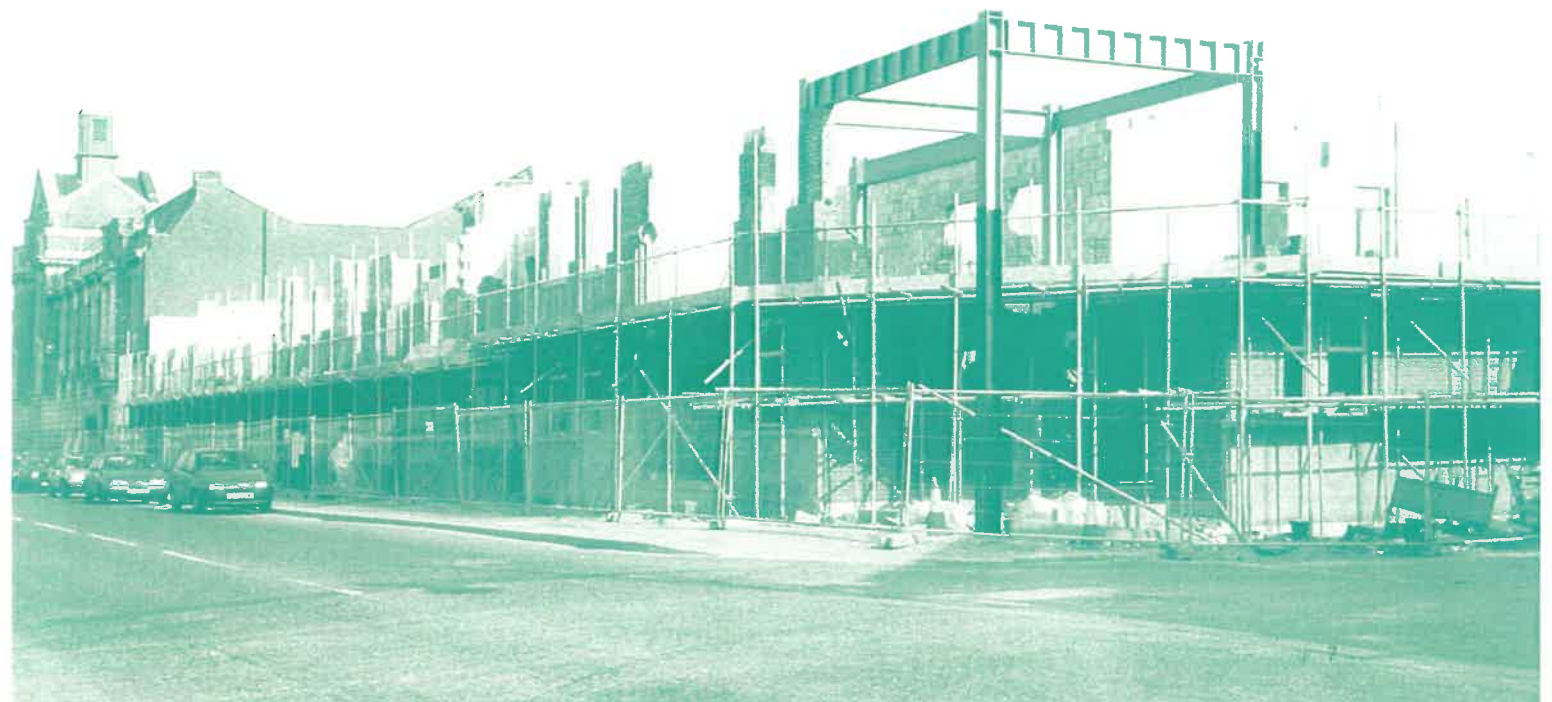
In the forthcoming year we will be expanding the training opportunities open to local people with the development of a community launderette and garden in the new Zion building. The additional training rooms will also give us the opportunity to develop more IT training and specialist work with families. To help us deliver this hefty workload we have successfully been awarded European funding for a Training Officer, who will take up post in the New Year.

For further information contact: Yvonne Prendergast Tel: 0161 226 5412



*Below: the new Zion building takes shape*

*Right: CHRC's Chief Executive and Chair invited to the Queen's Garden Party*





## SERVICES

### *Self Help Groups:*

**Alcohol Group**

**Anxiety Group**

**Asian women's group**

**Depression group**

**Epilepsy Group**

**Gay men's group**

**Social phobia/anxiety group**

**Hearing voices group**

**Postnatal depression group**

**Women and self harm group**

**Spiritual healing group**

### **Self Help**

**Self Help Services expanded massively over the last year with the development of five new groups to add to the existing six. Over 4,000 people have attended the drop in services offered by the groups, which are now offering support in new locations outside Kath Locke and Zion Centres.**

The Self Help groups have worked hard over the year to implement policies and procedures for supervision and support of facilitators, and to secure funding for the continuation of groups. Their work has been recognised by Manchester Health Authority awarding them a mainstream contract for the first time in the forthcoming year, and the Primary Care Group contracting them to develop a mental health user forum.

The Self Help Groups have been working on a national level through attending conferences and contributing to the development of policy and practice with other self help agencies. They have also been asked to provide advice for prisoners due for release from Styal and Wymott Prisons, on the availability of self help services. All this has been achieved by staff who have also had to manage their own health difficulties.

In the forthcoming year Self Help services will continue to develop the mental health user forum and will aim to further expand the range of self help groups available. A support worker will join the team to help deliver this work. The service will be participating in the development of CHRC, in particular into the development of its user and community involvement policy. A new training programme on mental health for statutory services will be developed, offering a user perspective.

For information about any of the above groups, contact Nicky Lidbetter, Self Help Services Manager on 0161 232 7312, or 226 5412

*Left: making tiles for the new Zion building*



## Aisha Childcaring Group

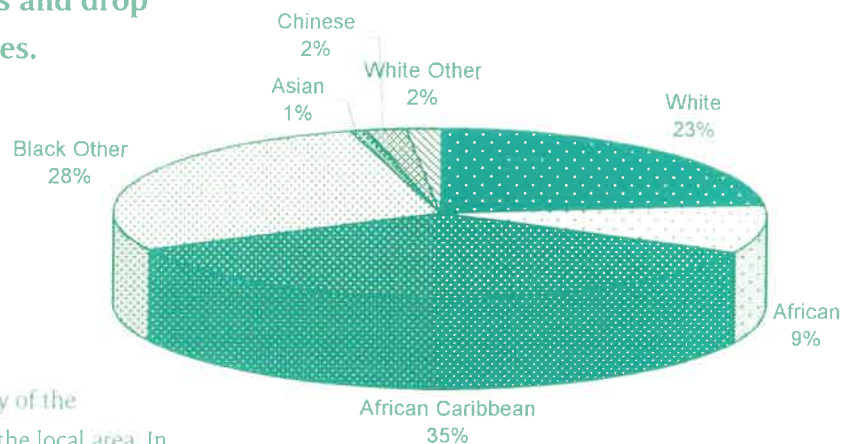
The Aisha Childcaring Group offers a range of services including afterschool care, nursery care, playscheme, sessional crèches for other organisations and drop in services at Kath Locke and Zion Centres.

In the past year Aisha has cared for 302 children, the vast majority of whom were from ethnic minorities (see chart, right).

The nursery has continued to attract new children despite an increase in competition from two new nurseries in the area. This can in part be attributed to the values of the service, which encourages respect and integration of children from a diversity of families. Many of the Aisha staff have been trained in the nursery and live in the local area. In the past year two new playworkers have been appointed to manage the afterschool club and two New Dealers have joined the other nursery staff.

In the future we are planning to establish a separate nursery that will complement the onsite crèches in the Kath Locke and Zion centres. This will provide a more spacious environment for the children and improve its financial viability. It will also allow us to develop more services for families using the centres – including play therapy and relationship building.

For further information contact Dorcas Bridge  
0161 455 0211





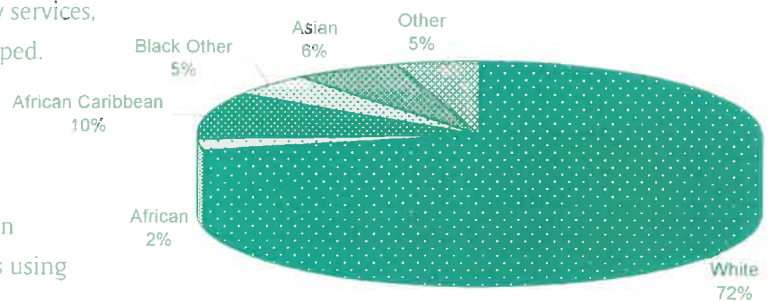


## SERVICES, CONTINUED

### Therapeutic Services

Therapeutic services have continued to offer a range of complementary therapies over the past year, including counselling, massage, aromatherapy and relaxation. In addition two new services, homeopathy and group therapy have been developed.

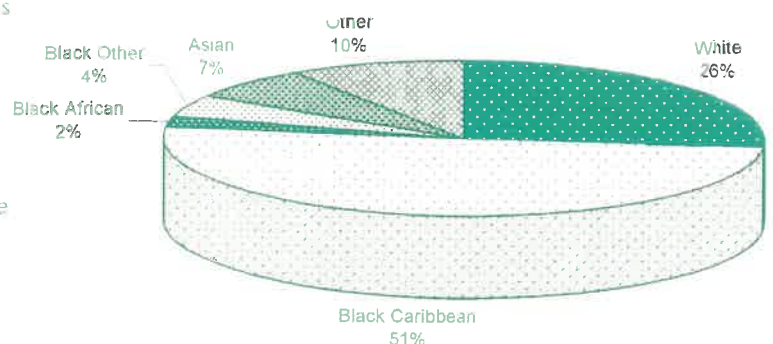
The Counsellors have provided one to one counselling in ten locations across Manchester, to 210 clients. As with previous years more women than men accessed the service (135 women and 75 men), but the number of ethnic minorities using the service has increased (see chart, right).



The service has markedly reduced the number of people not attending appointments over the last year, by working closely with people making referrals to ensure that counselling is both appropriate and wanted by the clients. The service now makes regular contact with people on the waiting list to inform them of how long they may have to wait and to ensure they still require counselling. Additional services are suggested including the self-help and therapy groups, and a crisis intervention service has been established.

The Counselling staff have worked closely with the *Gaddum Centre* to develop 'Counselling Standards in Primary Care' for the Health Authority. In the forthcoming year they will be working to develop a monitoring service, which will help ensure, that all counselling offered in primary care settings is regulated and operates with good practice guidelines. Staff will also build on work already undertaken to develop training and policy around multi-cultural counselling.

Massage and aromatherapy has continued to be offered in both Kath Locke and Zion, but due to the shortage of resources has been focussed on people with mental health needs and the Sugar Group. In the past year 178 people have accessed the service, which has delivered 920 sessions. 10% of the people using the service have a mobility disability. The service is very popular with all the people who use it. People report a change in their sense of well-being, improving sleep patterns and pain reduction. Contrary to stereotypical views, the massage service is particularly well used by people from ethnic minorities (see chart, right).



Homeopathy has been offered in the Kath Locke Centre for the first time and has been targeted at children. The service has run for the past year and has catered for 36 clients with a range of ailments including eczema, asthma, immunisation, behavioural problems, hay fever, and back pain. The service was originally funded through a Health Initiatives Fund grant from the Health Forum and has been offered by volunteers. It has been very positively received, particularly by the Asian community and has a waiting list for appointments.

Therapeutic Services have worked with Salford University and the Manchester, Salford and Trafford *Health Action Zone* and have now secured funding to pilot massage, aromatherapy and homeopathy in three locations across the zone. The services will be closely monitored and evaluated for contributing to health improvements, and information will be used to increase the availability of these services through the NHS.

Information about any of the Therapeutic Services is available from Jennifer Horton on 0161 455 0215.

## Participatory Evaluation Project (PEG)

CHRC successfully bid with Salford University for Lotteries funding for a Health and Social Care Research Project - the Participatory Evaluation Project. Two part time staff were appointed in October and a steering group has been overseeing the development of the project. PEG aims to support people from the community to evaluate the influence of the community over the decision-making processes of the Primary Care Group. As Primary Care Groups aim to bring decision making closer to local communities, the PEG will act as a useful indicator of progress towards achieving this. So far this year the staff have been publicising the project and developing a training programme for volunteers. Next year they will carry out a baseline study of community involvement in the PCG, from which they will be able to measure progress.

Further information from Jean Hatton or David Charlton Tel: 0161 455 0211

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## CENTRES

### Zion Community Resource Centre

**The Zion Centre has continued in temporary accommodation for the past year, but has spent much time planning its move to a £1.6 million, purpose built centre in December 2000.**

The new building is now well underway. Roland Bardsley was appointed as building contractors and the start of building was celebrated with a party at the Zion Arts Centre in November. This event attracted over 100 users and staff and a number of local residents who joined in the celebrations.

A number of new services have been developed this year, including non specialist advice sessions twice a week for people wanting help with bills and contacting services. A new women's drop in is now going strong and has developed a steering group made up of volunteers, users and staff. The group offers a number of activities including beauty treatments, social support and massage. It recently organised a day trip to Rhyl that was a great success, despite the weather! Next year the group is aiming to undertake training in co operation with Hulme Adult Education Service.

Groups based in the Centre are continuing to work together on a number of initiatives including a joint celebration of world mental health day, and the development of services for drug users. In the new building a number of opportunities for expanding this work will be developed, including a new garden training scheme and a community launderette. The Community Mental Health Team will move back into the new building and will once again be able to complement the work of the voluntary mental health projects, and a Nurse Consultant for Drug and Alcohol users will be based there.



In the past year the Zion received over 13,000 visitors and callers to its reception. This is a reduction on previous years, partly due to the needle exchange now having a separate entrance and the nursery relocating to the Kath Locke Centre.

For further information contact Karen Welsh Tel 0161 226 5412 email Karen.Welsh@chrc.org.uk

## Kath Locke Centre

**Many changes have taken place over this last year at the Kath Locke Centre, not least of all being the building of the Kay Lewis Memorial Garden adjacent to the centre.**

The garden was funded by Europe and developed with the Moss Side and Hulme Partnership. Staff, users and volunteers were able to contribute to the design of the garden and a staff delegation went off to Wales to choose the stone centrepiece. The result is an island of peace, which is a pleasure for both staff, users of the centre, and local residents alike.

West Manchester Primary Care Group took up residence in the Centre early in the year and has continued to hold many of their meetings there. A new project (PEG), which aims to help the community measure its influence over the decisions of the Primary Care Group, has also taken up a base at the centre and has begun to attract new volunteers.

CHRC and Manchester Health Authority worked alongside the Dentist based at Kath Locke to successfully secure status as a Personal Dental Service. This has resulted in the service being expanded to full time this year and has given the dentists the opportunity to offer a greater range of services.

One of the success stories of the Kath Locke Centre is the Sugar Group. Launched in June 1999, Sugar is a diabetes self-help support initiative targeting the African and Caribbean communities. The group regularly organises trips out to places of interest to help reduce social isolation and promote independence for its elderly members. The Sugar group meets for two hours once a week and invites local people affected by diabetes, to participate in a programme of health promotion activities, including information, exercise, massage, support and advice. Over the year the group has gone from strength to strength and now regularly has 30 people attending each week.



*Above: opening the new Kay Lewis Memorial Garden at Kath Locke*

*Far left: a wet day out in Rhyl for the Zion Women's Group!*





## CENTRES, CONTINUED

Over the last year the Kath Locke Centre has reviewed who is using its facilities and has worked to encourage more local groups to access it. This has been partly successful and a number of new groups have started using the centre this year, including the local tenants group. It has also worked to increase opportunities for volunteering and work placements for local people. The success of the centre can be seen by the number of people using it, with over 37,000 people visiting the Kath Locke Centre over the last year. The centre won national recognition for partnership working earlier this year from the British Urban Regeneration Awards. A delegation from the Kath Locke, North British Housing Association and Manchester Health Authority went to the Banqueting Palace in London to collect the award.

As it enters into its fifth year, the Kath Locke Centre will be carrying out an extensive evaluation of its successes and identify areas for improvement. We hope this will make a positive contribution to national debate on developing primary care services and healthy living centres and will inform our contract negotiations for the forthcoming year.

For further information contact Kirit Patel Tel 0161 455 0211 email [Kirit.Patel@chrc.org.uk](mailto:Kirit.Patel@chrc.org.uk)

## Diverse Resources (East)

CHRC established a new base in Longsight in response to requests and needs of a variety of groups.

The work of the Victoria Baths Partnership team required a more local base and the groups they were working with were very soon recognising the benefits of finding one shared space to work from. Early in 2000, a new office was established in the IMEX centre, which accommodates Health First in Longsight, Radio Regeneration, and the Victoria Baths Team, and is used on a sessional basis by a number of groups including the *Health Action Zone* and the *A6 SRB*. Despite only being established for a short period of time the teams have begun to develop new areas of work including a translation and interpretation service, and are joint working with other partners in the area on a *Surestart Plan*.

For further information contact Dawn Rivers Tel: 0161 224 4040 email [Dawn.Rivers@chrc.org.uk](mailto:Dawn.Rivers@chrc.org.uk)

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## *Projects and Services 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 catering service offering cheap healthy meals  
0161 455 0211

### **Asian Women's 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.  
Tel: 0161 226 9145

### **Central Manchester Healthcare Trust**

West sector community mental health team, working with and for people with mental health needs.  
Tel: 0161 455 0211

### **Dentist**

Full range of NHS dental services  
Tel: 161 455 0219

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

Information and advice for drug users, needle exchange, education work and drop-ins.  
Tel: 0161 226 0202

### **Health First in Longsight**

Health Forum aiming to improve the health of local residents  
Tel: 0161 224 2020 / 2220

### **Hulme Action Resource Project**

Housing and benefits advice for people with mental health needs. Resettlement support and activities including a café and sports drop in.  
Tel: 0161 226 9907

### **Manchester City Council**

Social Services Mental Health Team. Working with people with mental health needs.  
Tel: 0161 455 0211

### **Manchester Drugs Service**

Offers a methadone prescribing service for drug users linking with GPs and pharmacists  
Tel: 0161 232 7359

### **Primary Care Group**

Sub group of the Health Authority, commissioning health services for local people.  
Tel: 0161 455 0211

### **Phobics Society**

Support and a range of services for people suffering from anxiety disorders.  
Tel: 0161 232 7312

### **Zion Centre**

Royce Road, Hulme, Manchester. M15 5FQ  
Tel: 0161 226 5412 Fax: 0161 227 9862

### **Kath Locke Centre**

123 Moss Lane East, Hulme. Manchester. M15 5DD  
Tel: 0161 455 0211 Fax: 0161 455 0213

### **Diverse Resources East**

IMEX Centre, Hamilton Road, Longsight, Manchester. M13 0PD  
Tel: 0161 224 2020 Fax: 0161 224 0707



## JOINT WORKING



Supporting local community enterprise: the Hulme Garden Centre opening

**Over the past year CHRC has continued to work in partnership with a range of agencies in order to develop services that are appropriate to the needs of local communities and disadvantaged groups. In particular it has worked with:**

- Central Manchester Healthcare Trust, Manchester Drug Service, Manchester University and the Primary Care Group to develop more appropriate maternity services for drug users and women with mental health needs.
- A range of agencies in the mental health group to help design a new primary mental health service and respond to government policy around the development of mental health services.
- The Early Years and Play network to contribute to the development of the Children's Plan and the Martenscroft Early Excellence Centre.
- The Primary Care Group to develop its community involvement. This has included producing a strategy and action plan for the involvement of the community in the PCG.
- The Health Action Zone on a number of projects including the Community Programme, the Ardwick Development site, local democracy initiatives, and a variety of funding initiatives.

CHRC has continued to expand its support role for local agencies through undertaking payroll on behalf of other organisations, and sharing policies in order to develop good practice in the voluntary sector. We have helped a number of organisations with making funding applications and managed funding for the Hulme Garden Centre while it was establishing itself. CHRC also became a lead contractor for New Deal to enable smaller voluntary groups to take on New Deal employees.

A number of CHRC staff have been seconded to undertake work on behalf of other agencies. This includes our Chief Executive who became the Executive Sponsor for the Health Action Zones Community Programme earlier in the year, and one of our Centre Managers who has worked closely with BHAF.

**By far the most extensive joint work is however carried out through multi-agency projects that CHRC is contracted to manage and develop:**

## Lesbian Participation Worker

This post was established in 1998 by the City Council in response to a consultation on the needs of Lesbians in Manchester. CHRC was asked to manage the project and its staff, and established a Steering Group to oversee its work. Throughout this year we have worked with the Steering Group to move towards independence and from April 2000 a new Management Committee will be in operation. A number of funding bids have been submitted and we have successfully attracted further funding from the City Council and new funding from the Health Authority. A full report of the work of the Lesbian Participation Project is available from the Lesbian Community Project.

Further information from Joan Williams Tel: 0161 455 0212

email: [lesbians.community.project@virgin.net](mailto:lesbians.community.project@virgin.net)

## Health Action Project

The Health Action Project was established in 1999 to facilitate the participation of the voluntary sector in the Health Action Zone. A multi agency steering group, made up of CVSs, support agencies and voluntary agencies from across the Health Action Zone directs its work and CHRC are contracted to employ and manage the staff team. The four staff were appointed in October 1999 and launched the project with a creative conference on *Power, Participation, and Partnership* which attracted over 125 people.

Most of the work undertaken by the team this year has aimed at establishing the project. The Steering Group membership has been opened up to include a more diverse involvement of the voluntary sector. Awaydays have helped the team and steering group agree the main work priorities and the project has publicised itself across Manchester, Salford and Trafford. It has produced two news sheets and has made regular contributions to the CVS and MACC newsletters.

One of the main challenges of the project has been clarifying its role within the Health Action Zone and negotiating the role of the steering group. This has



Above: October 1999  
The Health Action Project  
is launched





## JOINT WORKING, CONTINUED

often been a difficult process, exploring the dynamics of cross sector partnerships, but it will provide useful learning and a basis to develop new relationships in the future.

In the forthcoming year the Health Action Project will be focussing on a number of key areas including information, commissioning processes, the sectors involvement in joint planning, and developing healthy partnerships.

Further information from Vera Martins Tel: 0161 226 5566 email: [vcmartins@healthactionproject.org.uk](mailto:vcmartins@healthactionproject.org.uk)

### Healthy Living Network

The Healthy Living Network is an alliance of community, voluntary and statutory agencies across Hulme, Moss Side, Whalley Range and Old Trafford, which aims to improve the health of the local communities. It was formed in 1998 and developed from the Moss Side and Hulme Health Forum in response to the barriers of organisational and local authority boundaries. There are now 22 partner agencies, of which five are statutory agencies, one business and 16 voluntary or community groups.

CHRC is the managing agency for the Network and employs its staff. Over the past year it has focussed on the development of the network through securing funding and helping the partners develop a vision for the project. The HLN secured funding from the Health Action Zone and has contracted Manchester Community Information Network to audit existing partners IT facilities and offer training. HLN is in the process of developing a website which will include information on all partners. A new information worker will help agencies to keep up to date and help promote the work of the project.

One of the greatest successes of the project has been the New Opportunities Fund bid writing days. This was an ambitious attempt to involve all the partner agencies in writing the bid to the NOF, whilst avoiding the problems of 'writing by committee'. The first workshop was attended by 18 partner agencies, and four partners were then involved in the detailed write up. Drafts of the bid have been circulated throughout the year to all partners and we aim to submit the first round application early next year.

Priorities for the forthcoming year include making the website vibrant and accessible, to upgrade the IT equipment and skills of partner agencies where necessary, to

*The Healthy Living Network is an alliance across Hulme, Moss Side, Whalley Range and Old Trafford, which aims to improve health locally*

submit a bid to the New Opportunities Fund, and to become more centrally involved in the planning processes of the Primary Care Trust and Local Authorities.

Further information from Jo Birch Tel: 0161 226 5412 [email healthylivingnetwork@supanet.com](mailto:healthylivingnetwork@supanet.com)

## Victoria Baths Partnership

In 1998 CHRC approached the Victoria Baths Trust (a community group working to re-open the Baths) and proposed a new partnership to develop the building as a Healthy Living Centre. The Partnership has now expanded to include Central Manchester Healthcare Trust, A6 SRB, and the Primary Care Group. The project has grown from strength to strength, starting with just one part time worker in 1998 on a six month contract, to a team of four with responsibility for project management, building works, community development, and communications. This was achieved through successful applications for ERDF and HAZ funding.

This year the team have worked to implement the Business Plan (January 1999), and submitted a bid to English Heritage for urgent repairs on the building, for £240,000. It is also preparing a substantial bid for £8m to the Heritage Lottery Fund, which will be submitted in summer 2000.

The project has continued to work with local community and voluntary groups to develop new, and support existing services in the area. In particular it has worked closely with Health First in Longsight and the Pool Arts Project, who are planning a major exhibition in the Baths in summer 2000.

The Victoria Baths Forum has met consistently over the year, bringing together and updating the groups and agencies hoping to move into the new healthy living centre. They have taken part in a series of meetings to identify a new name and image for the project, which will now become known as "The Spring".

Next year the project aims to appoint a full time co-ordinator to take the project through to its next phase. It will work closely with the Health Action Zone to develop work in the Ardwick ward, where the Victoria Baths is based. A bid for New Opportunities Fund will also be submitted in December 2000.



Above: some of the 'Friends of Victoria Baths'



## JOINT WORKING, CONTINUED

### **Manchester Mental Health Advocacy Service**

In February this year CHRC was asked by Manchester Health Authority to take on the employment of the Advocacy Development Worker. Over the forthcoming year CHRC will be working with the Advocacy Worker and other interested groups to develop a service specification for a full city wide service, which the Health Authority will try and fund. It is hoped that the service will be put out to tender in 2001.

## FINANCES

### **Once again we managed to break even last year – despite tremendous deficits at the beginning of the year.**

The ongoing revenue gap for the Zion Centre continues to be a major concern and future funding efforts will be concentrating on this area. Whilst it is always difficult to secure core funding, where it is for an existing project (no matter how good it is), agencies continue to be reticent to fund it. Other funding priorities for the forthcoming period are to develop new training opportunities for excluded groups, and to develop more family services for children of drug users and people with mental health needs.

In the forthcoming year we will aim to make progress with the development of a number of trading activities which will create local employment, contribute to the regeneration of the areas we are working in, provide a source of income for our charitable work and provide training opportunities. We would like to particularly thank Moss Side and Hulme Partnership and Kelloggs for their support in this work.

Further information from Donna Ngan Tel 0161 226 5412 - email:  
Donna.Ngan@chrc.org.uk

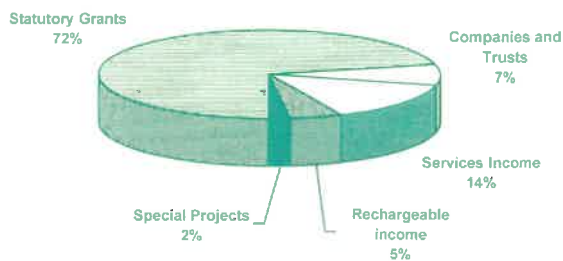
# FINANCIAL REPORT 1999-2000

## How do they do it?

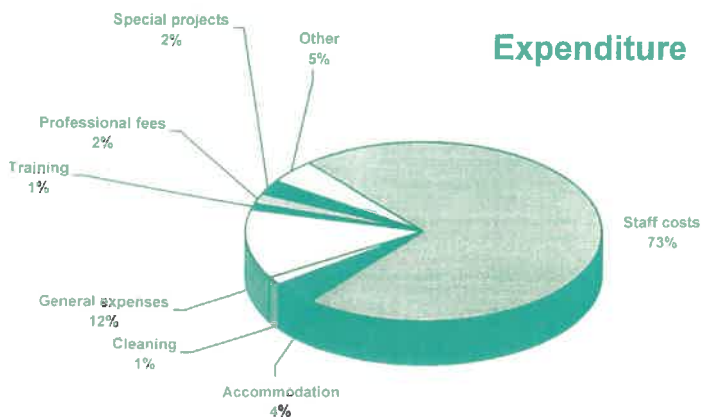
The finance team are now juggling an income of around a million pounds a year, breaking down income and expenditure for 10 main budgets, sorting out the wages for 101 employees (full-time, part-time and sessional) – and we still keep smiling!

The charts below show where our money comes from and where it goes.

### Income



### Expenditure







# MANAGEMENT

## Board Members

Evelyn Asante Mensah	<i>Chair</i>
Chris Binns	<i>Vice Chair</i>
Adrian Jennings	<i>Treasurer</i>
Mark Fitzgibbon	<i>Secretary</i>
Angela Young	
Viveen Taylor	

## Board Co-optees

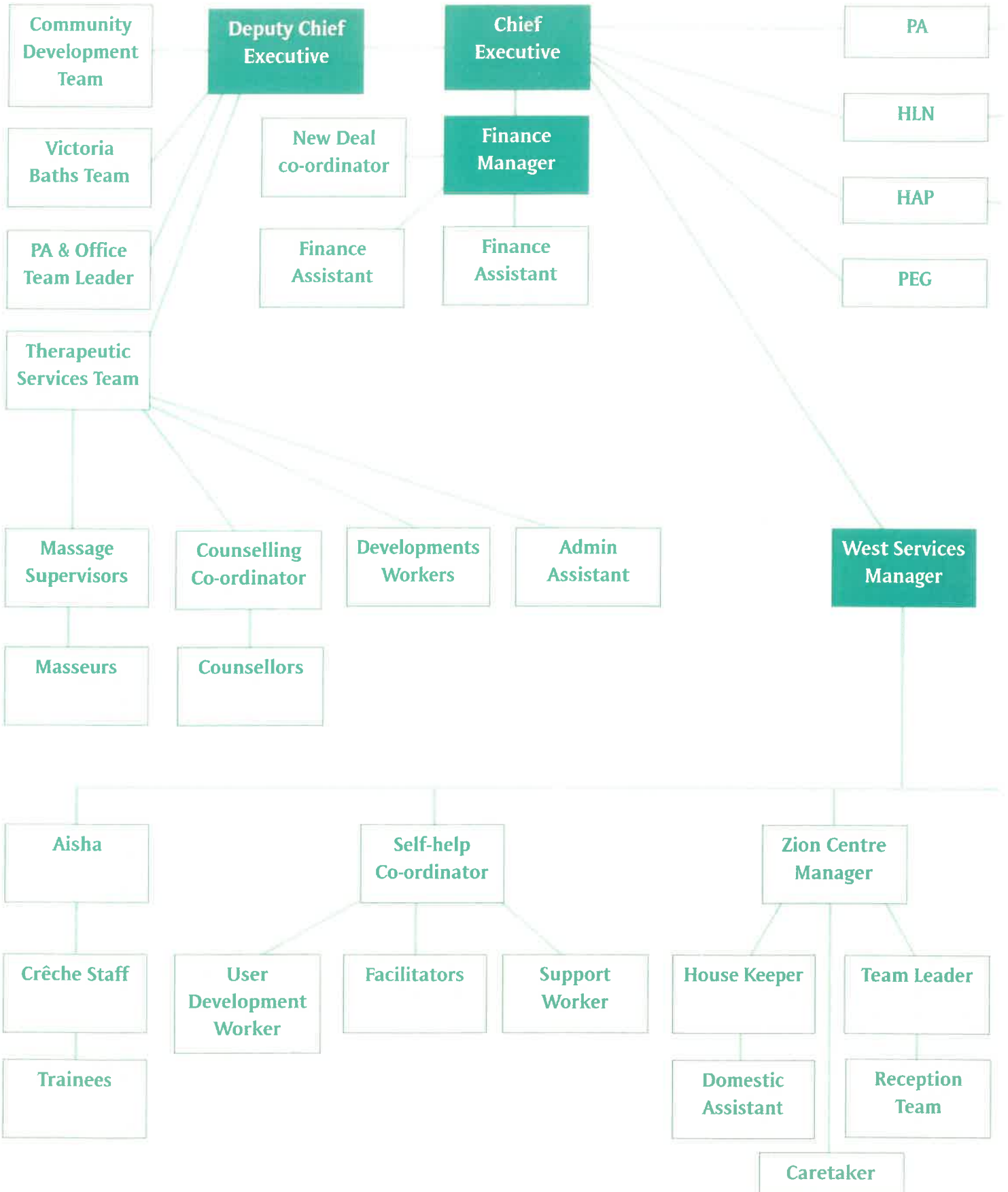
Rob Clarke  
Linda Burgum

## Staff Management

Fay Selvan	<i>Chief Executive</i> Tel: 0161 226 8393 email <a href="mailto:Fay.Selvan@chrc.org.uk">Fay.Selvan@chrc.org.uk</a>
Dawn Rivers	<i>Deputy Chief Executive</i> Tel: 0161 224 4020 email <a href="mailto:Dawn.Rivers@chrc.org.uk">Dawn.Rivers@chrc.org.uk</a>
Priti Butler	<i>Services Manager</i> Tel: 0161 455 0211 email <a href="mailto:Priti.Butler@chrc.org.uk">Priti.Butler@chrc.org.uk</a>
Donna Ngan	<i>Finance Manager</i> Tel: 0161 226 5412 email <a href="mailto:Donna.Ngan@chrc.org.uk">Donna.Ngan@chrc.org.uk</a>

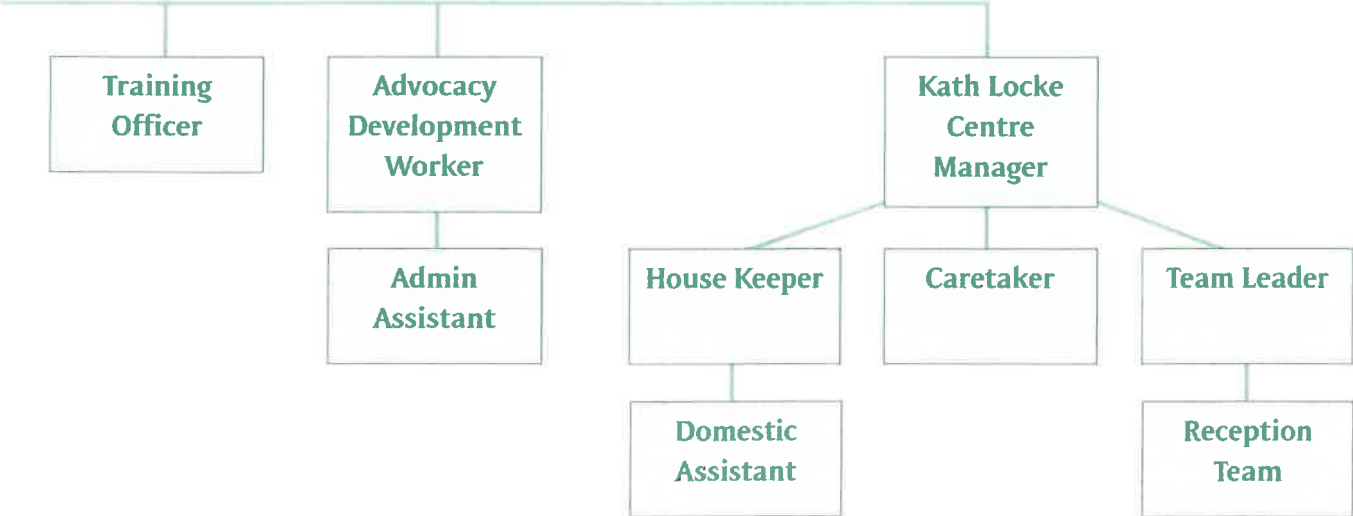
## Company Structure





# STAFF STRUCTURE

- Assistant
- Information & Resource Workers
- HAP Team







NATIONAL  
LOTTERY  
CHARITIES  
BOARD  
*United  
Kingdom*

*Kellogg's*



BELWAY HOMES  
*Every location is unique. Every home is different.*



MANCHESTER  
CITY COUNCIL



North British  
Housing Association