

DIVERSE RESOURCES



annual report 2000 - 2001

ZION COMMUNITY RESOURCE

Finally in its new building on Stretford Road, the Zion continues to support local people in improving their lives by offering a range of services and resources. Agencies based at the Zion currently offer childcare, training opportunities, sexual health services, support to people with mental health needs and much more. The Zion Community Resource is booming with new projects, activities and developments, including a consultant midwife, Early Teens Club, community café, laundry and garden project. The launch event for the new building saw over one thousand people taking part in the fun. We now have the capacity to really focus on involving our community. Through the establishment of consultative committees we are aiming to give users and service providers the opportunity to contribute to the way the centre runs and how it will be developed in the future. We are excited about new joint working initiatives planned for the year ahead, including links with psychology services and family support agencies. Our garden courtyard will soon be in full bloom, as trainees are currently working hard on planting and building.

Contact Zion Community Resource
0161 226 5412
e-mail: zion@diverseresources.org.uk

“*Planning and designing a building that then takes four years to complete has shown us that it is impossible to predict the growth of community and organisational development. How do we know? Because we’ve moved into a brand new building that many worked hard to make happen and we keep being told it’s not big enough!*”

THIS YEAR, ZION COMMUNITY RESOURCE HAS DEALT WITH

12,322 visitors
and 11,579 telephone enquiries


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THINK OUTSIDE OF YOUR BOX



TRAINING

What an action packed year of training! Local tutors have offered a whole range of courses in partnership with *Manchester Adult Education Service* and *North Area College*, including literary courses through creative writing, video skills through making a publicity video, numeracy training through gardening, confidence building for women and men through drama and personal development training through our exciting new *Zion Garden Training Project* (in partnership with *HARP*).

The vast majority of diverse resources' workers and volunteers have been enabled to gain a whole range of training through a targeted training programme. We've learned lots along the way, mainly that we are able to learn the most when we choose both what it is we want to learn and the way in which we want to learn it. Learning needs to be flexible, creative and fun - that's surely not too much to ask!

Contact the Training Officer at Zion Community Resource
0161 226 5412
e-mail: yvonneprendergast@diverseresources.org.uk

“We have learned that we must make sure we do as much outreach work as possible when planning courses. ‘Word of mouth’ is what works best for us in getting the people who feel excluded from mainstream training opportunities to take a chance with us.”

2000-2001...

- 30** local people completed our volunteer training programme
- 20** people completed literacy training
- 10** people completed numeracy training
- 25** women attended our *Woman You're Amazing!* course
- 10** men attended our *With Confidence* course
- 64** staff members attended a variety of training
- 10** people are currently growing (!) on our first garden training programme

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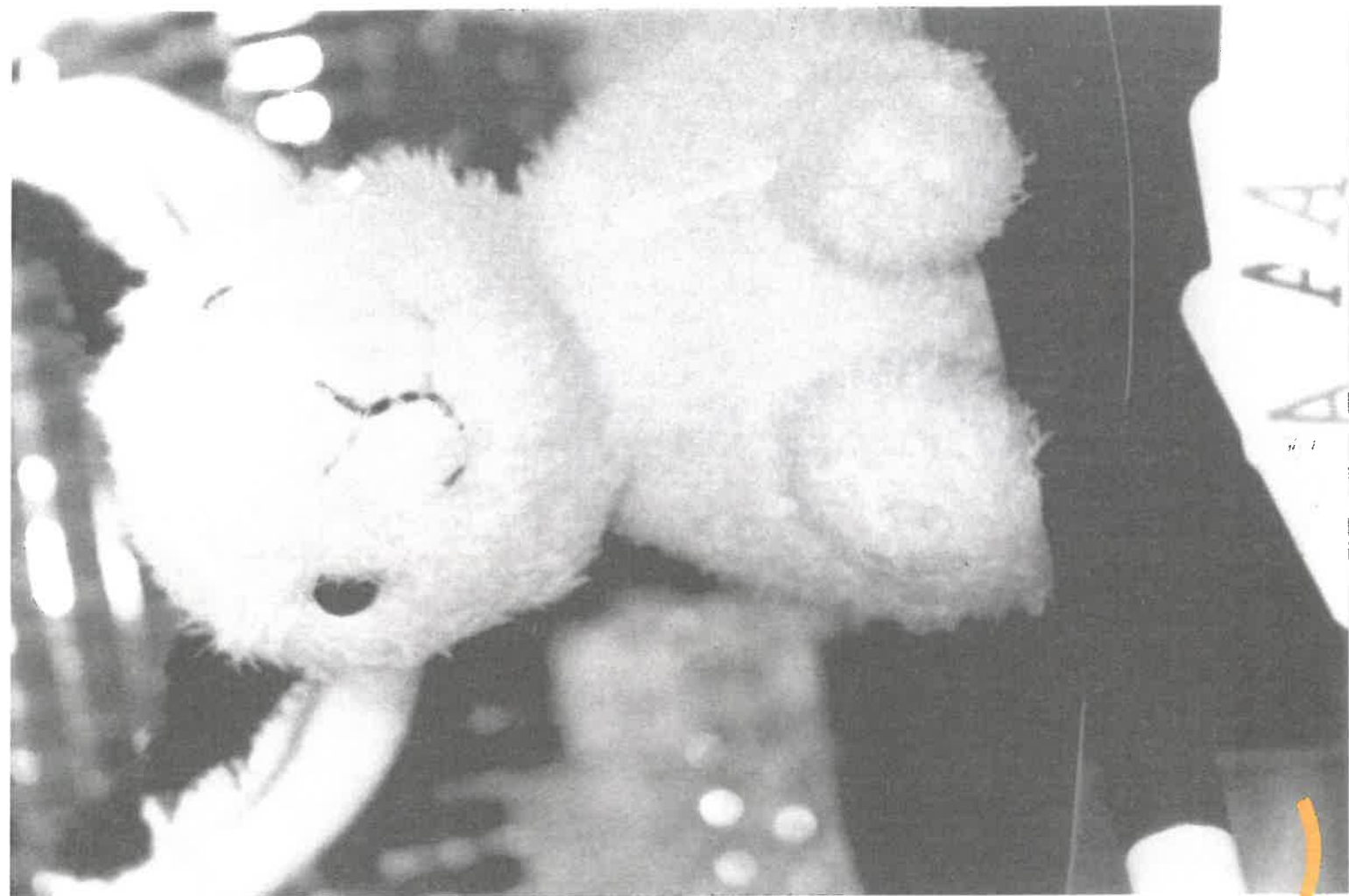
NURTURE

THE 'A' TEAM

2000 saw the formation of this new team, made up of professional administrators and team leaders, to provide a high quality and standardised administrative service to the whole organisation. Working together to resolve problems, organise activities and events and provide support to each other, they aim to increase the organisational effectiveness of **diverse resources** by improving existing administrative and support systems and implementing new ones. This year the *A Team* has developed and implemented a number of guides for staff to ensure consistent and standardised administrative outputs across the organisation. They have worked on a project to run computerised diaries for senior managers, established a computerised room booking system consistent across both centres and implemented a standardised recruitment pack for use throughout the organisation. The team feels it has contributed to making this organisation stronger and more effective in a short space of time and hopes to continue having a positive impact on the workings of **diverse resources**.

“Over the last year we have learned that the best response to an increased workload isn't always to request more staffing. We can do things differently by using our existing resources, mainly our information technology, better.”

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PULL A RABBIT OUT OF THE HAT TODAY

COMMUNITY HEALTH DEVELOPMENT TEAM

This project was set up in September 2000 as a result of the successful community development work being carried out as part of the *Victoria Baths Partnership*. The project was fully funded by *Central Manchester PCT* and **diverse resources** successfully won the tender to manage the project. The team was recruited in October and in a short space of time has successfully begun to make a positive impact on community health development and capacity building across five Manchester wards. The team is based in our East offices at the Imex Business Park in Longsight and covers Longsight, Ardwick, Gorton North & South and Levenshulme. Examples of the community development work that has taken place to date include setting up a new health forum in Levenshulme, carrying out 'participatory appraisal' work with young people in Gorton to explore creative solutions to meet their needs, organising a launch event to promote the completed *Longsight Directory of Services* and supporting a walking initiative and an arts project in Ardwick to access the *Health Initiatives Fund*. There's a load more but it wouldn't all fit in this space!

Contact the team at IMEX Business Park

0161 249 0691

e-mail: eastcommdevteam@diverseresources.org.uk

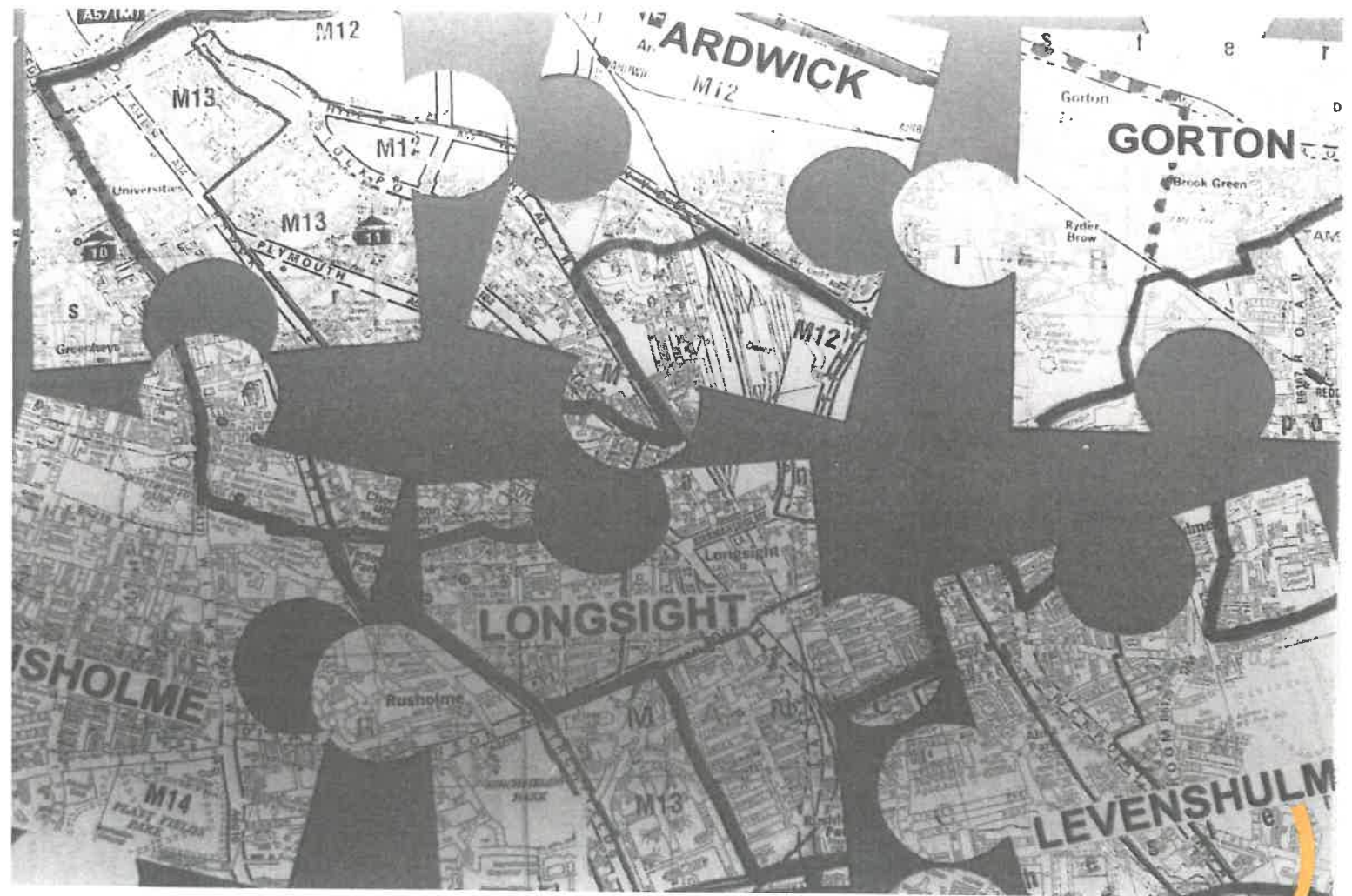
“We have learned to balance the need for an approach to community development which responds to local people and to the needs of the PCT, which commissioned the service and which needs to inform and engage people.”

FROM OCTOBER 2000
TO MARCH 2001...

...the team has set up
approximately

6 different initiatives in each area


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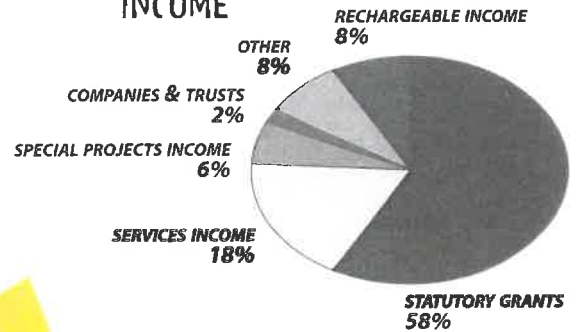
ARE YOU PART OF THE BIGGER PICTURE?

FINANCE

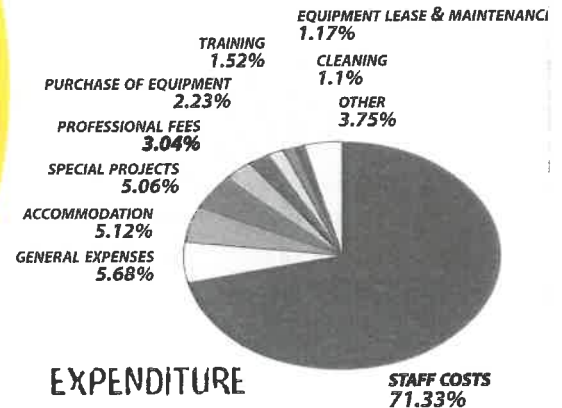
The finance team has expanded alongside the organisation, now with a turnover of just under £2 million. The department has networked all its computers and all the team members can access financial data more quickly, thus increasing our efficiency. The department has been faced with a number of new challenges such as the introduction of the new pension legislation and *Working Family's Tax Credit*. We rose to these challenges by attending training to equip ourselves to deal with these changes and cope with the increased workload. As a department we have also offered wage administration to other voluntary sector projects, sharing the skills we have developed in this area as well as generating additional income. The search for new sources of funding for the organisation has always been a priority for our department and we have assisted departmental managers to secure funding from various sources including the *New Opportunities Fund* and *Children in Need*.

Contact the Finance team at
Zion Community Resource
0161 232 7164

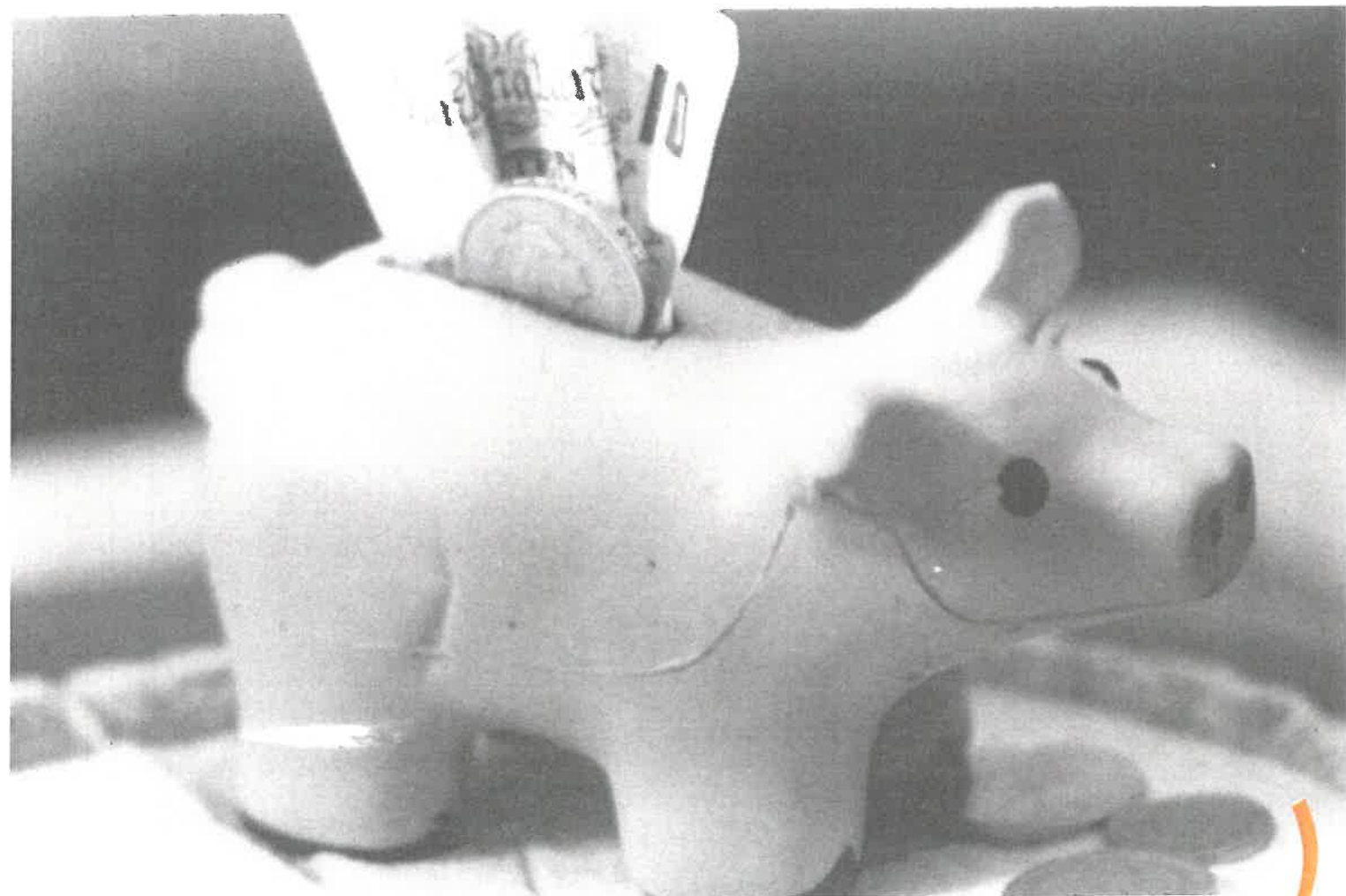
INCOME



EXPENDITURE



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MAKE THE MOST OF YOUR RESOURCES

VOICES & CHOICES

Zion Women's Group

Voices & Choices Women's Group (VAC) is a group for women who wish to de-stress and unwind through building self-awareness. It offers a range of support services including relaxation, massage, image therapy, social contact and trips out. Since November 2000, VAC has moved from strength to strength. The group has attracted five new volunteers, set up its own steering group and team meetings and is about to embark on attendance at group work training courses.

A variety of activities have been established during the year, looking at self awareness, self esteem, art therapy and promotion of better awareness of mental health and well being issues.

The group has raised funds in excess of £11,000 and is looking forward to continued development in the coming year.

Contact VAC at Zion Community Resource
0161 226 5412
email: zion@diverseresources.org.uk

“VAC started offering weekly 1:1 counselling to women, but nobody came! We found out that the women felt there was a stigma attached to this type of support. So we tried out group counselling sessions which challenged the perceived stigma, and these were very successful. We feel confident that many women will now come to and benefit from 1:1 counselling sessions.”

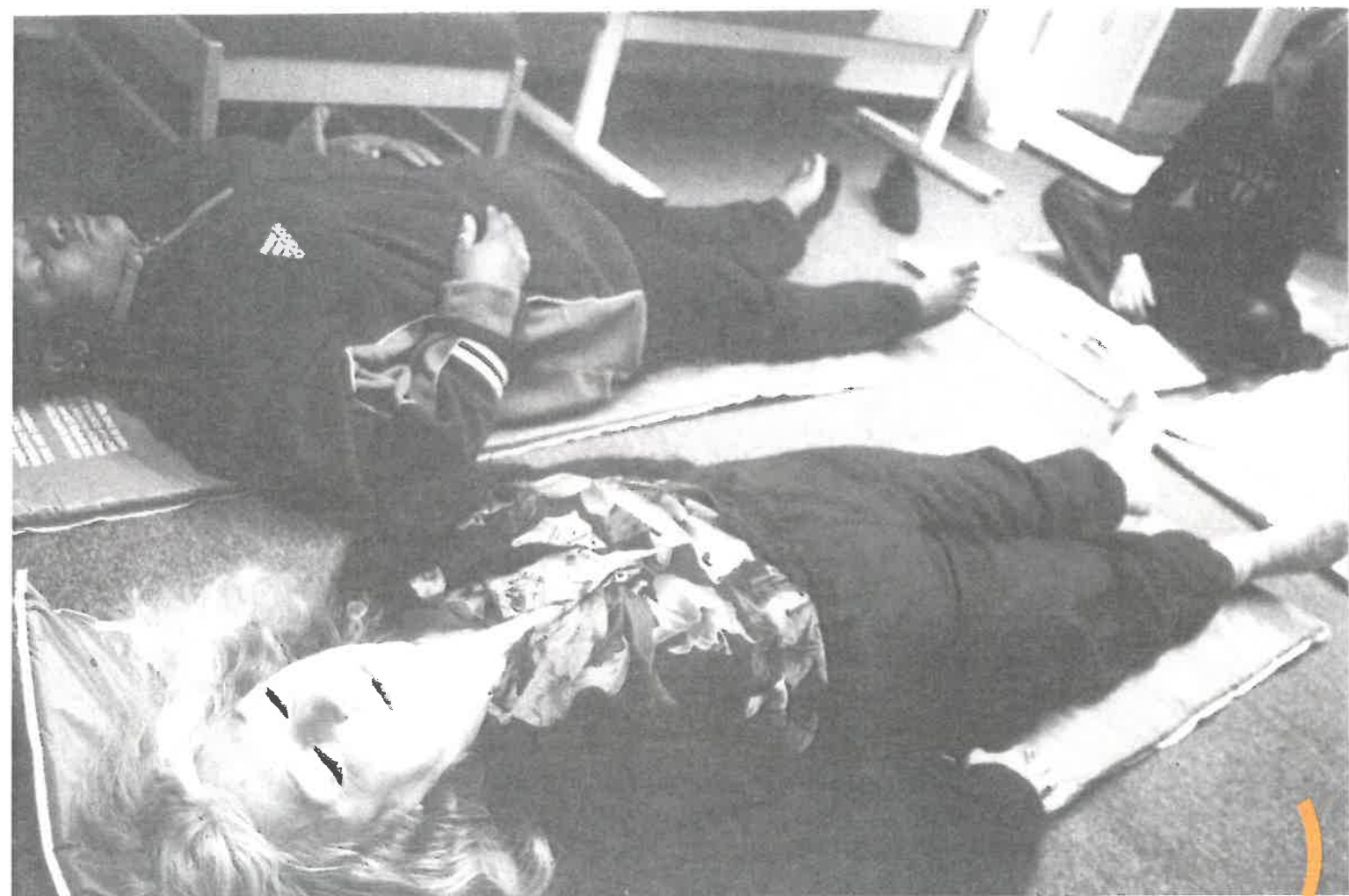
2000-2001...

over **100** women attended the group:

31% African Caribbean, **6%** Asian,
9% mixed race, **1%** German, **1%** Italian,
8% Irish, **44%** white other

15% lesbian, **9%** disabled,
80% experience varying degrees of
mental health difficulties

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DESTRESS & UNWIND

THE SUGAR GROUP

The *Sugar Group* has continued to thrive and has become an integral part of the *Kath Locke Centre*, offering support, advice and friendship to elders from the African Caribbean and Asian communities who are living with diabetes. The group started as a social self help group offering an alternative to a clinic environment, where members could meet to share experiences and give each other support around a wide range of health-related issues. The group is supported by a diabetes specialist nurse, a massage therapist and an exercise tutor. The group celebrated its first anniversary in June 2000 and has visited local places of interest including the *Maritime Museum* in Liverpool and the *Blue Planet Aquarium*. Group members took part in a project to produce a photographic information pack on foot care that was developed by the *Foot Clinic*.

Contact the Sugar Group at the Kath Locke Centre
0161 455 0211
e-mail: klc@diverseresources.org.uk

“*Sadly we lost two of our members this year, Victoria and Ruth-Anne, both of whom had been members from the start of the group. Their loss reminds us of how valuable every individual is, and the special qualities they shared with us all. Our group’s role is to create opportunities, but for a project to really make a difference depends on the individuals that take part.*”

THE GROUP ATTRACTS
25 TO 30 PEOPLE
EACH WEEK...

...approximately

95% are African-Caribbean
5% are Asian

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IT'S GREAT - IT'S LIKE A REUNION!

SELF HELP SERVICES

The department has grown considerably over the year and now comprises 13 individual support groups. The core self-help groups (anxiety, depression) are still going strong 6 years after their establishment and continue to attract new members. The *Asian Women's Group* relocated to Longsight late last year; its women now go on days out and have formed a supportive, cohesive network. *Happy Evenings* survived the move to the new Zion and continues to provide a vital service for gay & bisexual men experiencing mental health/emotional difficulties. Our *Spiritual Healing* service is busy every week providing alternative relaxation for clients with mental health difficulties. The *Women & Self-harm Group* is now well established and renowned for its high quality service. The *Alcohol Group's* facilitators are developing links with other professionals in the field of alcohol abuse, to help boost its membership. The *Hearing Voices Group* was successful in attracting funding from the *Key Fund* and ran a small, vibrant support group for a year. A new group, *Women & Depression*, provides support for women feeling isolated by any form of depression, including pre- and post-natal depression.

Success stories of the year:

- The establishment of the *Eating Disorders Group*, which has been placed on the national *Eating Disorders Association's* approved list.
- The *Social Phobia Group* attracts large numbers of sufferers on a regular basis. This group is the first of its kind in the UK and is being used as a model for other groups in the country.
- The *Epilepsy Group* has firmly placed epilepsy on the agenda of mental health professionals and continues to raise awareness of the condition.
- The *Tranquilliser Support Group* has recently relocated to Chorlton and attracted many new members. The group helps people to withdraw in a slow, managed way.

Contact Self Help Services:

0870 7700 740

e-mail: support@selfhelpservices.org.uk

“The big lesson this year is that we need to ensure structures are in place to enable us to expand. Currently, Self Help is co-ordinated by one part-time worker. We have over 25 facilitators in the team and with the demand for new groups ever present we urgently need to attract further funding to strengthen our current activities and support our future growth.”

OVER THE LAST YEAR OVER
6000 PEOPLE ATTENDED
OUR SELF HELP GROUPS

We have **13** groups and
10 people attend each group
every week

The groups attract people from all over Manchester and are attended by people of all ages and ethnic groups

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Self Help Services

PLEASE
TAKE
ONE ↓

Diverse Resources SELF HELP SERVICES

Current as of 3 August 2001

Group	Venue	Time	Facilitators	Additional Notes
"Happy Evenings" group	2nd Centre	Mon 6-8pm	Mark Dixon & Chris Parnell	Group for gay/bisexual men addressing mental

HELP YOURSELF!

PEG - PARTICIPATION EVALUATION GROUP

PEG is looking at whether people are getting involved in the new and unique decision making processes in local healthcare. Central Manchester Primary Care Trust (CMPCT) is now responsible for all GP, community and hospital services across the central Manchester area. PEG was launched in response to concerns at a community level about whether the PCT would bring decision making closer to patients and the 'community' (The New NHS, 1997). PEG worked with people drawn from local communities, including those whose voices are not often heard in decision making: people from refugee communities, users of mental health services, people who had been homeless and people with learning difficulties.

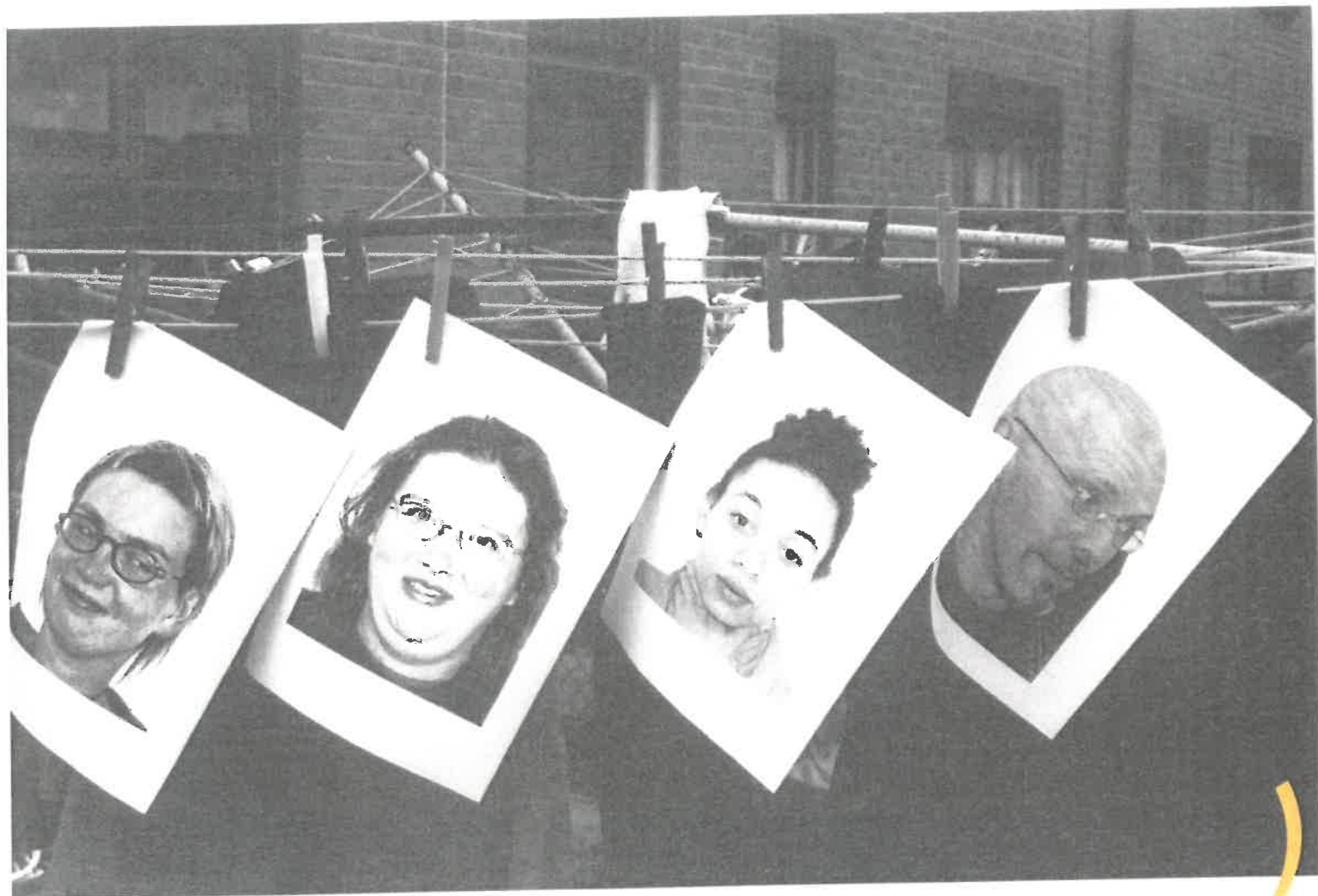
This year, PEG produced a baseline report which shows how involved the community currently is in the PCT's decision-making processes. This evaluation included the distribution of 1300 copies of a questionnaire designed by volunteers which received 151 responses, individuals' reflections on public meetings, an analysis of PCT written materials and interviews with key people. In order to help deliver this evaluation, volunteers have received training and support to learn new skills.

Contact PEG at the Kath Locke Centre
0161 455 0223
email: peg@chrc.org.uk

“We learnt that producing information in different languages is not an effective way on its own of making contact with minority groups. Leaflets need to be followed up with personal contact.”

- 46 members of the local community have been interviewed
- 20 key people involved with the PCT have been interviewed
- 20 volunteers have taken part in the project

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TALKING HEADS

THERAPEUTIC SERVICES

therapeutic massage, aromatherapy, homeopathy and reflexology

These services remain as popular as ever: they are all over-subscribed and our main difficulty is in attracting funding so that more people can experience the benefits. This year, however, we have been able to expand the range and location of services having received funding from the Health Action Zone for:

- personalised courses of massage and reflexology treatment for stressed clients in Ardwick & West Gorton
- homeopathy services in Partington (Trafford) and Lower Kersal & Charlestown (Salford)
- children's clinic at the *Kath Locke Community Resource Centre*, to help families to live healthier lifestyles
- massage and aromatherapy clinics to compliment groups meeting at *Zion Community Resource* and the *Kath Locke Centre*

The funding from the Health Action Zone is a particularly significant step forward for complimentary therapies as it marks a turning point in recognition of the value of these treatments.

Contact Therapeutic Services at Kath Locke Centre
0161 455 0215

“Setting up services in new areas gave us lots of new challenges. Working with different staff groups and people who have little experience of the service takes a lot of time investment and is slow to give results. We underestimated this in our funding proposals and in future we need to identify more resources to support the development of any new services.”

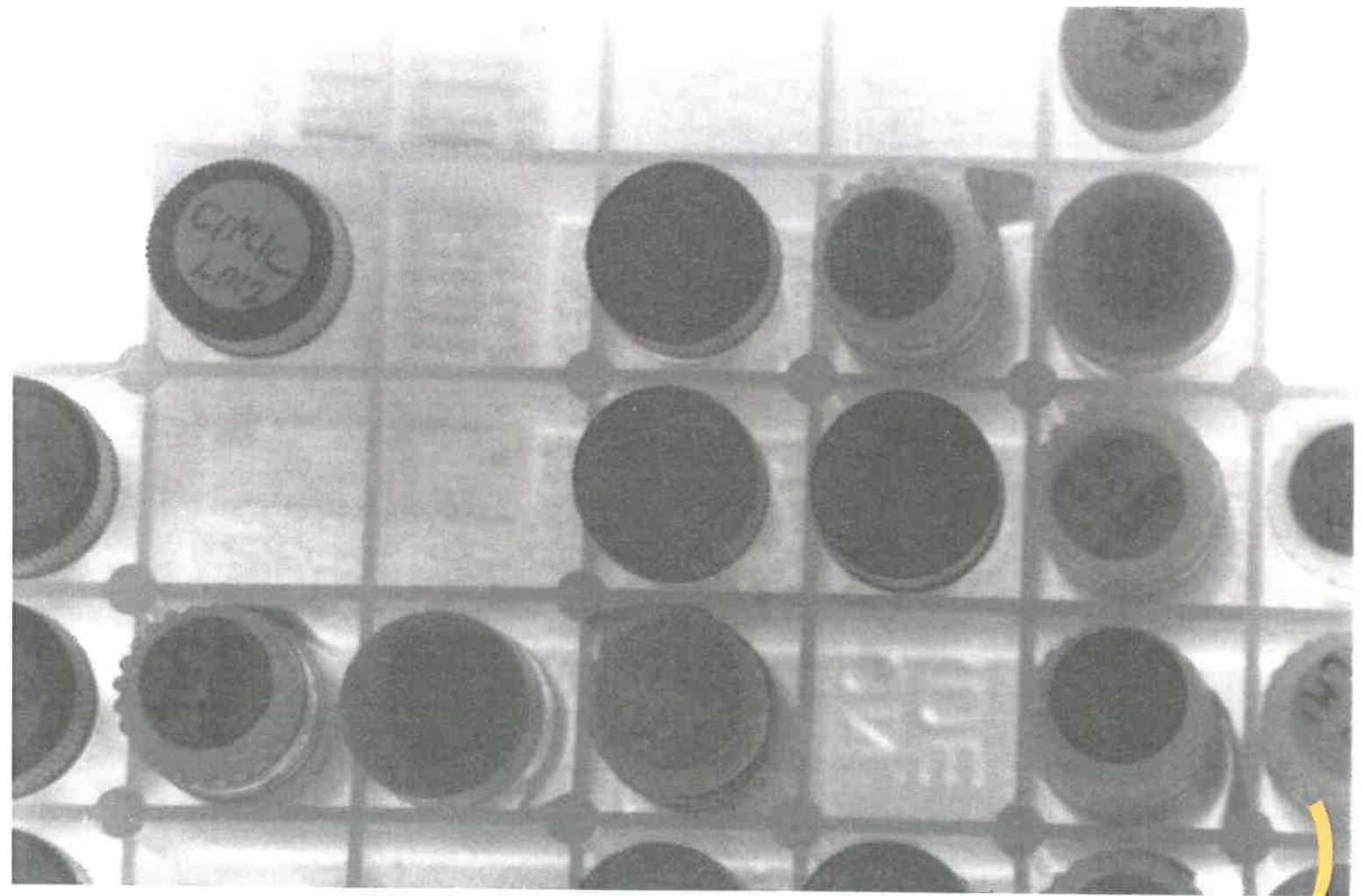
HOMEOPATHY

70% of cases reported significant improvements on the full range of symptoms presented, from eczema to behavioural problems.

MASSAGE

Treatment sessions were lengthened to improve the quality of each individual therapy, with the downside that fewer people were seen overall.

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COMPLIMENT YOURSELF

SURE START

September 2000 saw the announcement of Longsight as the third *Sure Start* area in Manchester. *Sure Start* is a national initiative to help children under 4 get the best possible start in life. The government has set four key objectives for local programmes to achieve. These are:

- 1 improving social and emotional development
- 2 improving children's health
- 3 improving the ability to learn
- 4 strengthening families and communities

Sure Start works in ways that involve parents and local people as real partners in identifying what is really needed, deciding how it should be delivered and choosing the staff to deliver it.

The Longsight *Sure Start* plan was submitted in January following six months' work to identify what stopped local parents from using services, how services could be improved and how we might do things differently in the future. Our Programme Manager started in April and the team are now starting to put the plan into action. More childcare, outreach and family support including health and education services for both children and parents will start later this year, plus many other community activities to ensure that local parents continue to have a key role in all new developments. Long-term plans include a children and families centre where local parents can come together to share experiences and celebrate being part of the wonderfully diverse community of Longsight. **diverse resources** was asked to be the lead agency for the *Sure Start* project. *Manchester City Council* is the accountable body. Through working in partnership we will be able to make a real difference for children.

Contact the *Sure Start* team at IMEX Business Park
0161 224 1990
e-mail: surestart@diverseresources.org.uk

“Professionals tend to deliver services based on assumptions that have been made over the years - for example, assumptions about why some families wouldn't search out help and advice. We learned from local parents taking part in planning meetings that every person should be treated as an individual in their own right.”

894 children under the age of four live in the *Sure Start* area

50% of these children are from Asian backgrounds and many are from other minority ethnic groups, including refugees

134 parents completed the questionnaire that formed the baseline for the Longsight *Sure Start* plan

8 different agencies are represented on the *Sure Start* Board, plus 4 local parents

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STREETS AHEAD

THERAPEUTIC SERVICES

counselling & relaxation

The counselling team, based at the *Kath Locke Centre*, has continued delivery of its city wide, open-access counselling service, offering around 2,300 appointments to people on low incomes and benefits. Counselling is provided in a number of GP's surgeries across the city. The unique element of the service offered is the range of choice which has been developed in response to the diverse communities within Manchester: people are offered choice in who they see in terms of gender, ethnicity and sexual orientation, and a variety of counselling approaches are offered. The counselling team focused on quality throughout the year, building strong internal policies and procedures and preparing for innovative developments, such as its assessment scheme.

The Relaxation Group continued to offer participants a range of relaxation techniques including visualisation, guided imagery, meditation and muscle relaxation. The sessions helped people to learn to relax, manage symptoms of stress and anxiety and relax in a supportive environment.

Contact Therapeutic Services at the *Kath Locke Centre*
0161 455 0215

“Difficulties in managing the counselling waiting list and in appropriately allocating clients to counsellors taught us the value of providing an initial assessment to ensure referrals where appropriate and that services offered meet needs.”

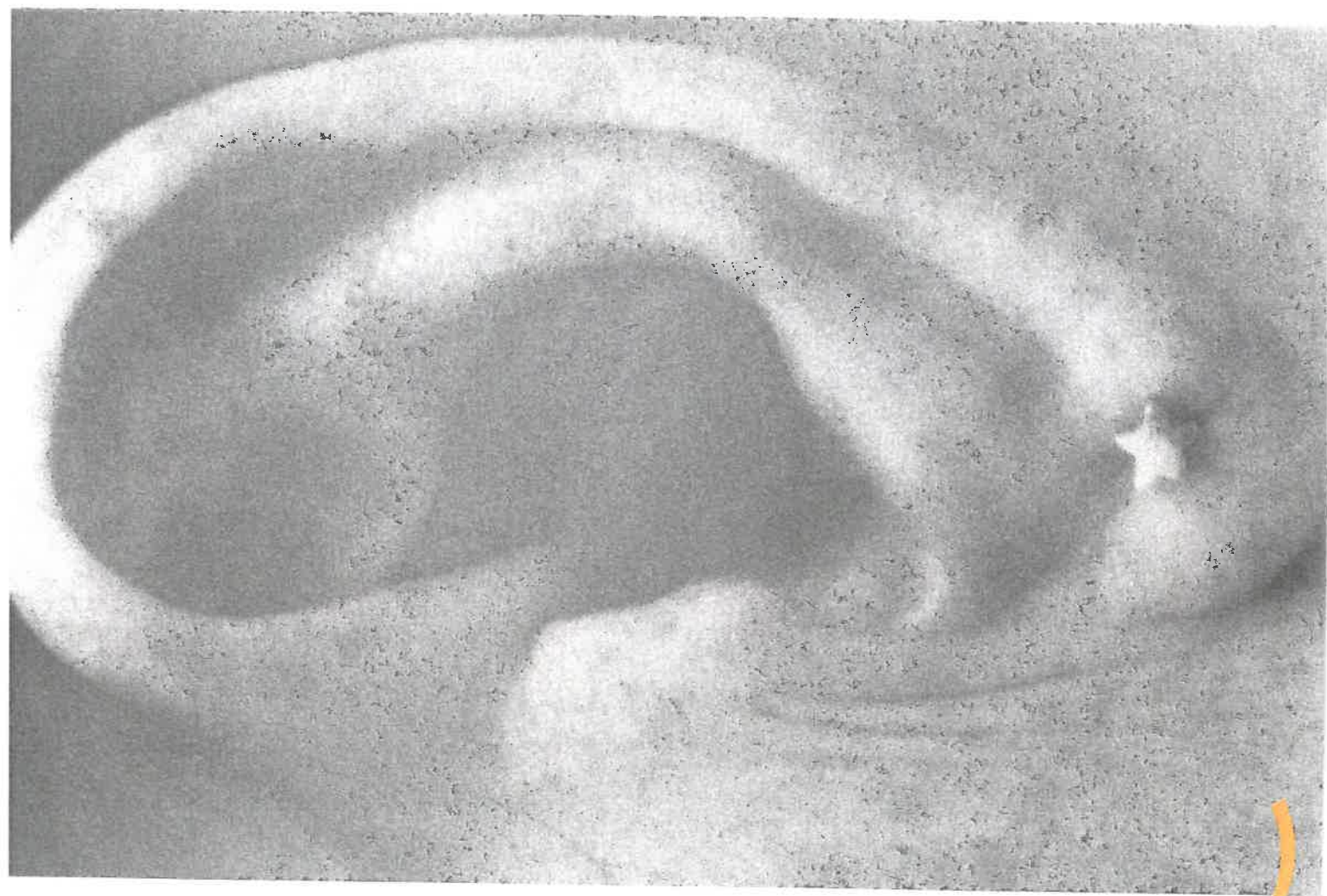
COUNSELLING

2,300 people attended for appointments
People not attending appointments decreased by **34%**
Number of people on the waiting list at year-end fell by **57%**
55 people attended crisis appointments
68% of clients were white,
10% black Caribbean
and **22%** from other ethnicities

RELAXATION

Average attendance per session was **12**
People attended for an average of **7** months

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i'M HEARING YOU 

ZAP - ZION ART PAINTBOX

Based at *Zion Community Resource*, ZAP promotes personal well-being and free self-expression through art drop-ins and projects. Drop-in client numbers have grown this year due to working in partnership and offering art initiatives to other projects. We now offer a drop-in session to women from the *Voices & Choices* group and we have collaborated with colleagues from *Venture Arts* and *Loretto College* on a mosaic project for *Hulme Community Garden Centre*. We offer four different groups each week, including two women's groups, an African Caribbean group and an open group. This year we have arranged day trips to various galleries and music venues, which included an inspiring visit to *The Lowry* to see a very impressive exhibition of 3D art where we loved the rare opportunity to touch as well as look!

Contact ZAP at Zion Community Resource
0161 226 5412
e-mail: zion@diverseresources.org.uk

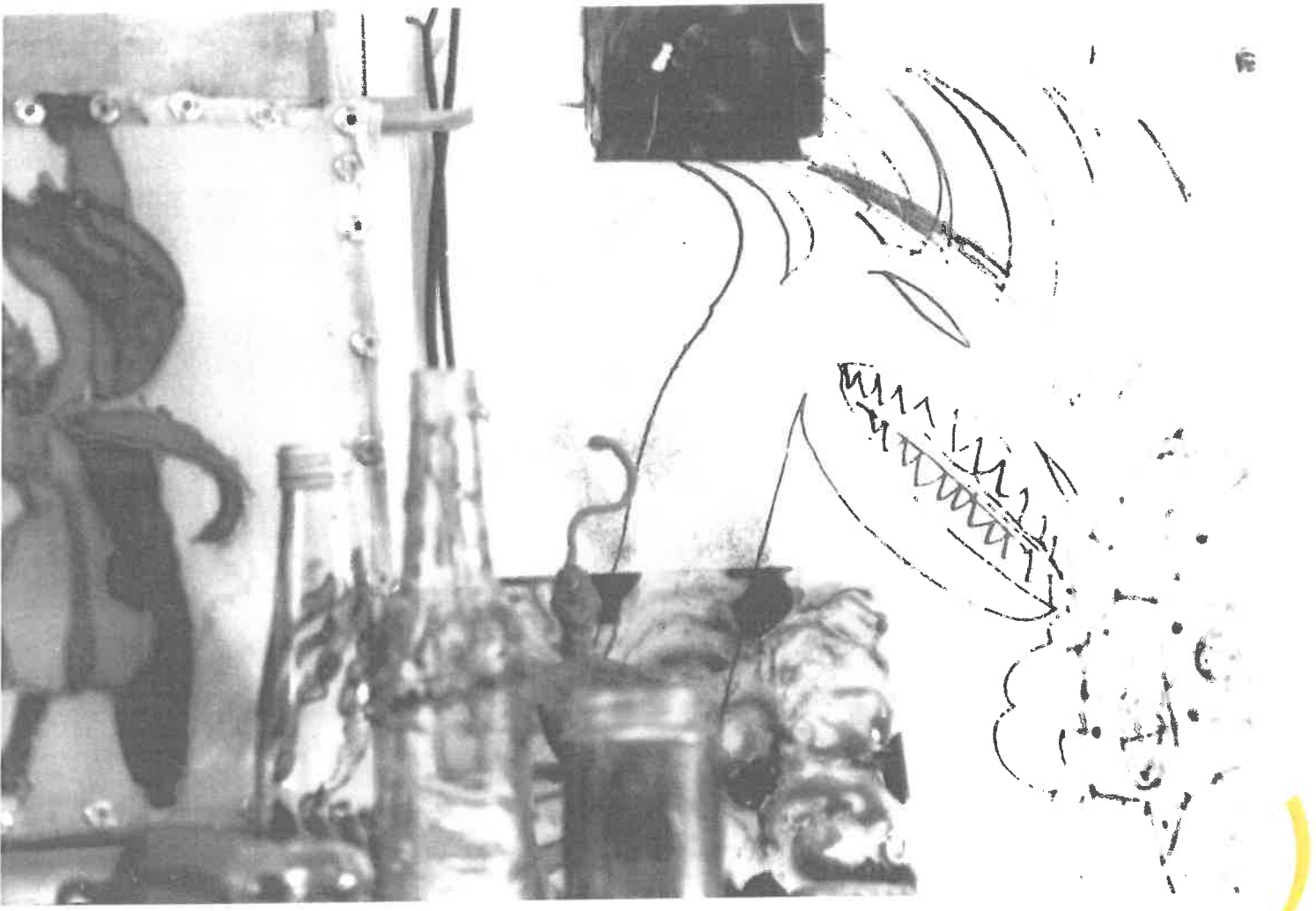
“As the group grew in size, noise levels grew accordingly. The introduction of a quiet slot, primarily in the interest of group members making the least noise, actually benefited the whole group and was acknowledged by each group member.”

BETWEEN APRIL 2000
AND MARCH 2001...

1152 clients visited ZAP

There are **4** sessions each week
and an average of **8-10** clients
each session

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EXPRESS YOURSELF 

AISHA CHILDCARING GROUP

This has been a great year for *Aisha*. It has continued to offer a range of services including an after-school club, day care, play schemes and sessional crèches for drop-in services at the *Kath Locke Centre* and the *Zion Community Resource* and for other organisations too. It is now in the process of completing all the hard work to achieve registration for the new service at the *Zion*, which will offer places for a further 30 children. The Early Teens Club for 11 to 14 year olds, also based at the *Zion*, is being developed. Five *New Deal* crèche assistant trainees have worked on *Aisha* projects, one of whom has gone on to find employment in a primary school. A support worker has been recruited to work in the After School Club with children with special needs. The end of the year saw new developments in working in partnership to support the work of the *Chrysalis Project*. Thanks to the hard work of the staff team, *Aisha* received an outstanding OFSTED report following its first inspection - an acknowledgement of the high standards of the provision.

Contact Aisha Childcaring Group at
Zion Community Resource
0161 226 5412
e-mail: dorcasbridge@diverseresources.org.uk

“The delay in the completion of the new Zion Centre has meant that *Aisha* has fallen 8 months behind financially, with an unavoidable impact on next year's finances. We will be working hard to address this impact with the opening of the new nursery in September 2001.”

THIS YEAR...

...we have catered for **232** children,

90% from ethnic minorities

4 NVQ childcare trainees have qualified and **4** have successfully completed their first year

5 NVQ play work trainees have completed their course with **3** going on to find employment

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LEARNING YOUNG, BRIGHTER FUTURE

KATH LOCKE CENTRE

The Kath Locke Community Health & Resource Centre offers a range of primary care services in the heart of Moss Side & Hulme. **diverse resources** was contracted five years ago by Manchester Health Authority to make this centre meet the needs of local communities. The range of services currently running in the centre includes dentistry, family planning, mental health services, chiropody, physiotherapy and baby clinics.

Over the past year, a number of new services have been developed, including Reiki, Assertiveness Training, Shopmobility sessions, Tai Chi, Black Men's Mental Health Group, Black Women's Mental Health Group, the Sugar Group, stress management, Post Natal Depression Group, baby massage, Yoga, Jabado Dance Group and Barnardo's leaving care sessions. We have developed an evaluation of our performance over the last five years and will launch the report at a review day in September 2001. We know we have provided an efficient, welcoming centre to local people. Over the next years we want to make a real difference to the way primary care services are delivered locally.

Kath Locke Community Health & Resource Centre
0161 455 0211
e-mail: klc@diverseresources.org.uk

“As a centre we believe in offering flexible services, at weekends and evenings as well as during the working week. Although it can be difficult for service providers to extend their hours, we remain committed to the goal of offering services beyond the traditional nine-to-five.”

THIS YEAR, THE CENTRE HAS
DEALT WITH
32,292 visitors
and **27,561**
telephone enquiries

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LOOK AFTER YOURSELF

HEALTH ACTION PROJECT

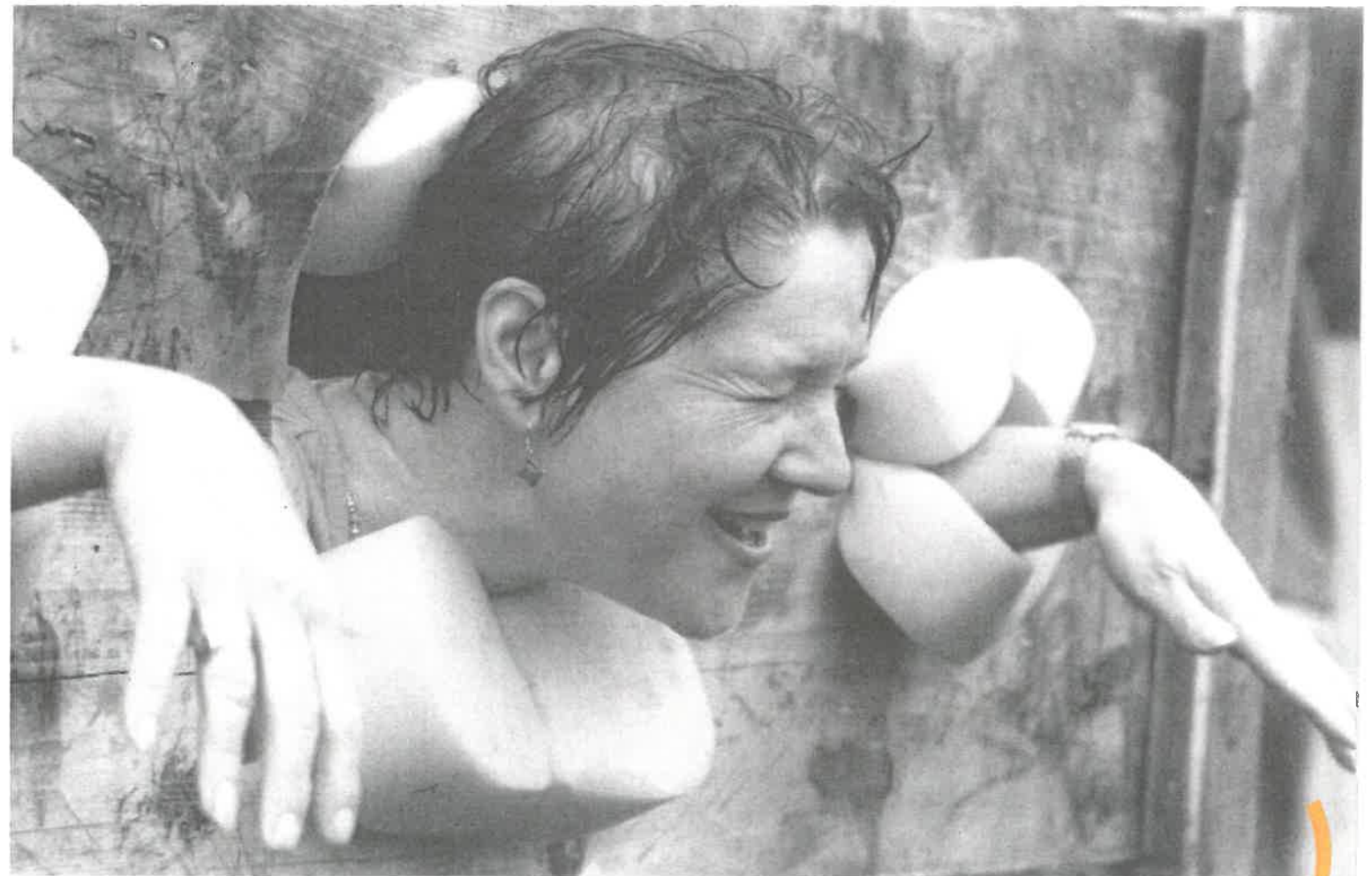
HAP is funded by the *Health Action Zone* and supports the development and involvement of the voluntary sector in challenging health inequalities, focussing on key themes across the area and on specific work in *HAZ* development sites.

Over the last year *HAP* has been through plenty of change and uncertainty and has risen to challenges including changes in staff, management and location. It has been an exciting year, watching projects supported by the team gather momentum and start to bear fruit. Work has included involvement in initiatives as diverse as *CHIPs* (a technology-based initiative for better information systems), a young people's festival, and exploring the realities of partnership working. A *Health Action Partnership* is being established in Newton Heath and support given to the *Voluntary Sector Forum* in Salford. A review of voluntary sector intermediary agencies is in the pipeline. Good things come out of change and *HAP* is sure to see plenty more of it over the coming year.

Contact the *HAP* team at the Kath Locke Centre
0161 445 0228
email: hapteam@healthactionproject.org.uk

“The team has never been short of great creative ideas for ways of working. However, we have been guilty occasionally of approaching a piece of work with too many assumptions about its purpose or required outcome, and the results have sometimes been less than we’d hoped.”

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GOOD CLEAN FUN...
EXPLORING PARTNERSHIP WORKING ACROSS THE HEALTH ACTION ZONE

NEW DEAL TRAINING PROGRAMME

diverse resources has been successful in working with young people with no previous work experience, providing opportunities for them to gain a positive work experience through a supportive environment, close supervision and access to a range of training.

Over the last 12 months a high intake of 18 to 24 year olds has been maintained, covering a variety of vacancies. These include crèche support workers, community development workers and reception & admin workers. With encouragement, understanding and training from line managers and existing staff members, four of the people on *New Deal* have secured full time employment. This is a credit to the young people themselves and to all those involved in the programme from across all three of the *diverse resources* sites.

Contact Colette at the Kath Locke Centre
0161 455 0211
e-mail: colette.johnson@diverseresources.org.uk

“Young people entering *New Deal* employment have had to face the difficulties of losing entitlements such as housing and council tax benefits. In order to support them better next year, we are putting together a package which will give practical help to the young people as they cope with the changes and the different financial responsibilities that being in employment brings.”

SINCE AUGUST 2000...

...*diverse resources* has, through *New Deal*, employed:

- 6 crèche support workers
- 4 reception & admin workers
- 7 community development workers
2 of these placed with BHA
- Only 1 person left before the end of their contract
- 4 have secured full time employment

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GIVE SOMEONE A CHANCE



HEALTHY LIVING NETWORK

It has been a wonderful year for the *Healthy Living Network (HLN)*. There have been periods of intense work and also great achievement. Successful in the first stage of its bid to the *New Opportunities Fund (NOF)*, the *HLN* spent a lot of time this year producing a business plan for the second stage, and is hoping to hear the final outcome from *NOF* in December 2001.

The *HLN* is a multi-sector partnership of 22 agencies across the area, bridging the Manchester/Trafford border, working to improve the quality of life of the most isolated members of its communities. The partnership has worked together for two years and is already achieving steps towards its long-term goals. Open groups initiated by the partnership have already worked on evaluation, publicity & marketing, the local Coronary Heart Disease agenda, food growing & healthy eating, *NOF*-bid writing and local IT resources & capacity building. The *HLN* commissioned an audit of ICT equipment and skills in the voluntary sector, resulting in a £7,000 investment. The *HLN* portal web site went online at the end of 2000 and is currently being developed further.

Contact the *HLN* at the Kath Locke Centre
0161 455 0216
e-mail: info@healthylivingnetwork.org.uk

“A challenging issue for us has been to stay committed to a community-led process while retaining the interest and commitment of the statutory and commercial sectors.”

PROJECT GOALS

- Reach the most isolated people in our communities through a team of Quality of Life workers supporting individuals in assessing their needs
- Develop easy access to shared information through effective networking, including a portal web-site
- Develop individuals through a volunteering programme
- Improve access to participation in decision making and planning for local people, workers and agencies
- Capacity building of local organisations

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HOLDING ONTO OUR PRINCIPLES



For the first time this year we developed a training programme to include both mandatory training for key staff and personal and professional development courses that are open to staff, volunteers, people from the local community and staff from other agencies. This is adding value to our services, not only through personal skill development but also by providing more opportunities for people to come together from across the organisation to share experiences and learn from each other.

PARTNERSHIPS

As we grow as an organisation in experience and skills, we are sometimes asked to give management time to other agencies that need temporary support. This last year we have given support to *Chrysalis* and the advocacy service. *Chrysalis* has now achieved greater security in funding and a stable service is now being offered. A service specification for a new mental health advocacy service has been developed in partnership with users and other agencies. The *Health Authority* aims to commission this service next year. In the meantime we have offered a limited advocacy service to patients on the Edale Unit at *Central Manchester Healthcare Trust*.

SUPPORTING OTHER AGENCIES

Much of our time is invested in partnership working, as we believe that this is how we can be most influential in making changes to the way that services are provided. Our partnership with the *Victoria Baths* has seen many changes over the past 12 months. We applied to the *New Opportunity Fund* for monies to support the development of the Healthy Living Centre. The *Victoria Baths Trust*, as a group of local people, is now taking the lead with our continued support, to bring this dream to reality. We have worked in partnership with local communities and colleagues from other agencies to support the work of the Manchester, Salford

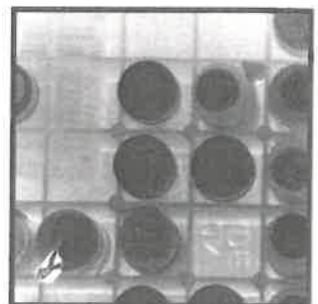
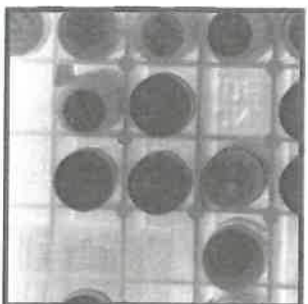
and Trafford *Health Action Zone (HAZ)*. This included work in Ardwick to consult on community resources needed as part of the development for a new health centre. Our Chief Executive oversaw the development of the *HAZ* community programme and was appointed Chair of *North Trafford Primary Care Trust* in March 2001. We were commissioned by *Central Manchester Primary Care Trust (PCT)* to develop a Community Involvement Strategy and have supported them in improving local democracy through the development of local area groups.

DEVELOPING TRADING COMPANIES

As we grow and diversify we continue to explore new initiatives that help to subsidise the costs of services, offer new employment and training opportunities and help us to continue to be innovative. Setting up social enterprises will help us to achieve some of our wider social aims. This year we have set up *diverse resources consultancy*, *hulme'n/resources* (maintenance), *chips dot com* (chip shop), and *echo* (training company).

SETTING PRIORITIES FOR THE COMING YEAR

All teams took part in a target-setting exercise to help staff and volunteers understand how their work contributes to achieving the organisational goals. We now have a Year Plan to help us keep on track for achieving our goals, through financial planning, staff appraisals linking into training needs and organisational reviews twice a year.



 **diverse**resources
rising to meet the needs of changing communities



diverse resources celebrated its tenth anniversary in 2001. It has a lot to celebrate: this year has seen the opening of the new *Zion Community Resource* and another name change for the organisation as it continues to diversify. **CHRC** has become **diverse resources**, in acknowledgement of the services it now provides and the many people and communities with whom it is involved. As part of our celebrations we produced a new video and a 10th anniversary book that told the personal stories of the many people who have shaped **diverse resources** over the past ten years. This, our tenth annual report, aims to give a flavour of our key activities over the past year.

This is our second year of working with our internal recruitment policy, developed to ensure that local people have access to new jobs through starting with the organisation on volunteering, training or work placement opportunities. When a job becomes available we first of all look at who might have the potential from existing staff/volunteers. This helps us to put our commitment to local employment opportunities into practice. We strongly believe change only comes to disadvantaged communities when people are given the opportunity to help themselves.

This year each team has again had the opportunity to speak for itself about challenges faced and lessons learned. We are trying to own up to our mistakes, with the belief that mistakes can be good if we are open to learning from them. Many organisations told us how they appreciated our honesty and it is an exercise that has been adopted in other annual reports across the city!

“ *Whilst developing our new appraisal policy, lots of staff from across the organisation contributed their ideas and we ended up with an appraisal with so much detail that it would have taken a week per person to complete. We learned not to lose sight of the overall aim when focussing on the detail.*”

WE EMPLOY

16 men and **57** women. Of these,

47% are white

16% are Black Caribbean

4% are Black African

1% is Indian

6% are Asian

3% are Pakistani

3% are Chinese

12% are Black other

5% other

65% live locally (within 2 miles of work)

24% live elsewhere in Manchester

11% live outside Manchester



diverse resources

Zion Community Resource, 339 Stretford Road, Hulme, Manchester, M15 4ZY
Tel 0161 226 5412 Fax 0161 227 9862 zion@diverseresources.org.uk

Charity Number 1062333 Company Number 3311884

All photographs by Duncan Simms, except Aisha Childcaring Project, Sure Start,
Kath Locke Centre and VAC by Michael Clarke

