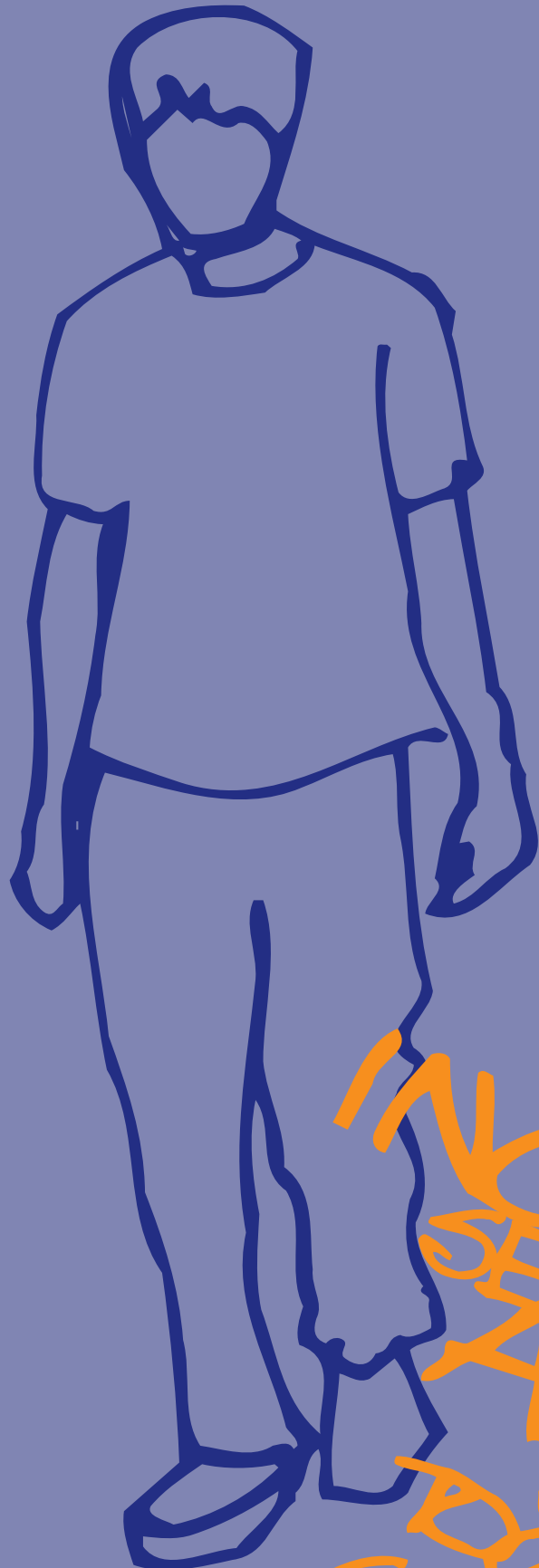


# Annual Report 2005/2006



**The  
BigLife  
group**

social businesses  
and charities

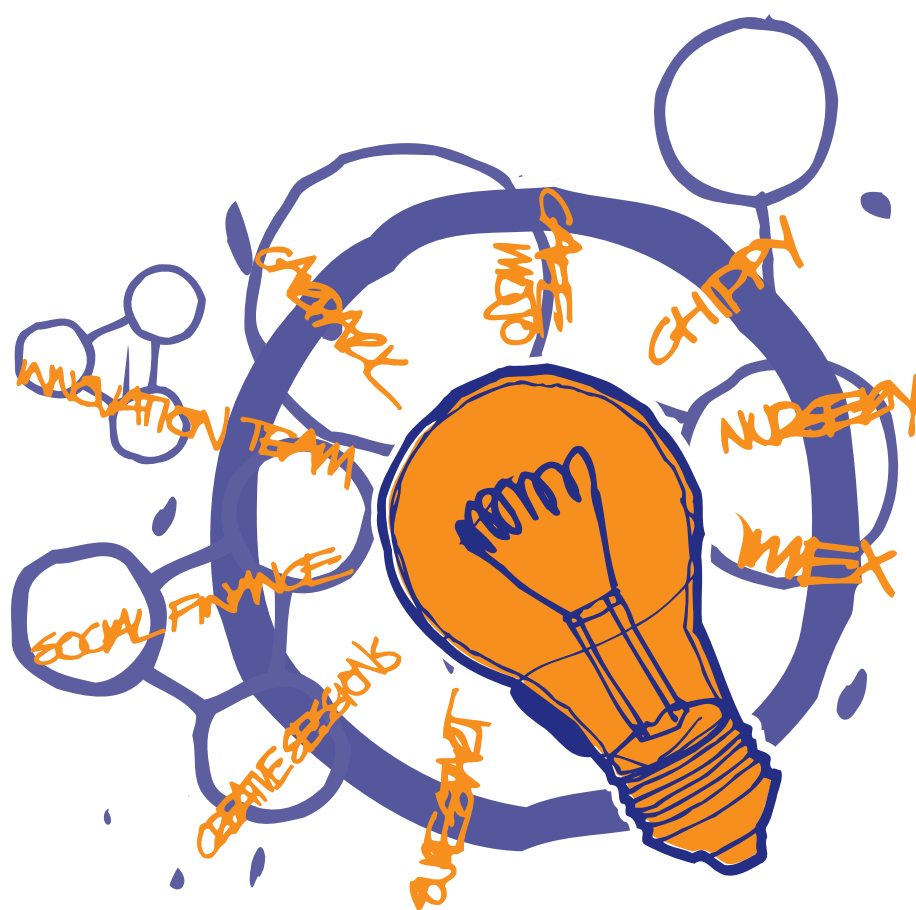




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# Introduction to The Big Life group



The Big Life group of social businesses and charities was formed in April 2002 and now includes five social businesses (The Big Life Company, Big Life Employment, The Big Issue in the North, Aisha Childcare and Northern Solutions) and two charities (The Big Issue in the North Trust and Big Life Services).

By working together, the group maximises the opportunities it can offer to people to change their lives, is more cost effective by sharing corporate functions, and has a bigger voice with which to influence Government and statutory agencies.

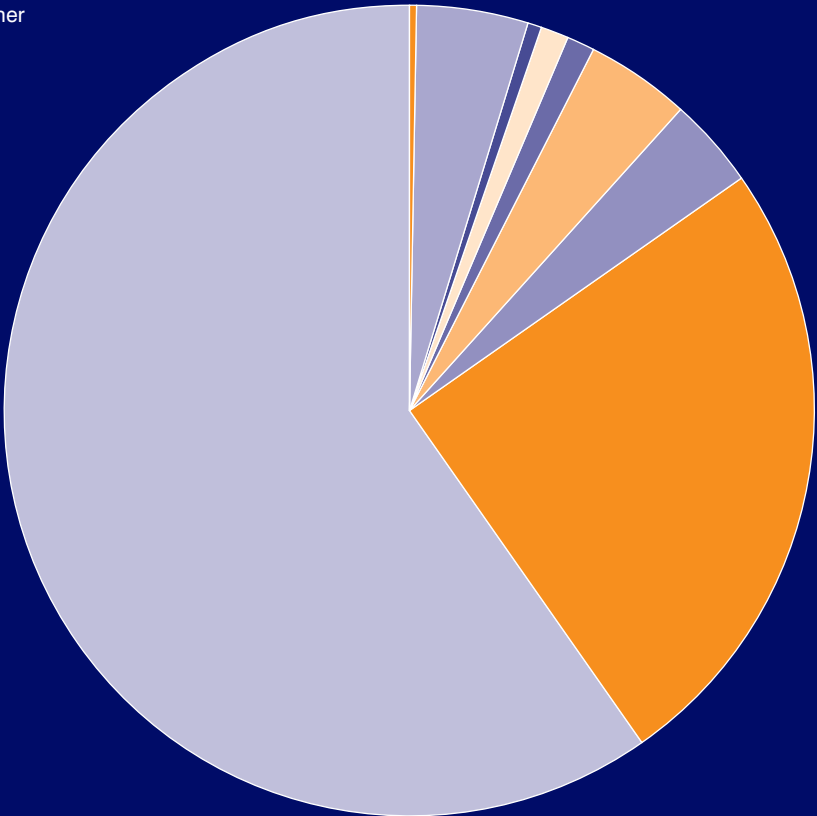
The group aims to increase the sustainability of its work by securing most of its income from independent trading or contacts for service delivery from statutory agencies. In 2005/6 the group had a turnover of £8m, of which £3m was from trading, £3m was from contracts and £2m was from grants.

The Big Life group employed 220 people in 2005/6 and continues to pride itself on the diverse ethnicity of its workforce (see fig i). The group has a commitment to develop its staff to enable them to deliver first class services. This year 382 training places were taken up on 57 internal courses, ranging from health and safety to personal development opportunities.

Our annual staff survey showed that 70% of staff would recommend The Big Life group as a good organisation to work for and 88% were committed to its success.

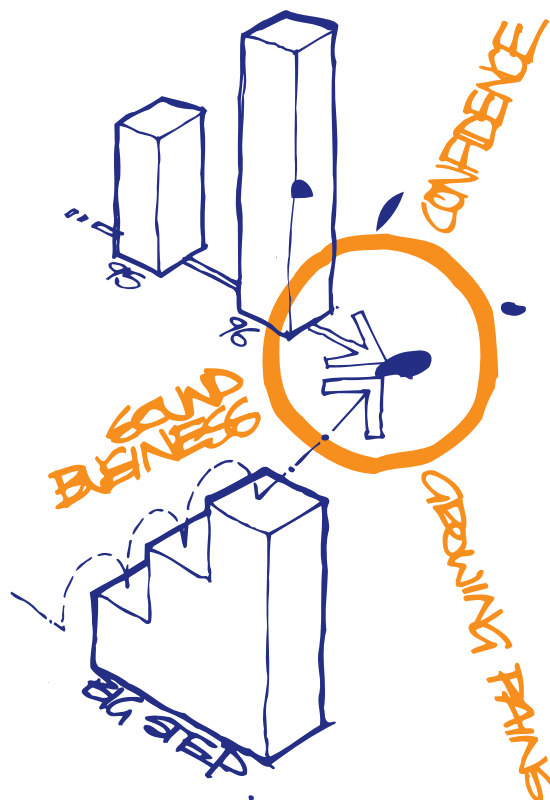
fig i. - Ethnicity breakdown of staff

- 59.7% White British, Irish or Other
- 24.9% Black Caribbean, African or Other
- 3.7% Indian
- 4.2% Pakistani
- 1.1% Bangladeshi
- 1.1% Asian Other
- 0.5% Chinese
- 4.3% Mixed
- 0.5% No Answer



# Objectives, targets & achievements

The Big Life group has set itself four objectives over its first five years (2002 – 2007), with specific targets under each objective which staff across the group work towards.



## Creating Opportunities for people to change their lives

Create 150 (Full Time equivalent) new jobs, of which a minimum of 50 jobs will be targeted for people who have been excluded from the jobs market for reasons such as ill health, addiction, mental health, disability or discrimination

- 13 new jobs have been created this year.  
104 new jobs have created since 2002

Provide 1,000 supported employment places for people who have been excluded from the jobs market, with 30% going onto mainstream employment

- 83 people have been on supported employment placements this year, of whom, 30 have moved into mainstream employment. The cumulative total for all years: 337 people in supported employment with 230 moving into mainstream employment (68%)

Offer training to 1,500 people, from a menu of 100 courses and projects, with 1,000 people achieving a recognised qualification

- 2,183 people have accessed training since 2002, with 580 of those achieving accredited qualifications

Create 6 new innovative centres for delivery of Big Life group activities in cities across the North of England; with at least one being outside Manchester, Liverpool and Leeds. Centres will be developed in partnership with other agencies

- Since 2002, Aisha Childcare Trafford Nursery, Space Life College and Sure Start Longsight Children's Centre have opened

Develop a comprehensive menu of activities and services available through Big Life Centres for people from excluded groups, using a 'change exchange' approach

- The Big Life group offers over 180 services across the group and works with over 140 volunteers

Develop and implement a model for measuring improvement in Quality of Life throughout The Big Life group

- The Evaluation Working group has developed tools for measuring Quality of Life (QOL) across The Big Life group in 2006/7

## Doing good business

Develop three new profitable businesses within The Big Life group

- Aisha Childcare, Big Life Employment and Northern Solutions continue to be developed

Achieve a turnover of £10m (£5.5m trading, £3.5m contracts, £1m grants) with a 10% profit on each business

	Trading	Contract	Grant
Total	£3.25m	£3m	£2.1m
Target	£5.5m	£3.5m	£1m

- Total turnover for 2005/6: £8.35m

Support the development of 20 social enterprises, sharing expertise, practical support and providing incubator facilities for emerging businesses to assist them in becoming sustainable businesses

- 15 social businesses including CHAP, Recycling Liverpool, Nornir and Meanwood Valley Urban Farm have been supported
- The Big Life group has had input into 5 Social Enterprise networks: Liverpool Plus, Manchester Social Enterprise Forum, Wyselink Leeds, NW regional Social Enterprise Coalition and the Social Enterprise Coalition

- The Big Life group has also contributed to two government (the Department for Education and Skills and the Department of Health) working groups on social enterprise

Create an asset base and sufficient cash reserves for The Big Life group

- Progress has been made to further establish adequate cash flow arrangements

No one customer to be responsible for more than 20% of each business

- None of the businesses are reliant on any one customer for more than 20% of their income

## Improving what we do

Achieve two recognised quality standards

- The Matrix Training qualification has been achieved and Investors In People, Drug and Alcohol National Operating Standards (DANOS) and Quality Counts standards are underway

Establish a comprehensive staff-training programme, ensuring all staff are fully supported to achieve their responsibilities

- 382 training places have been taken up on 57 courses this year
- Since 2002, 1,240 places have been taken up on 161 courses

Ensure all activities undertake monitoring and evaluation. This will included establishing customer feedback systems

- Two evaluations have been carried out this year: the Zion Community Resource users survey and the Sure Start Play Unit evaluation
- Three services now manage their own internal evaluations as part of their work programme and two services have been supported to begin their own evaluations in April 2006. Since 2002 17 evaluations across the group have been carried out

Have Non Executive Director involvement in all businesses, and user and community input into all services. Have a network of Ambassadors keeping up to date with innovations and best practice

- Six Non-Executive directors are on the boards of our businesses and charities

Have a culture which reflects our organisational values and works towards achieving our objectives

- More staff have undertaken Vision and Values training this year, taking the total number to 100 since 2002
- Continue to roll out Pacific Institute's Investors in Excellence and STEPS programme.

## Changing the world

Launch three major campaigns which highlight and tackle issues of discrimination, disadvantage or poor quality, effectiveness or efficiency

- This year, a response has been made to the Supported Housing Consultation and to the Green Paper on Welfare Benefit reform

Work in partnership with external agencies, businesses and authorities to develop services and opportunities for excluded communities

- 93 partnership forums are attended on a regular basis across Manchester, Liverpool and Leeds

Publish research on three topics affecting the lives of people who are disadvantaged

- The Joseph Rowntree Street Enforcement study began in April 2005 and is continuing. A survey of drug related deaths of vendors in Liverpool and a survey of vendors experience of hostel accommodation have been completed this year. Since 2002, 12 pieces of research have been conducted

Promote the brand of The Big Life group, its subsidiaries and associated charities in order to improve the lives of the people we work with

- Big Life Employment won the North West Development Agency Success Award for Diversity and was runner up in the Guardian award for Public Services. Fay Selvan won the Business in the Community Seiff award

# The Big Life Company

Company No. 04227431

Annual Turnover £2.3m

Board of Directors

Fay Selvan

Kevin Wilson

Neil Turton

Priti Butler

Hadas Altwarg

Donna Ngan

Peter Marcus (Appointed 08/11/05)

Allan Beswick (Appointed 27/02/06)

The Big Life Company provides the core services to The Big Life group including: human resources, research, finance, communications, corporate governance and

development. The Big Life Company also manages a Sure Start centre and a healthy living network (bloom) both of which are based in Manchester.

Kerry Katona with Manchester Fire Service - winners of a Big Difference Award (Photo: Jason Lock)





### Website Launched

The Big Life group website was launched this year: [www.thebiglifegroup.com](http://www.thebiglifegroup.com)

The comprehensive site includes web pages for all the businesses and services within the group along with the latest news and a number of downloadable documents such as annual reports and research material. The number of visits to the site have increased month on month.

### Awards Success

Fay Selvan won the Business in the Community's Awards for Excellence Sieff Award for the North West, which is for individuals, based in the community, who have collaborated with business to the benefit of society. The awards were presented at a special ceremony attended by business leaders from across the region.

### Big Difference Awards

The annual Big Difference Awards took place in Manchester and Leeds, and were both great successes.

Over 130 nominations were received and over 350 people attended the awards ceremonies. Guests at the award ceremonies included Hazel Blears MP and local celebrity Karry Katona, who both presented awards.

### Staff Welfare

A staff welfare policy was introduced for staff across The Big Life group. To compliment this, a staff welfare pack, "all about you", was launched and included a number of tools to help staff towards a healthier, happier work life.

The pack included a pedometer and record card, a timetable of health and well-being classes held in Big Life buildings, details of a staff healthcare scheme through Healthsure, and a fruit bowl scheme to encourage staff to eat healthily while at work.

### Campaigns

Campaigning work this year focused on social enterprise, particularly the contribution it can make to improving health. Fay Selvan took part in a key fringe event at the Labour Party conference in September: "New Approaches to Primary Care - is social enterprise the solution?" The fringe meeting looked at how social enterprises, such as The Big Life group, can provide quality healthcare services, delivering real change to people and communities.

### CHAP

CHAP, the Community Health Action Partnership based in Salford, became fully independent this year. Staff were transferred to their employment in October 2005. The Big Life group would like to wish them every success for the future!

## what next?

- Business planning for the next 5 years will commence in 2006
- Launch a staff Intranet
- Achieve Investors in People

**The BigLife Company**  
business changing lives

# Sure Start Longsight Children's Centre

Sure Start Longsight became the first centre to be given Children's Centre status in Manchester and now offers even more services to parents and children (aged 0 – 4).

The Big Life Company is the lead managing agent of sure Start Longsight Children's Centre, employing staff and managing finances. The project is overseen by a multi-agency board.

## Highlights

This year 1,036 children attended Sure Start Longsight services, 136 people accessed training at the centre and 29 people completed the volunteering course.

Sure Start Longsight provides a range of services to local parents and children including a play unit, early years library, parent and toddler groups, family support services, welfare and benefits advice, community parents, employment information, advice and guidance, children's information services and volunteering opportunities. Training has taken place in a range of subjects including aromatherapy, assertiveness, parent survival, counselling, English as a Second or Other Language (ESOL) and a range of IT courses.

## Sure Start Longsight Children's Centre Sensory Garden Project

In 2005, a number of Sure Start parents undertook a landscape gardening course with Myrescroft College to design a sensory garden.

All completed the course and are now in the process of building the garden with help from local landscape gardening company, Home Grown Ginger, which is co-ordinating the project and Community Services (part of the Probation Services) who are helping with some of the construction tasks. The Sensory Garden will provide seating areas, a butterfly garden, a herb garden and a water feature.

Sure Start Longsight Children's Centre sensory garden



## Earthquake Appeal

On 8 October 2005, a massive earthquake struck India and Pakistan. Thousands of people were killed and, because of the vast area affected and the difficulty of reaching remote mountainous areas, thousands more faced a harsh winter without adequate shelter, food or medical facilities.

Sure Start Longsight held a community fete in aid of people living with the after effects of the quake. Organised by parents using the centre, the event had stalls, a range of food on offer, head massage, henna tattoos and various games - raising nearly £1,000 for the Earthquake Appeal.

## what next?

- Launch the sensory garden
- Expand further into the Longsight area



bloom in the community

# bloom - healthy living network

bloom is a Big Lottery funded project that aims to promote healthy living in four wards of Greater Manchester: Hulme, Moss Side, Whalley Range and Old Trafford. It is a partnership project with Central Manchester PCT, Trafford North PCT and various local groups.

The Big Life Company is the lead agency, employing staff and managing finances. The project is overseen by a multi-agency steering group.

## Highlights

This year, bloom arranged and/or attended over 20 events and activities, making contact with over 2,000 people. This included organising a Party in the Park in Trafford, with stalls from a range of local services and projects, and music and entertainment for local people. bloom also took part in Moss Side's annual carnival and participated in a Sport's Fun Day at Moss Side Leisure Centre. It organised an amateur boxing club for local young people, a football tournament with several Trafford schools, ladies badminton sessions and a Diwali event.

Over 30 people have volunteered with bloom during the year and attended their volunteer training programme. Community volunteers have gone out to work in a variety of places in the region, both within The Big Life group, including Aisha Childcare and the Kath Locke Centre, and with a number of external projects such as Jnr8, a youth and community centre.

## what next?

- Take over the management of Zion Art Paintbox, Zion Garden and Zion IT suite at the Zion Community Resource in Manchester, and establish a full time Quality of Life worker there
- Develop the work of the volunteer co-ordinator to encompass more work with local young people, enabling them to recognise their skills and potential in securing employment

# Big Life Employment

Company No. 04118653  
Annual Turnover £1.6m  
Board of Directors  
Fay Selvan  
Donna Ngan  
Priti Butler

Big Life Employment provides training and employment opportunities to people who have been excluded from the mainstream jobs market.

Big Life Employment at the European Social Fund Conference with James Plaskitt MP and European Commissioner Vladimir Spidla



## Highlights

This year Big Life Employment found 83 people supported employment places and helped 30 people into mainstream employment.

1,119 people accessed training through Big Life Employment from a menu of 51 training courses, with 190 of those taking part achieving recognised qualifications.

## Recognised with Success

In December, Big Life Employment won a European Social Fund award recognising the contribution they have made to promoting diversity in employment. The award was presented at a black tie ceremony in Liverpool's St Georges Hall.

Big Life Employment was also showcased at a major conference organised by the European Social Fund and at an event organised by the North West Regional Assembly. BLE's work was also recognised by the Guardian newspaper, when it came runner up in the Public Services Award for Diversity.

## Employment Events

Business leaders from across the region visited BLE to meet with young people and learn about the barriers they faced in accessing employment for the "Seeing is Believing" event.

In the same year, BLE organised its first two conferences on the barriers which people face in accessing employment: one in Manchester and one in Leeds. These were attended by a range of businesses from across the region who discussed how the workplace could become accessible to a more diverse set of people, such as people who are homeless, ex-offenders and people with literacy problems.

## Earthworks

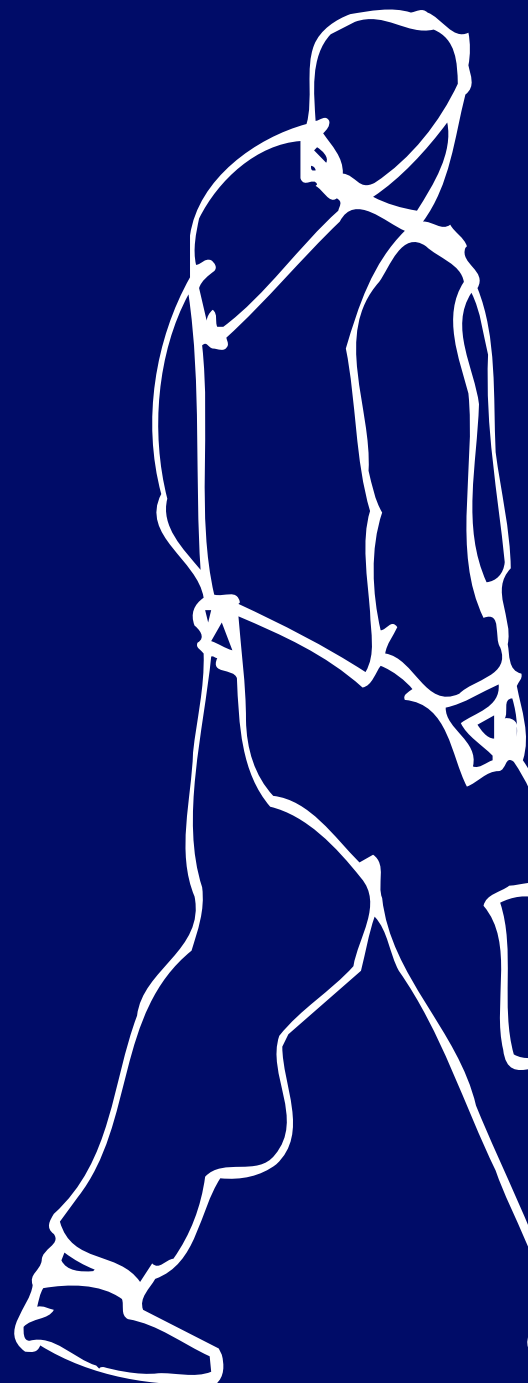
Big Life Employment was involved with a social inclusion project to create a working wind turbine, organic allotment and sustainable education centre in the heart of Liverpool.

Four homeless people who were on a training scheme with BLE were core members of the project, which also included local people and members of local faith communities. The same team also contributed to a major conference, Urban Forum, aimed at promoting regeneration projects nationwide.

The Earthworks team ran a practical session at the Urban Forum, creating a small-scale, low impact living demonstration centre, including a web-cam operated by pedal power and a solar water heater.

## what next?

- Secure new contracts to ensure business sustainability
- Pilot a service for people on Incapacity Benefit to help them return to work
- Develop Big Life Employment Agency





# Aisha Childcare

Company No. 04713084  
Annual Turnover £890,000  
Board of Directors  
Fay Selvan  
Donna Ngan  
Priti Butler

Aisha Childcare offers high quality and flexible childcare through its day-care, after-school and playschemes while also employing and providing training opportunities to local people.

Mayor of Trafford Cllr Pauline Lane and Beverly Hughes MP with Fay Selvan at Aisha Trafford Launch (Photo: Jason Lock)



## Highlights

159 children accessed Aisha Childcare services this year. 13 local people accessed childcare training at Aisha's two centres and 11 people were employed from the local community.

Aisha continues to employ a diverse range of staff, reflecting the communities that it works within (fig ii shows the ethnicity of children who attend both of Aisha's nurseries and their after-school clubs).



## New nursery opens

Aisha opened its purpose built 100-place nursery in July. The Minister for Children, Young People and Families, Beverly Hughes MP, and the Mayor of Trafford joined staff and local people at the official opening of Aisha Childcare's new centre. "I'm excited to see this new centre, which is part of the neighbourhood nursery initiative," said Beverly Hughes MP, "offering invaluable services that give children a better start in life."

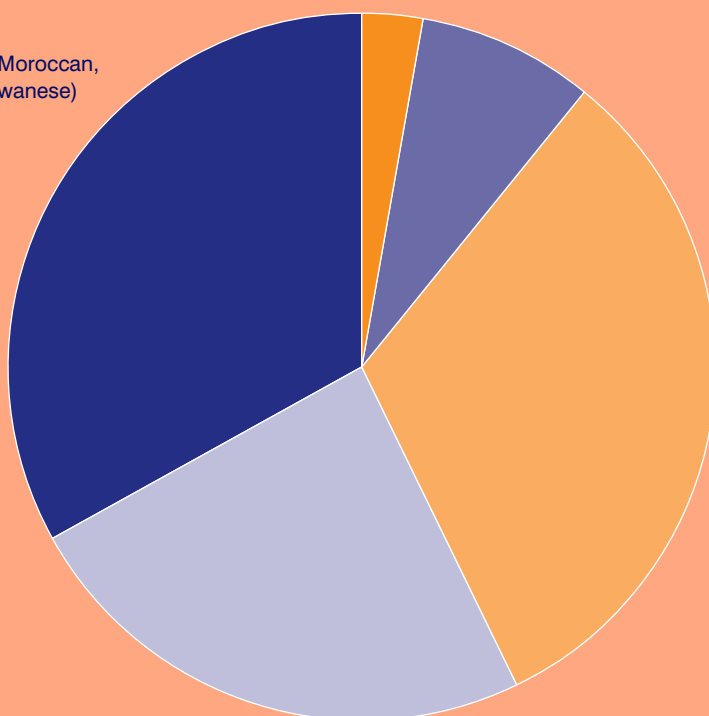
This is the second nursery opened by Aisha Childcare, the first being at Sure Start Longsight Children's Centre. It has also started two after-school services in local schools.

## OFSTED Recognition

OFSTED again gave good reports on Aisha Childcare's activities. In a report about its after school service, it said: "Children's sense of well being is ... encouraged as they confidently interact with staff asking many questions and sharing their thoughts, feelings and ideas."

"Staff have very good relationships with the children, making sure they are settled confident and happy."

fig ii. - Ethnicity of children



## what next?

- Achieve full occupancy of both nurseries
- Develop new nurseries and out of school projects in the region

# Northern Solutions

Company No. 04118649  
Annual Turnover £335,000  
Board of Directors  
Fay Selvan  
Donna Ngan

Northern Solutions is a buildings maintenance company offering caretaking, maintenance, cleaning and landscaping services while

providing training and employment to people who have been excluded from the mainstream jobs market.

Northern Solutions at work (Photo: Jason Lock)





## Highlights

The 'Giving a Lift' project, supported by Ainscough Crane Hire, continues to provide work experience and training opportunities to people who have been excluded from the workplace. It aims to move people back into permanent employment, while delivering services free of charge to local housing associations and communities to help them improve their physical environment.

Housing associations and corporate businesses came together to find out how they could support the work of Northern Solutions by getting involved with the 'Giving a Lift' project in September, which resulted in additional contracts being secured.

People First Housing spoke at the presentation about the positive effects the Giving a Lift project had had on its own estates: as part of the service to People First, the coping stones on walls around the estate were jet washed and the results were astounding, lifting the overall visual impression of the area and welcomed by the residents.

The project now delivers five external contracts: Women's Electronic Village Hall, HARP, a Mental Health Partnership in Cholton and two contracts for People First Housing.



(Photo: Jason Lock)



## what next?

- *Develop the Giving a Lift project to work in partnership with more agencies*
- *Restructure Northern Solutions to create locally based teams*

# The Big Issue in the North

Company No. 03026628

Annual Turnover £1.5m

Board of Directors

Fay Selvan

Donna Ngan

Kevin Wilson

Richard Brown

Allan Beswick

The Big Issue in the North is a weekly magazine sold by homeless people across the North of England, giving people the opportunity to earn a legitimate income and operating as an alternative to begging or crime.

WORKER  
OR BEGGAR  
ITS YOUR  
CHOICE

Selling the magazine  
increases peoples  
self esteem and gives  
them the motivation  
to change their lives.

Treat the vendors  
like any other  
working person.

take the mag  
pay respect

**THE BIG  
ISSUE**  
IN THE NORTH  
[www.thebigissueinthenorth.com](http://www.thebigissueinthenorth.com)

**City**  
LIVERPOOL & SOUTH SHIELDS

## Highlights

751 people (vendors) were badged up to sell The Big Issue in the North this year, including vendors who accessed new satellite offices in Preston and Kendal. The introduction of these offices, along with the well-established outlets in Hull and Scarborough, mean that even more people have access to the magazine without having to travel to the main offices in Leeds, Liverpool or Manchester.

Advertising brought in over £361,000 to the company this year and the circulation figure of the magazine remained stable at 30,904 (ABC figs.).



## Calendar Vendors

Fashion photographer Cecilia Hallin, stylist Lydia Gerlan and art director Pernilla Berndtsdotter went on a European tour to cities across Europe including Gothenburg, Copenhagen, Manchester, Leeds and Liverpool where they photographed homeless people in palatial bank buildings and the foyers of luxury hotels as part of the European Homeless Calendar project 2006. The finished calendar was sold across Europe and featured three Big Issue in the North vendors.

Danny, who sells The Big Issue in the North in Manchester, said, "It was a great experience. We went to one of Manchester's top hotels to do the photo shoot. I think the pictures will really make people think again about homelessness - that someone who is homeless is a person just like everyone else."



England's Homeless World Cup Team (Photo: Jason Lock)

## Homeless World Cup

England's Homeless World Cup team did the country proud and brought back The Big Issue Scotland Trophy following the week long Homeless World Cup tournament in Edinburgh. Italy were the outright winners of the tournament for a second year running.

The Big Issue in the North once again worked with Manchester United to organise the England Team for 2005 and 2006. A nation-wide search to find the team for the 2006 tournament kicked off at Manchester United's training ground in January, with over 200 people attending the opening round. The team will travel to South Africa in September to take part in the international Homeless World Cup event.

Further footballing action took place during the summer of 2005 when vendors from the Liverpool office took part in a football coaching course with Liverpool FA and were awarded a level 1 certificate in football coaching.

## Campaigns

The Big Issue in the North launched a campaign to persuade people to "Take the Mag" with a series of adverts placed in public areas in Leeds and Liverpool.

The campaign urged members of the public to think twice before they give vendors money without taking the magazine, an action which undermines the sense vendors are working and not begging and can inadvertently support people who are using the magazine fraudulently. Vendors in Sheffield joined those in Manchester, Leeds and Liverpool in wearing the orange bibs supporting the company logo and the phrase "working not begging" which identifies them as a legitimate vendor of the magazine.

## what next?

- Relocate the Liverpool Office
- Develop 8 new satellite offices across the North of England

# charities

## The Big Issue in the North Trust

Company No. 03164559  
Charity No. 1056041

The Big Issue in the North Trust is a registered charity that raises funds to provide services for vendors of The Big Issue in the North magazine and other homeless people, to help them move away from homelessness for good.

## Big Life Services

Company No. 03311884  
Charity No. 1062333

Big Life Services is a registered charity which includes: Kath Locke Centre, Zion Community Resource, Therapeutic Services, Self Help Services and Summergrove.

The Big Issue in the North Trust and Big Life Services are separate organisations but share one board of directors:

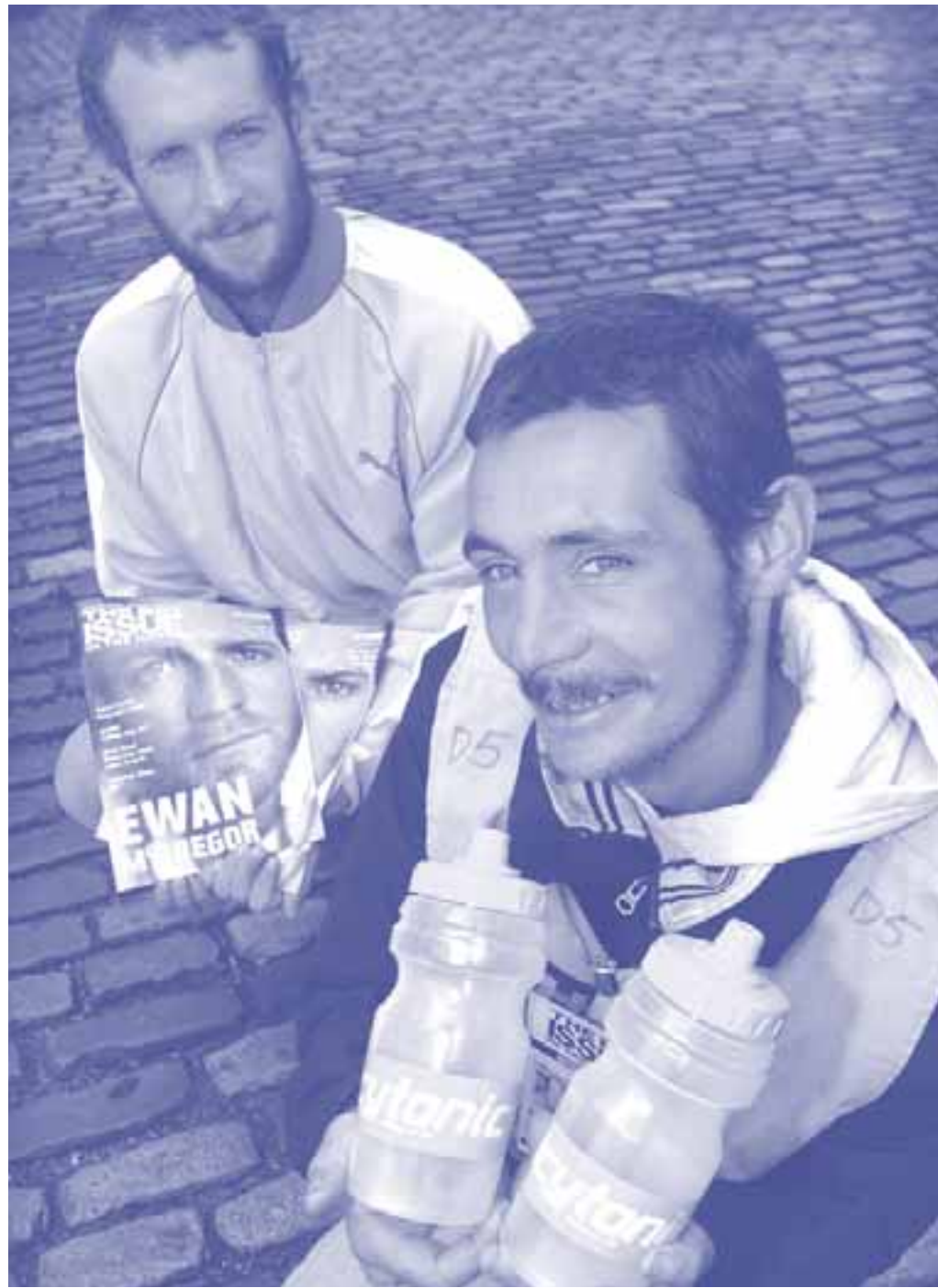
- Fay Selvan
- Mark Fitzgibbon
- Laura Nuttall
- Angela Young
- Mumtaz Bashir
- Adrian Jennings
- William Harvey - Resigned - 10.5.05
- Paul Goddard - Resigned - 8.11.05
- Barry Collins - Resigned - 8.11.05
- Bruce Learner - Resigned - 27.2.06





# The Big Issue in the North Trust

The Big Issue in the North Trust provides support and services for homeless people across the North of England.



Vendor's with water bottles from Yorkshire Water

## Big Life Plan

This was the first full year that The Big Life Plan, a comprehensive move on programme of support for vendors of The Big Issue in the North, ran following its launch last year.

126 vendors took part in the programme during the year, accessing a range of support including help finding temporary or permanent accommodation, registration with a GP or dentist and support to move into drug or alcohol detox services.

This year The Big Issue in the North Trust helped:

- 56 vendors into jobs
- 135 vendors into temporary accommodation
- 51 vendors into permanent accommodation
- 364 vendors referred to drug treatment
- 75 vendors into training
- 251 vendors registered with a GP

## Relay Project

The Relay Project which is managed by The Big Issue in the North Trust was launched in Liverpool, with two dedicated support and development workers, funded by the Liverpool DAAT.

The project supports former and existing drug service users to get involved in the planning and provision of drug services, at all levels. It also organises and funds training and personal development opportunities.

## Vendor Audit

The annual vendor audit looked, for the first time, at crime committed upon vendors and discovered that 35% of vendors have been the victims of violence and 46% have been threatened.

Vendors continue to feel that selling The Big Issue in the North and accessing its services helps increase their motivation to move on in their lives. The report also found that 56% of vendors had slept rough at some point during the last 12 months prior to the audit taking place.

A full copy of the audit is available on the website: [www.bigissueinthenorth.com](http://www.bigissueinthenorth.com)

## Fundraising

The Trust ran a successful campaign during the year with over 2,000 Friends of the Big Issue donating regularly to the charity. Clare Teal, the internationally renowned Jazz singer, staged a special benefit performance in aid of The Big Issue in the North Trust at a top Manchester restaurant in June. The evening was sponsored and organised by Zeus Capital, the corporate finance advisory business, and raised around £10,000.

Yorkshire Water was another donor this year, it gave water bottles to vendors in Leeds to help prevent dehydration during the hot summer months.

New fundraising initiatives were developed throughout the year, including schemes to recycle mobile phones (with SHP Solutions) and ink cartridges (with Ink Again).

Other partnerships were formed with the Phone Co-op, Charity Flowers and Good Energy.



## what next?

- Evaluate the success of the Big Life Plan
- Secure statutory contracts to deliver more services to homeless people

# Kath Locke Centre

The Kath Locke Centre is an NHS primary care centre managed by Big Life Services.

Kathe Locke Reception (Photo: Jason Lock)





## The Centre

The centre has a range of primary care services including chiropody, a dentist, audiology and optics which run alongside complementary healthcare services such as counselling, massage and self help services. A community mental health team, a range of voluntary agencies (including the Black Health Agency and the African Caribbean Mental Health Service), and bloom – healthy living network, also operate out of the centre.

In 2005/6, the Kath Locke Centre had over 37,000 visitors and received over 17,100 calls.



## User Evaluation

The Kath Locke Centre ran a user evaluation in September 2005, in which 79 visitors to the centre were asked a range of questions both about themselves and the service they received there. Over 90% of respondents said the help they received accessing services in the centre and the assistance from reception staff was good or very good. Many left comments as to how good they found the centre.

One respondent said, "Kath Locke should be a 'must visit' for all new workers in the NHS and voluntary sector."

## Kath Locke Centre model highlighted

The Kath Locke Centre has received a lot of attention this year as a model for delivering primary care services in a different kind of way. The centre has been highlighted in a number of NHS networks, and featured both in the Social Enterprise Coalition's guide to procurement "More for your money" and in an article in the Health Service Journal.

Fay Selvan has spoken in detail about the Kath Locke Centre at a number of events throughout the year, including a Labour Party Conference Fringe event and the Social Enterprise Coalition's annual conference.

## Health Events

Throughout the year, the Kath Locke Centre held a number of health promotion events including a Black History Health Event in October, with stalls from organisations including ALFA (Active Life for All), Smoking Cessation, bloom, Welcome Centre and Marks & Spencer. Among things on offer were Keeping In Touch workshops, hand massage and relaxation sessions.

# what next?

- Kath Locke Centre celebrates its 10th anniversary
- Establish a GP in the centre
- Carry out a full refurbishment of the centre

# Zion Community Resource

The Zion Community Resource is home to a variety of services for people living in Moss Side, Hulme, Old Trafford and beyond. These include the Zion Art Project, Zion Garden Project, Self Help Services, an IT Learning Zone, National Phobics, HARP Café,

Manchester Drugs Service, Youth Contact Team and DASH (Drugs Advice & Sexual Health).

More than 22,000 people visited the Zion Community Resource during the year and it received more than 29,000 calls.

Plants in the Zion Greenhouse (Photo: Jason Lock)



## Events

The Zion Community Resource held a number of events during the year. The Garden Project, a training and mental health project, held a garden party in July where people had the chance to view the garden, receive some gardening advice and buy plants.

Later on in the summer, the Zion held its annual Summer Bonanza, for people to find out about the centre and take part in a range of workshops including tai chi and belly dancing.

## Midwifery Project

The midwifery project based at the Zion moved from a small office for the Specialist Midwife Consultant to a re-furbished space within the building, providing a smart office base for the alcohol and drugs midwifery specialist team who had previously been spread across Manchester. Space was also made available to offer a room for parent support and parenting skills groups.

This new development is very exciting for the Zion and the Specialist Midwifery Service, as for the first time people are able to access a full range of these services at the Zion.

## Walk a Weigh

The Walk a Weigh project was launched with funding from Central Manchester PCT this year. The project focuses on weight management in a fun and holistic way and over 50 people are enrolled on the course, finding it an invaluable help to their efforts to lose weight.

## National Phobics

National Phobics launched its first 24-hour helpline from the centre this year and, in November, launched the first National Anxiety Week at the Zion. The week aimed to highlight issues around anxiety disorders, encourage better understanding, diagnosis and treatment of the condition.



# what next?

- Unveil a memorial to Di Chisholm in the Zion Garden

# Self Help Services

Self Help Services is a network of user led groups operating across the North West.

Self Help Services meeting (Photo: Jason Lock)



## Highlights

Self Help Services continues to develop new services across the region and now runs 28 groups in Greater Manchester and Blackpool. On average, 12 people accessed each group per week this year, which equates to 336 people per week using Self Help Services. Funding was secured from the Lloyds TSB Charitable Trust Foundation to fund a new assistant co-ordinator post for the service.

## Groups and Services

New groups and services established during the year were:

- *Self-esteem and Assertiveness structured guided self-help group*
- *Women's Refugee Group*
- *Trafford Anxiety Group*
- *Trafford Depression Group*
- *Men's Survivors Group*
- *Post Traumatic Stress Disorder (PTSD) Group*
- *Schizophrenia Support Group*
- *Blackpool Obsessive Compulsive Disorder Group*
- *Whole Body Acupuncture Clinic*
- *Indian Head Massage Service*
- *Yoga Classes*

## Facilitator joins steering group

In September, Kayleigh Caesar, facilitator of the Blackpool self-harm support group, gained a place on the prestigious national steering group for the Better Services for People who Self Harm, which is a Royal College of Psychiatrists' initiative.



# what next?

- *Set up as an independent user-led organisation & charity*

# Therapeutic Services

Therapeutic Services deliver counselling, massage, relaxation, reiki, homeopathy and art drop-in sessions to promote health and well-being.

Keeping in touch with Therapeutic Services



## Highlights

680 people used Therapeutic Services this year. Fig iii shows the ethnicity of the service users, showing that again people using the services came from a diverse community.

## Keeping in Touch

Therapeutic Services delivered Keeping in Touch (KIT) courses to four different groups this year, including the Women's Group in the Zion Community Resource and carers in Manchester.

The 12 week KIT course teaches basic skills in neck and shoulder massage, hand massage, relaxation techniques, listening skills, and confidence and self esteem building. Overall, 25 people took part in the courses.

## Counselling

This year Therapeutic Services delivered 3,923 counselling sessions to 504 people, a significant growth in services from the previous year. 115 people came from a Black or Minority Ethnic (BME) community. The number of young people accessing the service again grew: 70 people aged 16 to 25 accessed the service this year compared to 47 last year.

A specific counselling service for families in the Hyde Road Sure Start area was launched, focussing on tackling issues such as post-natal depression, domestic violence and relationship problems.

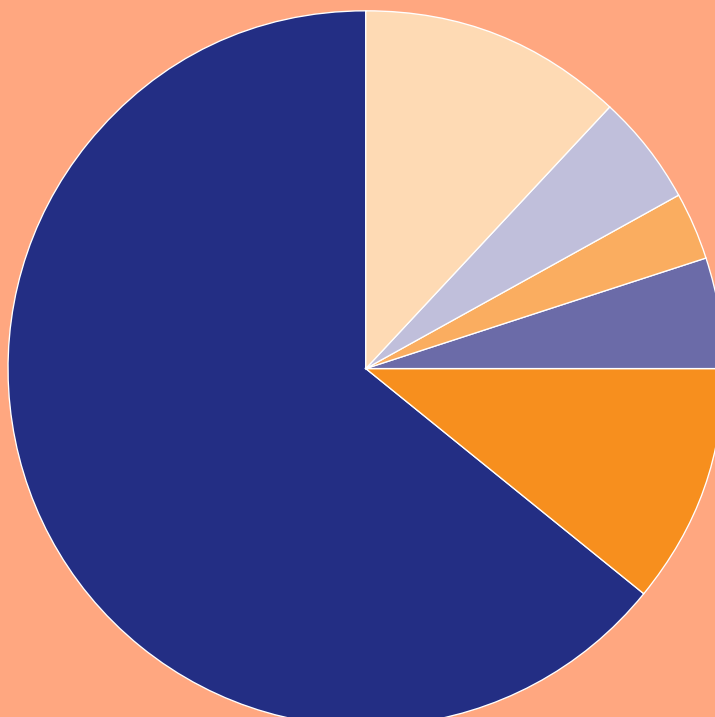
Other counselling sessions took place at the Kath Locke Centre, Zion Community Resource and GP surgeries in Manchester at Victoria Park, Whalley Range, West and South Gorton, Cheetham Hill, Blackley, Ancoats, Miles Platting and Ardwick, and in Liverpool at Summergrove and the Kuumba Imani Centre.

The service continues to receive referrals from GP surgeries. This year 216 referrals were made from GPs and 210 from Manchester City Council's Occupational Health Department.

## Other services

89 people accessed the homeopathy service this year from the Kath Locke Centre and Sure Start Longsight. 20 people accessed the massage service and 8 accessed the reiki service.

fig iii. - Ethnicity of Therapeutic Services' Clients



# what next?

- Develop new contracts with local employers



# Summergrove

Summergrove contains 11 supported flats for parents, who have undertaken a drug or alcohol detox, to live with their children and rebuild their lives.

The building is owned by Maritime Housing Association and the family support worker is seconded from NCH - the children's charity.

Summergrove building (Photo: Jason Lock)





## Highlights

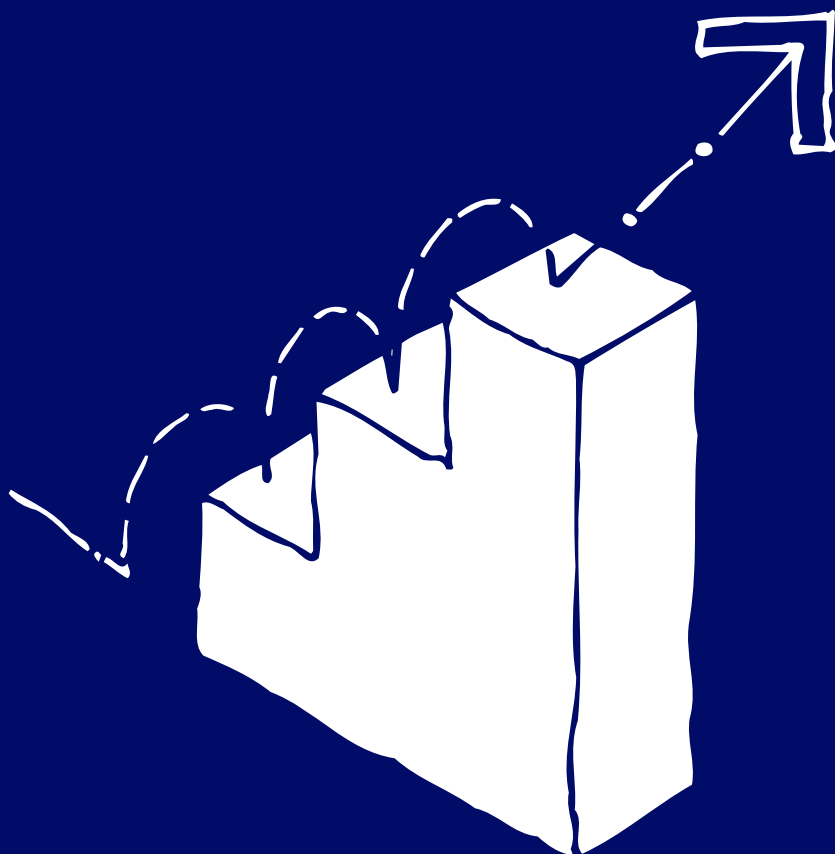
16 families were supported at Summergrove this year. This included 14 single parent families and 19 children. A further 9 children visited their parents who were staying at Summergrove. The project continues to prove its effectiveness in helping families stay together: during their parent's stay at Summergrove, 6 children were removed from the Child Protection Register. This year, Summergrove also passed the Supporting People Audit.

During the year, a number of courses were delivered to tenants at Summergrove to help them re-establish their lives and provide them with training and personal development opportunities, these included courses on healthy eating and smoking cessation. Regular community meetings were also held for tenants to discuss any issues they wished to raise. A number of activities also took place for the children staying at the project including parties in the garden and trips to local zoos and other attractions.

## People's Millions

Summergrove took part in the People's Millions National Lottery Award, hoping to win money so that they could landscape the large garden at the back of the house and further extend the range of services on offer to people who live there. Many thanks to all those who voted. Though they didn't win, the TV exposure they received by taking part in the project was very positive and they are continuing to seek funds to be able to improve the garden.

Included in the People's Millions film was "Mary" – who had just finished a nine month tenancy at Summergrove and had successfully been re-housed in an area of her choice with her 9 year old son. Mary remained drug free throughout her stay at Summergrove and recently started a two-year Access Course in Health & Social Care with a view to going onto study for a degree in General Nursing. Mary was a heroin addict for 22 years but has totally turned her and her son's life around.



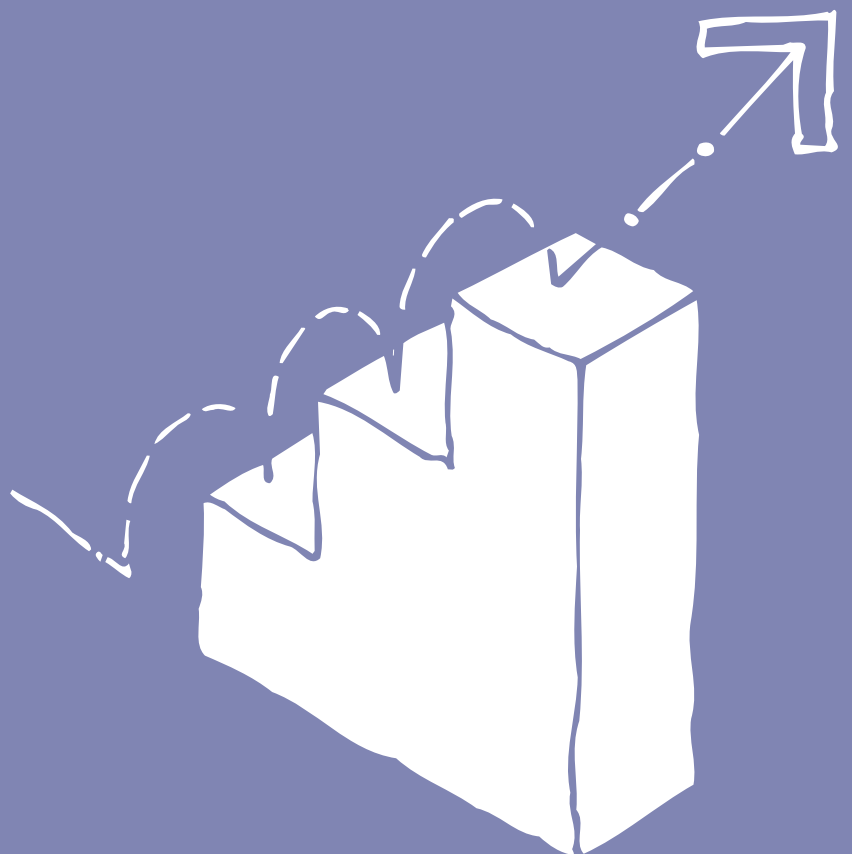
## what next?

- Develop Summergrove's garden
- Build on occupancy rates

# funders



- *Manchester City Council*
- *Trafford Metropolitan Borough Council*
- *Liverpool DAAT*
- *Knowsley DAAT*
- *Sefton DAAT*
- *Manchester Joint Commissioning*
- *Tudor Trust*
- *Lloyds Bank*
- *Manchester Primary Care Trust*
- *Big Lottery Fund*
- *Trafford North PCT*
- *Learning and Skills Council*
- *Job Centre Plus*
- *Ainscough Cranes*
- *Action for Employment*
- *Manchester Multi Agency Gang Strategy*
- *Liverpool City Council*
- *Stockport Metropolitan Borough Council*
- *National Institute for Mental Health*
- *Community Foundation for Merseyside*
- *European Social Fund*
- *European Regional Development Fund*
- *New Opportunities Fund*



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