



Centre for Better Health

Annual Report

2016



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To varying degrees mental health affects us all, whether it's due to a life event such as bereavement, living with depression or more acute needs such as schizophrenia.

At The Centre for Better Health we work with an inclusive ethos. Our activities are open to anyone looking to support their wellbeing or recovery from mental ill-health.

We believe that engaging in activities with others is a vital part of wellbeing and creates the basis for personal development.

Our Services are based in Hackney but are not limited solely to Hackney residents.



We run a **Counselling service**, a **Community Hub**, a **Social Enterprise** and a **Residential Home**.



Our services are open to anyone looking to support their wellbeing or recovery from mental ill-health.

We recognise a **healthy community** is an **inclusive community** in which individuals can live satisfying and hopeful lives and where there is **no stigma** about **mental ill-health**.



Chair & Director's Report

An oasis in the middle of a pressurised city

Paul Sheils LLB Chair

Ashwin Mathews Director

An oasis in the middle of a pressurised city is often the feedback that we get from individuals who use our services.

We are happy with that, not least because all the staff at CBH work incredibly hard to create an atmosphere of warmth and support for anyone who comes through our doors and wants to engage with our services.

To do this, whilst at the same time managing and developing services that are constantly required to adapt and change is a testament to the staff team's dedication and professionalism.

Over the course of this year we have constantly looked to develop our services both internally via our quality assurance cycle and externally through partnership working and connections. CBH over this year was asked to join two important local networks – The City & Hackney Wellbeing network (Local Authority funded) and The One Hackney network (CCG funded). Both allow us to offer our services to a wider range of individuals within the borough. They also signal an important development in the organisation's partnership working with local funders and organisations.

Our social enterprise has benefitted from the first year of National lottery funding, which has enabled us to add to our capital equipment for the bakery and the bike shop, as well as contributing to salary costs within those businesses. The funding has also allowed us to commission an external evaluation of the project to give an analysis of the benefits, as well as areas for improvement and to put a figure on the social return on investment that the project offers.

Earlier this year, Nesta and the Observer launched a call to find 50 of Britain's new radicals (those people and organisations who are coming up with creative answers to the big issues of our times). The award celebrates innovative projects making a difference to society and compiles a list every two years of the 50 best new radicals from hundreds of entries and nominations. In July 2016 the CBH Bakery made it onto this prestigious list.

The community hub has again grown this year. The variety of courses and workshops that we deliver on a termly basis is of a high quality and has seen the membership grow by 158. Taken together with the satisfaction feedback and wellbeing scores that are

reported on within this report, it highlights a wonderful resource for the wellbeing of the local community. We were particularly delighted to have received an Innovation Fund grant from the City and Hackney Clinical Commissioning Group (CCG) which allowed us to expand the range of therapeutic groups offered this year.

Our counselling service has supported 271 clients over the course of the last year and the overwhelming qualitative feedback has been positive. The service is also fairly unique in that we do not solely exist for individuals who are in difficult moments in their life but try and offer an affordable resource for anyone who wants to make a sense and meaning from experience. This might mean that an individual is not solely looking to alleviate the symptoms of depression

for example, but looking to build up a resilience and resource within themselves for the longer term -which often means less of a burden placed on statutory services in future. Its difficult to quantify some of the benefits of this, especially when they can be felt 6 months or a year after counselling has ended, but part of the challenge we recognise in developing this service is to make a case for the unique offering that we have.

CBH continues to stay focused on its strategic plan developed around the following three aims:

1. To be a centre of quality work in the support of wellbeing and recovery from mental ill health

2. To develop the revenue streams of the organisation in order to sustain the work

3. To develop the reputation and relationship with purchasers of the service

With a busy year behind us and another in front, we gratefully thank colleagues on the board of CBH, an incredible staff team and the many fantastic volunteers who give their time to supporting CBH and its mission.

We hope you enjoy reading this report which highlights the efforts and successes that have made up this year.



Counselling Service

Centre for Better Health counselling and psychotherapy service provides inexpensive access to talking therapies for those who need it.

This year our counsellors at Centre for Better Health provided talking therapies for 271 clients. We offer our service for up to a year, based on need and a sliding scale of cost.

Our team of counsellors and psychotherapists provide a wide range of therapeutic approaches such as Integrative, Person Centred, Gestalt, Existential and Psychodynamic. We offer our clients a unique self-referral service, with a relatively short waiting time.



Our clients



68% Hackney residents
7% Tower hamlets
6% Waltham Forest.

54% White British
10% Black
5% Asian

97% were extremely or very likely to recommend us to family and friends.

The concerns we address

Aggression · Anxiety · Bereavement · Depression, Domestic Problems · Emotional Difficulties · LGBT, PTSD · Relationship Problems · Stress and Work Related Difficulties.

Outcomes

We constantly monitor our outcomes so we can ensure that our service is as effective as possible. We use two systems to track progress and get feedback - the CORE Outcome Measure and an anonymous feedback form at the end of therapy. The CORE Outcome Measure (CORE-OM) is a client self-report questionnaire, administered before and after therapy. We were able to collect questionnaires for 213 (82%) of the 260 clients who completed counselling with

us this year. This is an increase from 72% last year.

45% overall improvement in reliable change (up from 43% last year).

2% saw a deterioration (up from 1.5% last year).

23% have seen an improvement in diet as a result of counselling

42% have seen an improvement in exercise as a result of counselling

77% have seen positive changes in terms of social activities as a result of counselling

63% have seen positive changes in terms of tasks at home as a result of counselling

5 clients have gained employment

We asked our clients to rate their improvement on a scale of 0 to 3. The average levels of improvement were:



0 = no improvement
 1 = some improvement,
 2 = a lot of improvement
 3 = complete improvement

Supervision

A vital part of counselling

Many of the fifty counsellors at the Centre for Better Health are in training for various counselling qualifications, including their accreditation. Nationally all counsellors in training are obliged to have regular supervision on an individual basis or in a group setting for a prescribed number of hours per month. At the Centre for Better Health our counsellors have an external supervisor of their choice and regular fortnightly group supervision provided by four supervisors employed by CBH.

What is supervision?

Just as the essence of counselling is the relationship between the counsellor and client, in supervision it is the relationship between counsellor and supervisor. It is a joint enterprise in which the counsellor has space to stand back and reflect on their relationship and work with their client. Supervision provides a secure base from which counsellors can unpack their feelings

and wonder if their own feelings are being triggered or if they are experiencing the feelings of their client. Many of our clients have suffered from different forms of trauma, ranging from childhood neglect to complex bereavements, losses and abusive relationships, which result in painful thoughts, feelings and distress. Supervision provides a way of containing both counsellor and client in their complex relation which delves into these feelings.

Buzz from the growth of clients and counsellors

Seeing both the growth of our clients and the counsellors is very rewarding. The metaphor of tending a garden comes to mind - with the right ingredients all of us are able to develop both psychologically and emotionally. Our clients and counsellors learn from each other on a journey of not knowing and the supervisors learn from both.



A Counsellor's experience

Alison



I came to the Centre for Better Health on a counselling placement 18 months ago. This is my second placement - I worked at a drug and alcohol service in South London before coming here. My training is in person-centred counselling. I've learnt and developed as a counsellor so much whilst I've been here.

I will finally qualify this year. I completed most of my Diploma last year, but I've had a lot going on, and it's just the last bit of paperwork now and I'm done! Isn't it just the last bits of anything that take the longest?

I know I will look back fondly at my time at the Centre for Better Health, as the place I became a counsellor.

For me, being a counsellor is a privilege - to witness another person and be allowed into their inner world feels a very special kind of job. And I have learnt so much from my clients, and actually about myself.

I will definitely be staying at the Centre, post-qualification. I really like it here and it feels so important to have low-cost counselling - it goes some of the way to making counselling accessible to everyone, not just to those who can afford it.

The Centre feels pretty unusual in that it is a dedicated counselling service, which also looks to support wellness in other ways too. I was part of that as I co-facilitated a course on focusing earlier this year. Teaching a group was a relatively new experience for me, and finding ways to share something that is not easily explained was certainly a challenge, but in a life-enhancing and creative way and there were some very special moments for me during the course. So there are another 12 people in the world who now know what focusing is!

Focusing is a listening and compassion practice, which pays attention to what is, often subtly, felt in the body. Out of this listening, change happens naturally.

Community Hub

The community hub is committed to providing low cost inclusive courses, classes and groups for all

We run three termly programmes throughout the year. Our programme includes courses and groups such as:

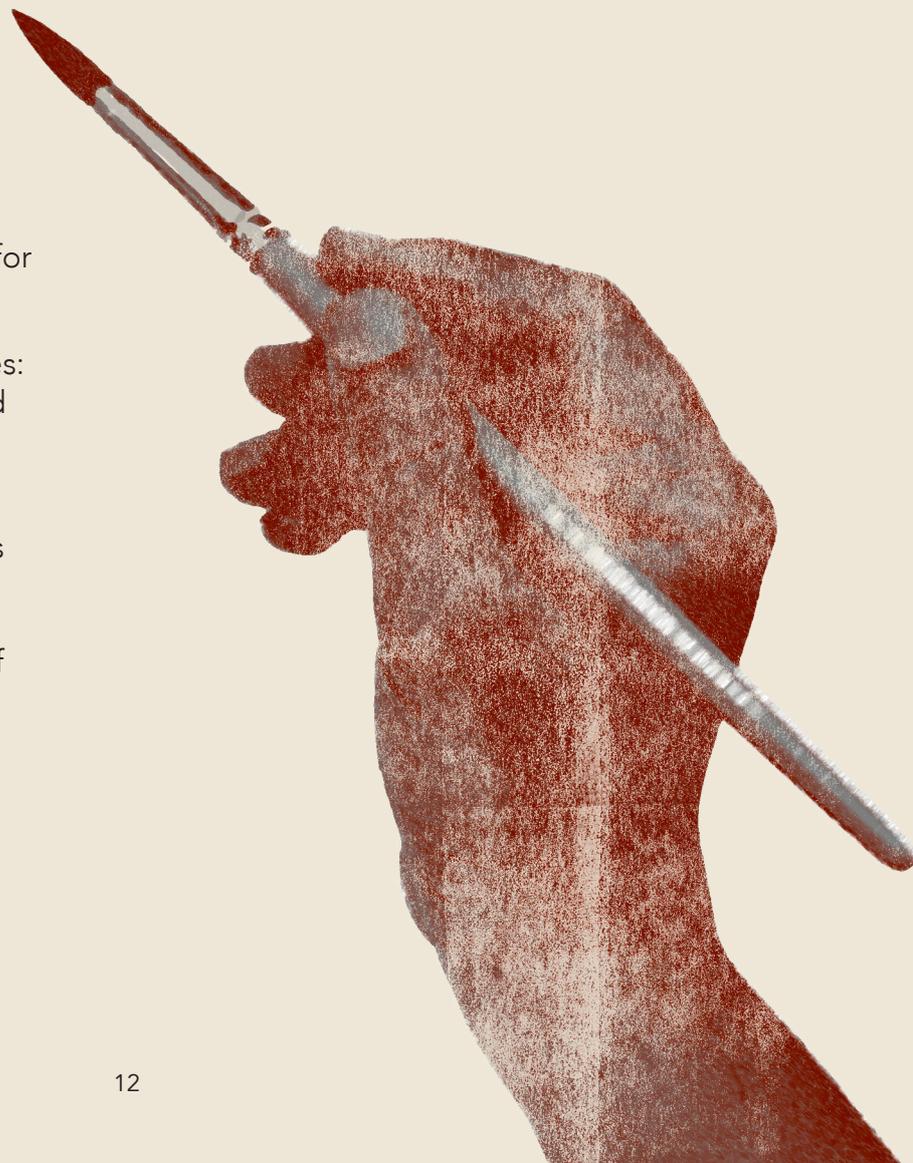
Creative arts and crafts: including ceramics, knitting and painting and drawing

Physical health: yoga, Pilates, Chi-Gong and both a Community and Indian head massage

Therapeutic Groups: women's art group and support group for men

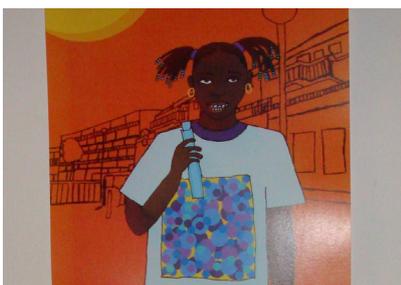
Personal Development courses: a variety of Mindfulness based courses as well as an open Personal Development group

Our inclusive approach means that our classes and groups contain participants of mixed abilities and different paces of learning.





This year we ran **34 groups, courses and workshops**, as well as hiring the space for another **8 groups and activities**. A total of **217 members** accessed our community hub, **158 of these were new members**.



Overall satisfaction with our courses, groups and workshops was high. When asked the question 'how do you rate the course overall?' The average score as 3.8 out of a possible 4.

Our Courses, Groups and Workshops

We ran three ceramics courses; a beginners ceramics course, intermediate ceramics and a new sculptural ceramics course. Each of these courses are led by accomplished ceramicists. All were 10 week courses and lasted for either an hour and a half or 2 hours.

The beginners ceramics course was held in conjunction with Hackney Community College as was the Painting and Drawing course which ran over 10 weeks for 2 hours each week.

Compassionate Mindfulness, Mindfulness and CBT and Mindfulness: 8 week courses running for 1 ¼, 1 ½ and 2 hours respectively.

Art Therapy for PTSD, Anxiety and Depression; 10 week closed women only group for 2 hours each week.

Garden Craft Group: 6 week group for 2 hours each week

Chi Kung: 6 weeks repeated twice each term for 1 ½ hours each week

Open Art: Ongoing drop-in class for 2 hours each week

Drama Therapy: 10 week course for 1 ½ hours each week

Indian Head Massage: 5 weeks for 2 hours each week.

Personal Development Group:

10 weeks for 2 hours each week.

Pilates: 8 week course for 1 hour each week

The space was also used for weekly music therapy, a monthly community massage project and a weekly drop-in Yoga class.

Demographic information

Gender: 77% of those who accessed our community hub were female, 23% male

Age: 30 % of members were aged between 25-34, 24% between 35-44, 18% between 45-54 and 16% between 55-64.

Ethnicity: Asian 3%, Black 10% and White 73%.

Employment: 13% of members were unemployed.

Learning Difficulties: 16% of our members have a learning difficulty.

Wellbeing

We used the Short Warwick Edinburgh Mental wellbeing Scale (SWEMWBS) to measure wellbeing outcomes for our courses. The national mean is 25.3 out of a possible 35.

On average, across all courses and workshops, participants reported that their wellbeing increased by 1.9. Our pre and post course scores were 22.5 and 24.4 respectively.



Coming to art therapy



Coming to art therapy has helped me to gain confidence in being with other people

Opening up to myself and others has been very positive. I have stepped out of hiding a bit more... it felt very safe.

Really helps me both in expressing difficult feelings and feeling more connected to others. I'm gradually developing a visual language which helps me to express more fully who I am

Crucially I have been able to take and crucially to hold onto much from the group. I have been able to use art making to create a mindful refuge space for myself... somewhere I can go to rebalance and centre when all feels dark and pretty chaotic due to my PTSD

I have been able to reconnect with others in the context of this group and at a time when I felt very isolated. I have gained a greater awareness of my body – of how emotions are experienced and felt in the body rather than coping through being disconnected all the time. I am now able to identify feelings and name them, and therefore to feel less overwhelmed by these emotions.



I have discovered ways to

support myself through sensory 'anchors' and to create a safe calm space for myself. I am able to use art materials to foster greater connection within myself. This group has been a precious resource

It has been very good to be able to feel that I have been growing and developing throughout the group. I have enjoyed bonding with others. At first I felt isolated and nervous but that passed and I was able to open myself more to being in the group. So what I liked least at first became a strength and good. I have found the art therapy group very freeing. I was shut away and being in this group has helped me to open the door

Art making helps me to not self harm as much as it offers a creative outlet for anger. It also helps to express deeply buried painful traumatic things in a wordless and safe way. I need support to do this so I really value this class, but am also starting to manage to do this art outside. It really boosts my mood too and I am glad it is women only.

I am now approaching anxiety differently and not seeing stress as a difficulty. This has involved small shifts and changes in the way I am seeing and approaching things

Women's art therapy group

Kate, CBH
psychotherapist

I'm Kate, a qualified arts psychotherapist who has led the art therapy group (ATG) for women with issues of traumatic stress and anxiety at The Centre for Better Health for the last 3 years. I first got to know the centre as a volunteer counsellor and during this time kept thinking of their well-equipped art studio as the ideal space to run an art therapy group.

At the same time, whilst training as a therapist, I was increasingly interested in the use of art therapy for helping people stabilise from post traumatic stress (PTS). It is now generally held that talking therapy alone isn't enough to quieten physical traumatic stress responses so that someone can get back a sense of safety and pleasure in life, whereas art therapy has the advantage of being able to engage with the body's responses as well as the mind's. In trauma-informed art therapy, self expression is used for enjoyment, relaxation and empowerment through releasing and managing stress

and feelings that are hard to put into words. Group art therapy has the extra advantage of offering a safe place to be with others.

For these reasons, in 2013, I suggested starting up a women's ATG focused on this area and was really excited when I got the centre's support to go ahead. From the beginning, the groups filled up quickly - showing a need amongst women for this approach - and members' feedback about the benefits of participating has been continuously encouraging.

After running eight groups, I feel extremely privileged to have worked with so many creative and resilient women, whose commitment to themselves and each other has been central to good outcomes and from whom I continue to learn so much. I am really looking forward to continuing to run and develop this programme.



Social Enterprise

The Bakery

Our Haggerston bakery offers a fine selection of quality artisan breads, delicious pastry and even sourdough pizza.

At the **Better Health Bakery**, we sell a selection of **sourdough breads, sandwiches, pastries** and **fresh coffee**

24 trainees completed their placements this year in the Bakery.

1 trainee moved into volunteering at The Old Post Office Bakery

1 trainee pursued their interest in baking and moved into part time employment making savoury pies

1 trainee started a traineeship at the Providence Row Bakery

1 trainee went into full-time employment in the hygiene industry.

1 trainee is now employed at the Oasis café

1 trainee wanted to utilise their first-hand experience of mental ill health to support others and is now fulfilling a peer mentoring role at Mind

1 trainee completed a 6 week work placement at the White Hat Bakery leading into full time employment and has applied to the Artisan School of Baking training programme.

1 trainee is pursuing their passion for Baking, going on to gain work experience at White Hat Bakery, Dusty Knuckle and E5 Bake House.

1 trainee has applied for a level NVQ Diploma in Professional Cooking.

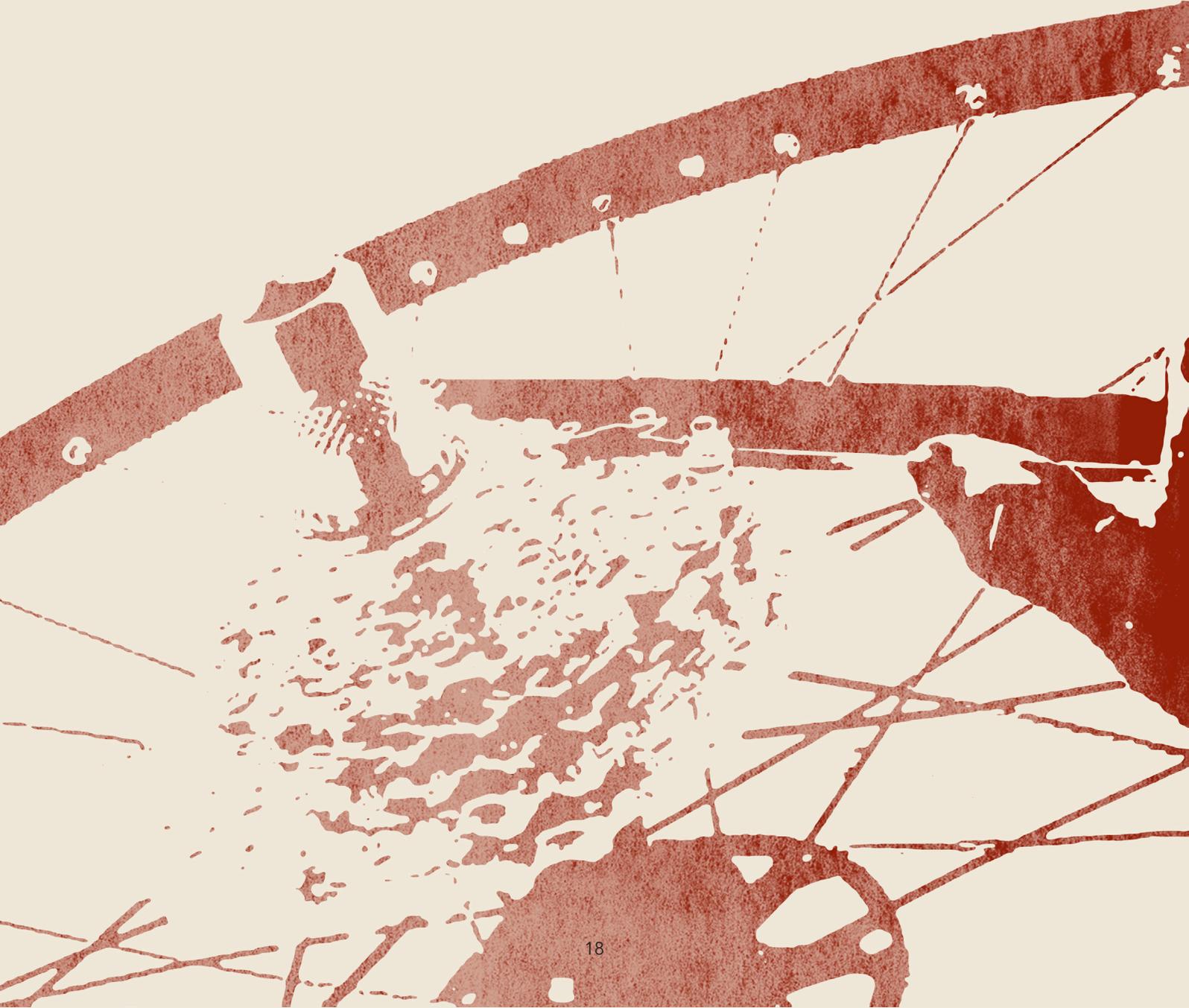
1 Trainee was referred to the Beyond Food Foundation and hopes to start a 13 month apprenticeship in catering.



Social Enterprise

The Bike Shop

The workshop offers affordable bike servicing supervised by a Cytech qualified mechanic along with puncture repairs and free bike health checks and a free simple bike fitting.

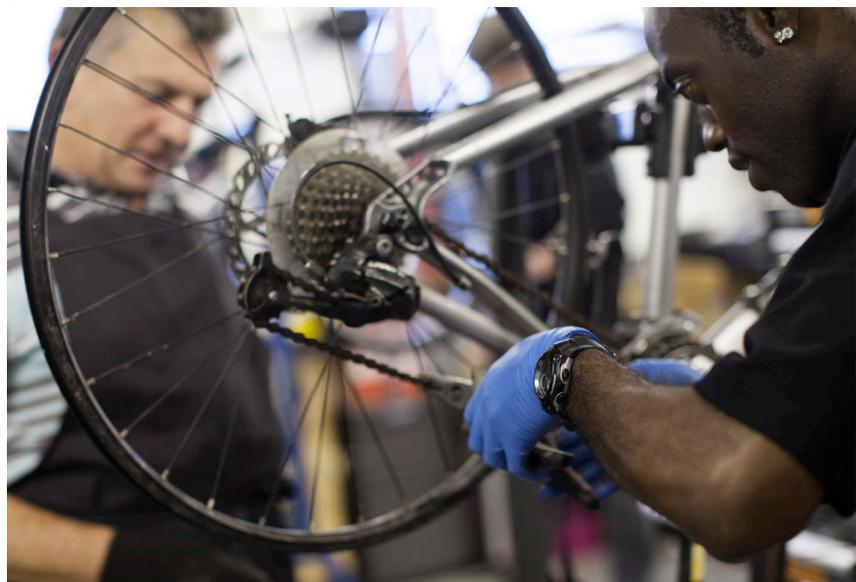




The Bike shop has expanded this year and we now employ a lead mechanic, 3 mechanics and a Bike Shop manager.

We have expanded our training capacity and have a fully fitted workshop upstairs in addition to the existing workshop where 2 trainees and 2 mechanics work side by side providing an exceptional training facility.

Our **Bike Shop** has **expanded** this year. We now have a full team and an **exceptional training facility**.



Chesterfield Gardens

The Centre for Better Health runs a seven bedroom residential home for individuals with a high level of need that benefit from shared living in a 24/7 staffed environment.

The home is commissioned by the London Borough of Haringey and works closely with the Community Rehabilitation Team.





In loving memory of Margaret McGrath

26.5.39 - 7.8.16

Margaret came to Chesterfield Gardens in 2002 having been at other homes since 1996. She was at Chesterfield Gardens for almost 14 years when in August 2016 she passed away after a brief spell in hospital aged 77.

She was born in London but moved to Nottinghamshire with her family before returning to London as a young woman. Before she became unwell she worked as a teaching assistant and had many stories about that experience.

As one staff member commented:

“She was a happy soul and a loving caring lady”.

During her time at Chesterfield she built strong relationships with other residents and staff and there are lots of happy memories of her zest for life, jokes and good-hearted nature.

When she was able to, she enjoyed cooking and used to put her apron on to start cooking a communal meal, encouraging other residents to help with veg preparation while she got the meat ready. She liked to be well turned out and would always look immaculate for cinema trips with her signature lipstick.

Margaret like to joke and had a mischievous sense of humour as well as a smile for everyone. She will be really missed.



Financial Report

	2016	2015
INCOME(£)		
Voluntary Income	459,802	335,454
Investment Income	8	8
Income from charitable activities	257,434	252,165
	<u>717,244</u>	<u>587,627</u>
EXPENDITURE (£)		
Charitable Activities	684,102	588,518
Governance costs	684,102	588,518
	<u>506,190</u>	<u>466,245</u>
Net movement in Funds	33,142	-891
Total funds carried forward	62,209	29,067



Trustees, Staff & Volunteers

Board of trustees

Karl Grossfield MSc (retired)
John Wilder OBE, President
Malcolm Stewart FCA
Paul Sheils LLB, Chair
Rab McNeill

Staff

Ade Egbetola, Accounts
Allison Robinson, Residential Manager
Antoinette Wong, Delivery Driver
Ashwin Mathews, Director
Audrey Benson, Counselling Administration
Avis Miller, Support Worker
Beverley Armstrong, Support Worker
Cara Ringwood, Administration
Cirillo Costantino, Facilities Manager
Kyle Walker, Lead Mechanic
Damon Boyle, Lead Baker
Daniela Liberati, Administration
David Facer, Market Stall
Debbie Lawrence, Market Stall
Georgia Winnicott, Lead Baker
Grace Udoh, Support Worker
Graham Harvey, Mechanic
Greg Morter, Lead Clinical Supervisor
Hatt Reiss, Baker
Helen Kerridge, Services Manager
Hubertus Stahl, Baker
Jamiella Telemaque, Support

Worker

Joanne Watson, Support Worker
John Janes, Support Worker
Mark Kinnally, Trainee & Volunteer Co-ordinator
Marlon Charles, Baker
Muthu Thambyrajah, Support Worker
Natalie Charles, Support Worker
Nigussie Asress, Manufacturing Lead
Pearl Spence, Cleaner
Penny Collier, Clinical Supervisor
Sabrina Naviner, Office Manager
Sarah Lo, Bakery Support
Sigitas Botvycius, Mechanic
Sim Perreira-Madder, Bike Shop Commercial lead
Simon Heale, Services Manager
Tabitha Wells, Social Enterprise Project Manager

Volunteer Counsellors

Adam, Agi, Alberto, Alison, Amanda, Ameet, Andrew, Andrew, Anne-Marie, Azima, Barbara, Ben, Ben, Candida, David, Derek, Eleanor, Evelyn, Frances, Graham, Heidi, Helen, Howard, Jabeen, Jake, Joanna, Karen, Kate, Lizz, Maciek, Mary, Michael, Michael, Mike, Mirja, Natalie, Nathan, Navaraj, Neus, Nilouf, Nina, Penny, Philip, Premila, Rachel, Rebecca,

Ricky, Robert, Robert, Ruth, Shalini, Simon, Stephen, Susan, Susannah, Tan, Tim, Tony, Ula, Will

Volunteers

Anne, Richard, Erica, Olivia, Julia, Mahala, Maia, Michelle, Laura, Felix, Jim, Hatt, Tom, Kathryn, Roger, Philip, Radi Isabel, Bob, Inese, Valentina, Clio, Kate, Eugenio, Rachel, Edward, Andy, Zoe, Katrina, Matteo, Julien, Eddy, Graham, Simon, Christo, Tom, Simeon, Xing, David, Sophie, Alix, Mozhgan, Rory, Aaron, Iona, Pedro, Jennifer, Naomi, Sophie, Katherine, Beatrice, Ishrat

East London Foundation Trust

Our partners and supporters

Hackney Community college
Hackney Local Authority
Hackney CCG
Learning trust
Hackney CVS
One Hackney Network
City & Hackney Wellbeing
Network
The Mental Health Providers
Forum
Chase Farm Hospital
Edmund Carr
Natwest Bank
Haringey Local Authority
Haringey Community
Rehabilitation Team
Big Lottery
Sanctuary Supported Living
MR C Eve
Mr NK Crace
Ms C Finney
Ms E Kemp
Robin Cavendish Memorial
Fund
The Ericson Trust
The Psychiatric Rehabilitation
Association
The Tana Trust



CITY & HACKNEY CCG
INNOVATION FUND



LOTTERY FUNDED

Annual Report
2016



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