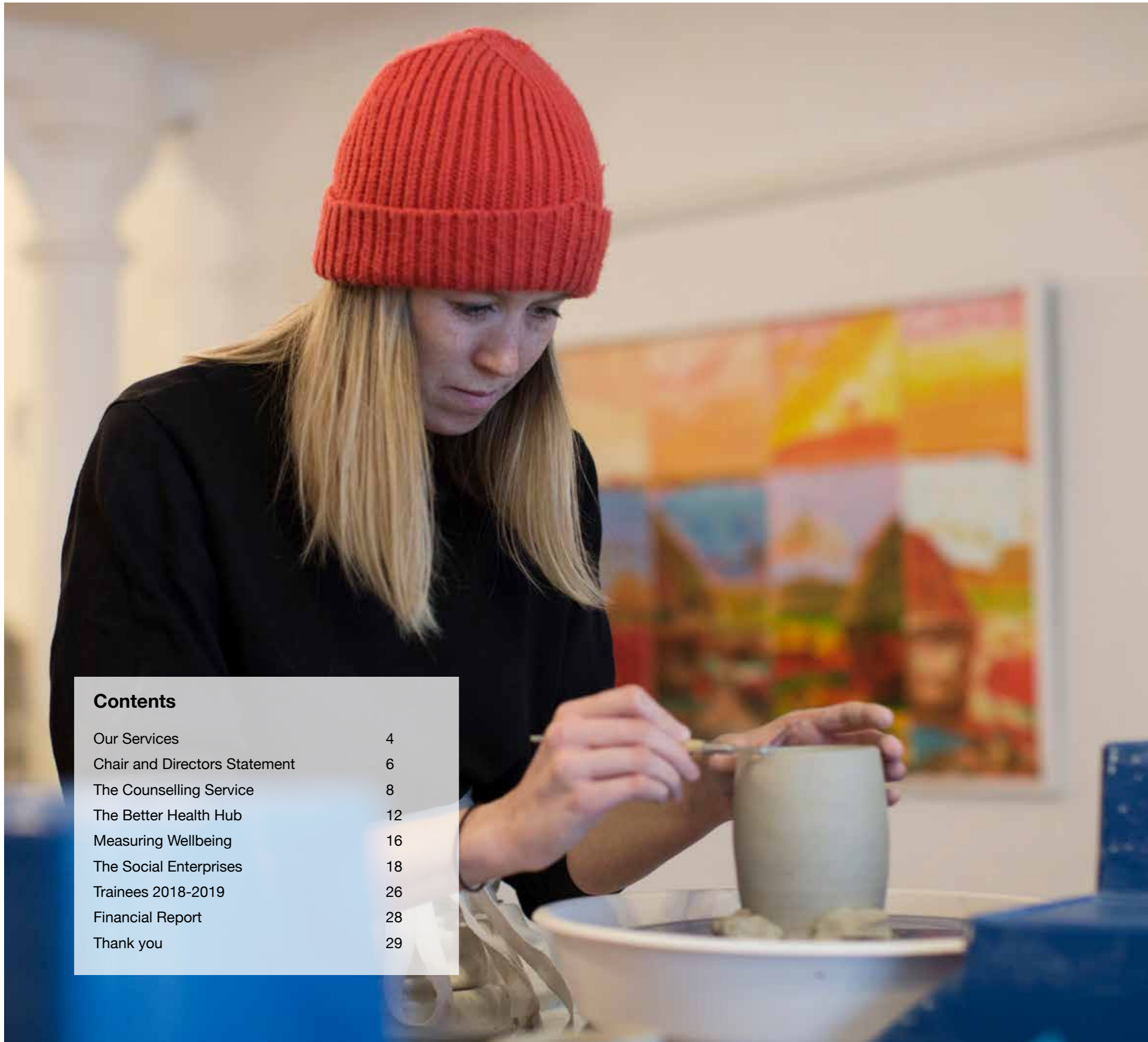


Centre for Better Health
Annual Report 2019



“A major problem for all service users is the addiction to the ‘quick fix’ in mental health service delivery.

The drawback about the quick fix is that it often leads to longer-term problems, as the social, economic and environmental causes of mental distress are ignored. Not surprisingly, the quick fix can be an attractive proposition.

However, we have to cure our addiction to the quick fix and take a more holistic approach to tackling mental distress. It may be harder and more complex, but in the long run it is much more effective.”

Peter Ferns – Social Perspectives in Mental Health

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Our Services

The Centre for Better Health runs a Counselling service, the Better Health Hub and a Social Enterprise

Our services work to support wellbeing and 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.

***the photos in this annual report are of a variety of staff, volunteers and clients and do not necessarily relate to the stories or case studies they are next to.**



Chair and Director's Statement

It is grounding to be affiliated with an organisation that has been delivering front line work in Hackney for over 50 years. During that time, the external environment has ebbed and flowed but perhaps not quite like the challenges currently presented to us individually and as a community.

In an age where budgets and funding for work are diminishing, the Centre for Better Health continues to strive to deliver quality services and to make meaningful relationships. The case studies in this report highlight for each of our three services the unique way in which they impact on people's lives. What hopefully comes through, is the variety of individuals who come into contact and share their time together here. Through the hub and the social enterprise this facilitation of the mixing of individuals is what creates special environments to make connections and to reduce the isolation that is all too prevalent.

The City and Hackney Health and Wellbeing profile estimates that 54,300 adults meet the diagnostic criteria for at least one common mental health disorder. Overall, 20% of women are estimated to have one or more common mental health disorders at any given time, compared to 13% of men. The most common disorder is mixed anxiety and depression. Again this year the CBH counselling service has shown itself to be particularly effective at working with these presenting issues.

There are some clear challenges for the organisation going forward and one of the main ones is to ensure that it can keep on delivering

what it is doing well and to make its services available to groups that are underrepresented more generally in preventative services. In doing this we continue to stay true to our mission and heritage for the next 50 years.

The organisation would not be what it is without the dedicated people who work for it and who make CBH. We would like to thank, colleagues on the board of CBH, a dedicated staff team and the many fantastic volunteers who give their time to support CBH and its mission. Our best wishes also go out to colleagues and friends who have moved on from CBH over the course of the year as well as the many friends who we do not see regularly.

We hope you enjoy reading this report on what we believe is a unique organisation.

Paul Sheils LLB Chair

Ashwin Mathews Director



Counselling Service

The Centre for Better Health counselling and psychotherapy service provides professional, inexpensive access to talking therapies for adults regardless of background.

Our service remains unique in that people can:

- **Self-refer**
- **Present with a range of issues including depression, anxiety, PTSD, relationship problems, abuse, loss, aggression, low self-esteem, stress, work related difficulties and other severe mental health conditions.**
- **Where appropriate, have sessions for up to a year - on average sessions last for approximately 5 months.**

Our team of counsellors and psychotherapists provide a range of therapeutic approaches and the Centre offers high quality clinical placements, administration and supervision, which are highly sought after by training counsellors who are working towards their professional qualifications.

Over the last year we worked with 351 people in the service.

From client feedback overall satisfaction was at 98%. When asked whether they would recommend the service to family or friends 70% said that they were extremely likely, 22% very likely and 5% likely to refer.

Counselling Outcomes

99% of individuals presenting with anxiety over the last year self-reported that they had seen an improvement as a result of CBH counselling. Of those, 6% reported a complete improvement and 53% reported a lot of improvement, with 40% seeing some improvement.

**sample size 145 presenting cases*

97% of individuals presenting with depression over the last year self-reported that they had seen an improvement as a result of CBH counselling. Of those, 20% reported a complete improvement and 46% reported a lot of improvement, with 31% seeing some improvement.

***sample size 112 presenting cases*

97% of individuals presenting with stress over the last year self-reported that they had seen an improvement as a result of CBH counselling. Of those, 7% reported a complete improvement and 46% reported a lot of improvement, with 44% seeing some improvement.

****sample size 123 presenting cases*



Case study

Work with Client X

Client X, twenty nine, an unemployed Afro-Caribbean male, came to therapy at CBH after a diagnosis of Borderline Personality Disorder, troubled by intense anger, anxiety, depression and relationship issues. X had had a challenging life, placed in care at nine by his mother, and estranged from his father, learning that to assert his will, and be 'less than perfect' meant having no worth, and no affection, and on the receiving end of physical and verbal abuse.

Working with this client involved empowering X to base his sense of self on his experience rather than the imposed values of his mother and father, and the 'racist authoritarian figures' he described.

I will never forget the session where X started to describe how he had been treated by the head of his secondary school; as he related the story, he got louder and louder, and clearly he was 'transported' back. I can only describe the rage as volcanic, like a lifetime of it bottled up and gushing out.

I remember feeling 'how can I help? Can I handle this?' The noise was such that the clinical manager knocked on the door and entered, asking if things were ok. I said yes, and X nodded. When we were on our own, X cried for the first time, and said sorry; I said that it was fine. I had made an empathic connection; this became clear when he explicitly referred to this session 'as the time I didn't give up, and stayed there'

When X first told me about his mother sitting on him with such force that he nearly suffocated, I stayed with both his expressions of rage and subsequent

sadness, offering the provision of a consistent response.

With X, I was accepting and understanding that he was both enraged and sad; challenging his feeling this was not acceptable. At first X would shout at himself when he began to cry after being enraged; as the sessions continued, he would gently weep, with increasing acceptance of his tears.

I felt the pain of X's sense of betrayal by his mother, who, although the object of anger, was still deeply loved. I had a sense of tuning in every time he bravely talked about his mum, and we discussed the tears in my eyes in the sessions when this occurred.

The work was challenging; I struggled at times with X's violent, obscene and sexist language when describing how hurt he had felt by female partners who had cheated. However, with the support of supervision, I grew to accept this part of his personality.

Also, X characteristically expressed anger then sadness, and often shame, around having loving feelings towards his social worker; I acknowledged that the feelings were real, and he responded that he felt heard, accepted and understood about this issue.

Another challenge in the work was that X had previously attempted suicide and had been self harming. I was grateful for the procedures and excellent supervision in place at CBH to help me with this aspect of the work.

I worked with the client for a year; it was growth for me as a therapist and a person.

At the end of our time together, X shared with me that he had benefited from therapy, and that although still struggling, he was in a much better place.



Case study

Work with Client M

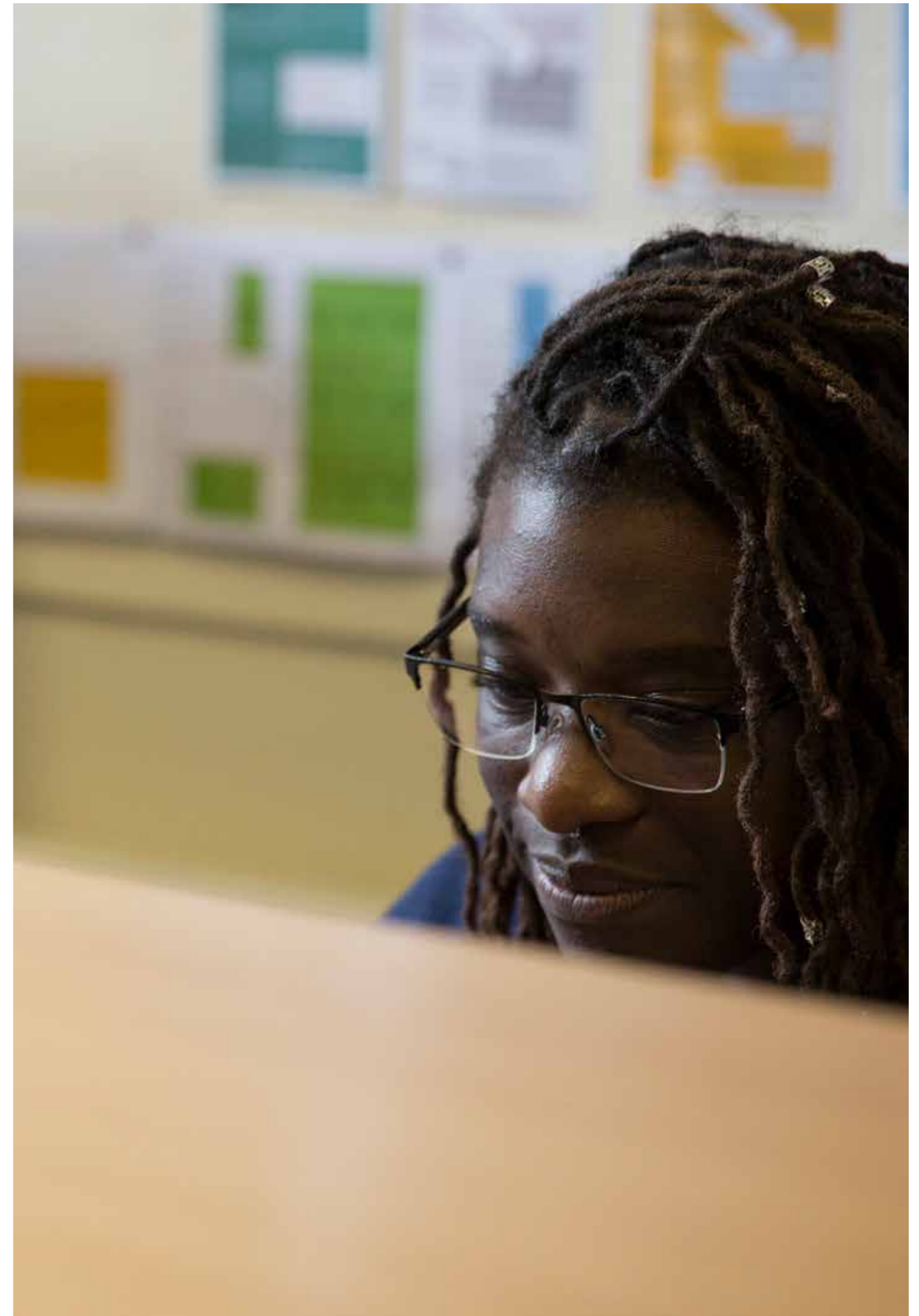
Client M was a lady in her 40s whom I worked with over a period of ten months. As a child M had experienced severe and enduring abuse — physical, emotional and sexual — at the hands of her adoptive father. While M felt that she had overcome these early life experiences I felt very aware of the extent to which M appeared to continue to be impacted by these terrible events today. As an adult, M had a history of relationships with abusive and controlling men, a pattern she struggled to make sense of. While M showed an immense capacity to care for others she struck me as an intensely isolated person with no friends or family from whom she could draw on for support.

I met M at a time when her life had suddenly entered crisis and she found herself without the internal resources to cope with the situation. She had been forced to resign from her job having been accused of poor performance by her employer. M experienced this as a clear example of bullying in the workplace which, to my mind, had the effect of throwing her into reliving the abusive dynamics of her childhood.

Given the instability of the client's situation as a result of her sudden loss of income — both in terms of her physical and emotional wellbeing — the main emphasis of my work with this client was one of support. For several months M was relying on food banks and during this time our work took on a practical focus exploring with M the ways in which she could keep herself safe and encouraging her efforts to find employment. My priority was to provide a supportive and containing space while at

the same time offering M a relationship with which to question some of her firmly held beliefs about others.

This was not a piece of counselling work that resulted in huge changes occurring over the months that we worked together. For anyone affected by childhood trauma to the extent that M was, change is slow and requires time to build a strong therapeutic alliance. By the time we reached the ending of our work together M had found herself a permanent job and achieved financial stability. We both acknowledged the increased emotional resilience this had given her. Although she had not achieved her aim of confronting her former employer in relation to her forced resignation she described feeling much more emotionally robust to do so. I feel very aware of how vulnerable this client remains and my hope is that this experience of counselling might one day encourage M to return to counselling to explore her experience further.



The Better Health Hub

This year we had over 378 people enroll on one of our 43 groups and courses which we ran over 4 terms this year as we included a 'summer term' for the first time.

As our ceramics courses gained more popularity than ever this year, we added an additional Potter's wheel class enabling us to offer both a day and evening course. We also added a Surface Decoration course where participants were able to learn more about the techniques of painting and printing onto clay.

We held our first Karate course, run by Sensi Tom, who prioritises heart, family and compassion into his group work. After 15 years of running his classes for children and adults Tom had noticed how those suffering from depression and anxiety had found that the discipline, exercise and philosophical side of karate was having a really positive effect on his groups. He wanted to offer this at the Centre, and we added it to our summer term of events.

As well as our very popular Painting and Drawing classes, and our movement groups such as Chi Kung and Tai chi, new courses this year on our programme included Choir Therapy, Art Therapy, a Mindfulness movement class, and a Personal Development Group. We also ran a course called My Story in Pictures where people can work through anxiety, depression and emotional difficulties in the form of comic book story telling. This proved to be very popular, and has become one of our core groups. We also hosted our first Men's Therapy Group, a group meeting weekly where the men could discuss their struggles, support each other and talk about how as men they can use their masculinity positively while addressing issues they faced because of their gender. One member commented "The course has been great. A

real eye opener"

Our Choir Therapy group was a chance for people to express themselves through music. No singing talent necessary, just a willingness to come together in a group where over the span of 8 weeks we created our very own acapella choir. While some members admitted to having nerves at the start of the course, their feelings soon changed as their confidence grew and one participant commented "I really enjoyed the course and thought the tutor was excellent. I didn't know we'd be doing vocal improvisation but that ended up being my favourite bit. I would be keen to take the course again. It was inclusive and non-judgmental. Thanks!" All members of the group rated the course 4 out of 4 for meeting their expectations and all gave it 4 out of 4 as a course they would recommend.

We were able to offer Mindfulness Movement courses this year held by the talented trained dancer and Mindfulness instructor, Margaret. Working each week, Margaret encourages clients to explore natural ways of moving and the connection between themselves and their surroundings. The feedback was very positive for these groups, with one client saying "Thank you CBH for setting these courses up - they are a lifeline...", another commenting "Fun interesting opening your mind and body. Pleasantly surprised it helps my confidence and shyness. Would recommend to others" and "Margaret is an excellent teacher, she's playful, I love Friday Mornings - my time to relax and ease off into the weekend and introduced us into relaxation through movement"

This year we ran a Personal Development Group, where groups of up to 10 participants met weekly to create their own support network and have an opportunity to meet others who may be experiencing similar concerns to them.



Tutor Reflections

Mindful Movement Class

Something about chocolates and you never know what you're gonna get... The saying rings true for running the Mindful Movement group at the Centre for Better Health.

The curious souls that have stepped through the door to each class have always been welcomed and have proven to be a diverse group of people. True to CBH's approach, I am up for including any 'body' at any stage of their development and have welcomed those who are audibly impaired, anxious, depressed, those with fears or who want to experience something different.

One particular group is particularly worth mentioning. It consisted of at least eight middle aged women who were bouncing and ready to howl around the room, turn each session into a disco and nourish each other physically with hands-on bodywork. We had a wonderful first session together as they seemed up for anything.

On the second time we met, a man with a long grey beard and a small black cap on his head joined the group half an hour into the session. We were exploring voice connected to body and having serious fun moving between each other, avoiding traffic jams. Having arrived late, he participated as best he could. I approached him at the end of the session.

"I can't come back," he shook his head. "This is wrong."

He explained that as a part of his religion there were certain limitations that restricted him from participating in this kind of work with this kind of

gender. I asked him about his experience with dance, with art and why he was attracted to the sessions in the first place. He had tried all of the standard mediation, mindfulness and breathing exercises and I could see how desperate he was for finding a creative solution to his problems.

"Look," I said. "If you want to come back then I will make it work for you so that you can participate. You tell me your rules and I'll make sure they are kept."

A fortnight later, he was back. I kept his rules and he stayed till the end. The woman kept their wildness too and never questioned how the sessions evolved to make it appropriate for him to join. The voice was still present, alive in another way. Physical contact remained with the two men always pairing together and when we mixed as a whole group it was thought that the colourful objects held out for them to touch instead of each other, was just part of the game.

It was. The game was being together and being different.

Limitations come from all sorts of places, be it physical, mental, cultural, structural, environmental... The list is long. Creativity and community comes to life when differences are acknowledged and celebrated. That is healing and wholesome, rather than divisive. That is, the potential of Us.

Case study

Working with Client Y

I became aware of the Centre for Better Health whilst I was having CBT therapy for post-natal anxiety/stress. I had felt quite isolated and alone in some of my parenting choices and felt like I needed to cultivate a sense of community to feel the support of the “village it takes to raise a child”.

The CBT therapist had recommended the Centre for Better Health to tap into ideas to help my wellbeing and whilst looking through the courses it was the Herbal Craft one that immediately grabbed my attention. The course was brilliantly delivered by Nat of Hackney Herbal and I loved the fact that learning about herbs connected me to nature, something I find deeply restorative. It was such a tonic to have this deeper appreciation of herbs and how they can help our wellbeing especially living in city.

The bonus aspect of the course was meeting the other local participants and learning about everyone’s different cultures and how they used herbs. Doing the course also exposed me to Centre for Better Health/Hackney Herbal’s approach to helping the community and has inspired me to use the knowledge I learnt on the course to start a community herb garden for the block of flats I live in. I have been inspired to get involved in more community work to help us take care of our mental health and wellbeing in general. This has led me to set up a monthly Women’s Circle and a “Grief tending in the face of climate anxiety circle” at the Robin Hood Community Garden near our block.

I would really like to express my gratitude to both

the Centre for Better Health and Hackney Herbal for the start of a journey that has led me to feel deeply rooted in my local community and feel better able to take care of my wellbeing.

“Always gives me so much energy, good vibes and inspiration. Love it!”

Potter’s Wheel client



“Brigit creates exceptional, supportive learning environment, creating values which student reciprocate.”

Ceramics client



“I want to thank everybody involved. I found this course truly valuable, therapeutic and fun. Very good for trauma.”

Art Therapy client



Measuring wellbeing

We used the Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) for the Hub courses.

13 Ceramics related courses showed an increase of 3.5 points overall in general wellbeing based on WEMWBS scores, and movement courses such as Tai chi, Chi kung and Karate collectively showed an overall increase in wellbeing of 4.9 points.



The social enterprises

How it works

In each of our three businesses which comprise our social enterprises we run 12-week trainee programs. Each program takes a trainee through all the processes necessary to learn how to make artisan sourdough bread, become proficient in bike mechanics or learn an array of skills within a light industrial unit. What we call the hard skills of making bread or bike mechanics relate to the nuts and bolts of how to complete each task. This could be learning a recipe for a particular type of sourdough bread or how to take apart and re-fit the bottom bracket of a bicycle. These are of course essential skills for each trainee to learn and these skills are passed on and learnt to a high standard during the 12 weeks each trainee spends with us. Equally important however are what we call soft skills. These are all the learnings that occur each day for trainees incidentally as they progress through the program. Soft skills are things like time keeping, being part of a team, interacting with other members of staff and customers and the sense of fulfilment and self-esteem that arise from this. Combined, all these aspects of the trainee program feed into a fundamental part of the project, which is to provide psychosocial support.

The term psychosocial is used to emphasise the close connection between psychological aspects of the human experience and the wider social experience. The use of the term psychosocial is based on the idea that a combination of factors are responsible for the psychosocial wellbeing of people and that these biological, emotional, spiritual, cultural, social, mental and material aspects of experience cannot necessarily be separated from one another.

Psychosocial support is a non-therapeutic

approach to foster resilience in individuals. It aims at easing resumption of normal life and facilitating an individual's participation in their recovery. Within the context of the social enterprise the aim is to build up confidence, motivation, self-esteem and job skills by working in an environment that allows normal and supportive workplace interactions for individuals who are recovering from mental ill health. The ultimate aim is for the resumption of normal life through employment. Whilst not every trainee will be ready to enter employment at the end of their 12 weeks with us, some do and others leave one step closer to this goal.



The Bakery

The Better Health Bakery has continued to evolve with expansion across the pastry section and café. The pastry offering has become more consistent as we develop training for our staff and we've been able to produce more with improved processes and staffing levels. Seasonal products have gone down well this year with increased sales for example of mince pies and hot cross buns.

Our retail space has become busier, particularly around our freshly made lunches including salads, soups and pizza. We take pride in offering good quality products to our customers with a friendly service. With extended opening hours to Sunday we now offer freshly baked bread 6 days a week. We also have a market stall at Stoke Newington Farmers' Market on Saturdays and wholesale customers that include delis, restaurants and shops in Hackney and neighbouring boroughs.

Over the course of this year we have gradually transitioned most of our deliveries to a cargo bike delivery service. This has drastically reduced our reliance on the van and our delivery-related emissions across Hackney.



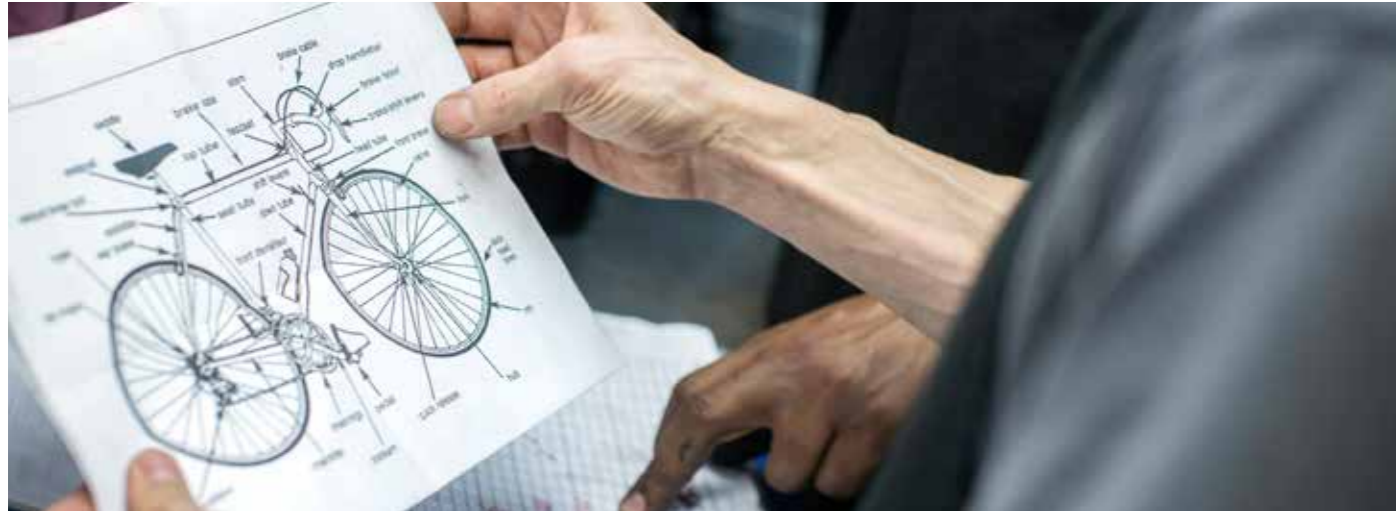
The Bike Shop

Better Health Bikes as a social enterprise serves two primary functions, both of which support activities on the trainee side; delivering high quality servicing work and selling both recycled and new bikes. The project has continued to grow this year, delivering unique trainee opportunities and providing excellent service to local cyclists as demonstrated by our very positive Google review score and post-placement assessments. It is always satisfying to see notable outcomes for our trainees and being a part of this makes all our efforts worthwhile.

On the recycling side, we produced more recycled bikes this year than ever before and they have maintained their popularity with our customer base too. So much so that at times these carefully re-built and characterful rides have been difficult to keep in stock! We have been exploring avenues outside of donations from individuals to ensure we can keep this momentum going; working with local housing organisations to clear abandoned bikes from residential locations and beginning to source from farther afield too.

Part of supporting local riders is also about helping them to ride more self-sufficiently too, so we've begun carrying a range of tools, maintenance and cleaning products to help keep their bikes running better for longer. This also will hopefully keep repair bills down – not to mention making bikes and parts last longer which can only be a good thing for the environment.

We have continued providing a Click&Collect service for London bike brand Bobbin Bikes and have added a fleet servicing offer for local employers who wish to offer this benefit to their staff.



This year saw the first 'Local Bike Shop Day' which was inspired by the success of Record Store Day and celebrates local bike shops and what they bring to a community. As a participant we had a number of offers including free bike health checks, free give-aways with bike sales and free cake too! It was our busiest day of the year thus far and we'll certainly be taking part again next year.

The Platilon Unit

Upstairs at the top of our building is a small light industrial unit. Here we make casting bags which are sold to companies around the world such as luxury car manufacturers and health care providers.

Casting bags are a recyclable way of taking a cast of a limb or a whole body and reusing the same bag again. We offer the same trainee program here as in the other businesses which often suits individuals who prefer a one to one, quieter environment.





Case study

Ian attended a trainee placement at Better Health Bikes

Having been out of work for three months, Ian self-referred for a place on the trainee bike mechanic programme in order to help gain some structure to his week and rebuild his confidence in a professional working environment. In his words, this was an opportunity to “create a new narrative for myself.”

When Ian started his placement he was keen to improve his social skills by interacting with and meeting new people at the project. He wanted to rebuild his resilience by attending the placement every week, even when he was not having a good day, and although he said he found this challenging to begin with, was pleased he’d found a way to get through this.

Ian has always been passionate about bikes, and started the placement looking to improve his practical skills and knowledge, gain experience and ultimately aim for a qualification.

At the beginning of his placement Ian rated his job skills, motivation, routine, confidence and social skills as 5, 7, 4, 4 and 4. At the end he then rated these all as a 7 or higher, showing a marked improvement in all areas.

Ian said: “Working at the bike shop helped me to gain structure which is really important, especially during a time when it was really needed. Not only have I now got a view of how to fix bikes professionally – rather than in my back garden - but I have also enjoyed the social aspect of working in a supported environment. It has really boosted my

confidence.”

He continued, “I feel positive about everything, and really like the whole mindset behind Better Health Bikes and the Centre for Better Health, where I am now attending group Tai chi as well as for access to low cost counselling. I would definitely consider coming back to volunteer at the bike shop, it’s the most positive environment I’ve been in and has made me see what is possible in this regard. It’s made me feel that I can contribute as well to a positive working environment.”

On completing his placement Ian took up full-time employment at UCL while exploring options to go on to study for a City & Guilds bike mechanic qualification in the near future.



Case study

Victoria, bakery trainee

A self-referral to our bakery trainee programme, Victoria attended her 12-week placement at the Better Health Bakery from January to March 2019. During this time she learnt how to make a variety of organic sourdough loaves including practical skills such as following recipes and weighing ingredients as well as mixing, shaping and baking bread.

On starting the placement Victoria’s primary goals were to develop a routine and learn how to work in a structured environment which she believed would help her mind focus, particularly in the workplace. She also wanted to use the placement to build her confidence for future work opportunities.

Victoria’s progress over this three month period was tremendous, with scores on her soft skills soaring to a high of 10 across each: job skills, motivation, structure and routine, confidence and social skills. What did she feel she achieved most? “Learning how to communicate with strangers, normally I would close-up but working here has been comfortable for me. My social skills and confidence have developed as a result of training at the bakery. I was very, very shy and quiet at the beginning, but I got there in the end!”

“My ideas about the workplace have changed entirely. I thought it would be boring, but over the last 12 weeks my perspective has changed completely.

“I’ve always wanted to learn how to cook, and am now going on to interview with Karma Kitchens in Bethnal Green for their Commis Chef training programme.”



Case study

Adam, Bakery Volunteer who joined the staff team at the bakery

I started volunteering at the Better Health Bakery in April 2018, partly to learn how to bake sourdough bread at home but also because I liked the idea of supporting those coping with mental health issues. At the time I was still working as a project manager in a corporate IT department but was no longer enjoying the pressure of the daily grind, working away from my home in Hackney.

Once I'd started volunteering I found myself looking forward so much more to my day at the bakery than my paid work at the office. I enjoyed being a part of a happy and diverse team focussed on breadmaking but still talking and laughing, while listening to loads of great tunes on the bakery sound system.

I think I realised I wanted to bake professionally almost straightaway, and that feeling intensified as I got more familiar with sourdough. Once you understand how to shape and store the dough, you naturally become inquisitive to see how the dough is mixed before the shift starts and then how it gets baked in the ovens afterwards. It got more serious when I detected feeling regret when more experienced bakers moved on, along a pang of envy when new bakers joined the staff. By January 2019 I opted for a career change and became a part-time baker at Better Health.

You definitely take on more responsibility as a baker. You need to maintain a safe and hygienic work environment, and you are keenly aware that the fate of that day's bread and cake production will depend on your decisions. Working with sourdough

bread is really rewarding and there's so much to learn. Once you know the basics, you become more adept at organising and teaching teams of volunteers and trainees to make great bread, which is really what the Better Health Bakery is all about.

I'd recommend volunteering to anyone who is looking for the challenge of learning a craft like baking or wanting to give people a helping hand in the community. Once I started working with my hands it quickly became preferable to using screens and keyboards at work. The daily production cycle at the bakery seems to adjust your body rhythms into a calmer state. Each working day now has a well-defined start, middle and end with very few stresses carried forward. I've stopped doing any technology related work for the moment and am now really enjoying gardening and cooking at home. Not breadmaking though, now I get enough of that at work!



Staff focus

Simon Heale moved on from the organisation

My journey here at The Centre for Better Health began in 2012, by working as a volunteer counsellor. I was then midway through my psychotherapy training and securing my first placement felt both daunting and exciting. I had little idea what to expect both from beginning to see clients and from the organisation itself. Hackney was new terrain for me, as was the long awaited encounter with my first client. The support I received from the staff team here, most of whom I have continued to work alongside over the years, was invaluable and I am still grateful.

In 2015 I began to work for CfBH as the services manager and in 2017 I moved into the new role of Assistant Director. CBH is a dynamic place to work and I have always enjoyed the continual flow of new challenges. CBH continues to develop its standing as the oldest and one of the go to providers of mental health support within the community.

In leaving, I am proud to have been part of an organisation which provides such high quality provision to those in need of support. From working as a volunteer counsellor to being the assistant director, I have often had the privilege of experiencing individuals making real progress in their lives. Each member of the staff team brings their unique skills and experience to the organisation, making CBH a friendly and supportive place to work. I am excited to see what the next phase in its development will bring!

Trainees 2018 to 2019

18
trainees
completed
placements

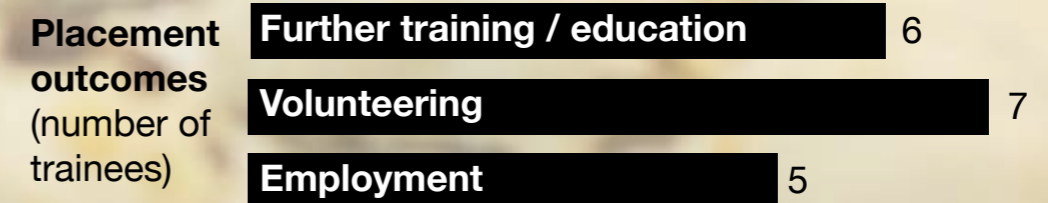
9
bakery
trainees

9
bike
trainees

13 trainees discontinued their placements during this period.

100% of trainees reported an improvement in one or more of the following skills outcomes.

Skills Outcome	Average Progression
Job Skills	3
Motivation	1.9
Routine	2.9
Confidence	2
Social Skills	1.6



Financials

INCOME £	2019	2018	2017
Voluntary Income	580,973	504,385	484,476
Investment Income	10	4	8
Income from Charitable Activities	162,446	187,402	307,048
	743,429	691,791	791,532
EXPENDITURE £			
Fundraising	3,300		
Charitable Activities	739,709	710,332	788,506
	743,009	710,332	788,506
Net Movement In Funds	420	-18,541	3,026
Total Funds Carried Forward as of 31/3/2019	34,053	46,694	65,235

Thank you

We would like to thank the many volunteers who dedicate their time and commitment to the centre in our different projects. As well as supporting the activities that we provide and showing a commitment to our mission, their diverse experience brings a valued richness to the organisation.

Volunteer Counsellors

Abby; Adam; Alex; Alice; Ameet; Andrew; Ben; Brian; Candida; Dan; Dean; Dominic; Duncan; Effy; Elena; Elke; Emily; Gabriella; Geraline; Guy; Helen; Ivan; Jakob; Jane; Joanna; Jonathan; Jon-Paul; Karen; Kate; Kay; Kinmeng; Laura; Liam; Lorna; Luc; Lucy; Linda; Maciek; Margot; Maria; Mark; Matthew; Michael; Nadia; Niamh; Nilou; Pat; Peter; Phill; Rachael; Raf; Rosie; Ruth; Sarah; Sophie; Sumira; Susannah; Tan; Tim; Tom; Yali; Yvonne

Social Enterprise Volunteers

Abbi; Chloe; Harriet; June; Nathalie; Roland; Adam; Claire; Hazal; Krittika; Nick; Sabbir; Agnese; Daniel; Iris; Lauren; Nigel; Sabrina; Alberto; Felipe; Jamie; Lou; Noelle; Sammy; Alejandra; Flora; Jeffrey; Maria; Owen; Sarah; Alice; Giovanni; Jenkin; Mark; Peter; Simon; Alicja; Giulia; Jessica; Matthew; Pere; Sin; Beth; Hai Lin; Jessie; Mike; Raj; Sophie; Brenda; Hannah-Phoebe; Jim; Muireann; Richard; Tessa; Camilla; Harmony; Joey; Nancy; Roelof

Better Health Hub Tutors

Brigit – Beginners Ceramics, Sculptural Ceramics and Surface Decoration
Luisa – Gentle Yoga
Carol – Chi-Kung

Eva - Drawing + Painting
Nat – Herbal Craft and Grow your Own Herbs
Matt – Men's Group
Margaret – Mindful Movement groups
Michelle De Jong– Choir Therapy
Martha – Summer Ceramics
Mania – T'ai Chi
Marcia – Yoga
Maria – Potter's Wheel Groups
Hatt – Lunch Club
Henny - My Story in Pictures
Julie - Personal Development Group
Maia - Art Therapy
Tom - Karate

Staff

Ademola Egbetola	<i>Accounts Officer</i>
Adam McDonald	<i>Baker</i>
Aidan Lysaght	<i>Front of House</i>
Alice Hanson	<i>Assistant Lead Baker</i>
Antoinette Wong	<i>Delivery Driver</i>
Ashwin Mathews	<i>Director</i>
Audrey Benson	<i>Service Administration</i>
Cara Ringwood	<i>Service Administration</i>
Cirillo Costantino	<i>Facilities Manager</i>
Daniela Liberati	<i>Service Administration</i>
Debra Lawrence	<i>Front of House</i>
Declan D'arcy	<i>Baker</i>
Flaminia de Martino	<i>Baker</i>
Gaia Bethel-Birch	<i>Baker</i>
Gloria Ford	<i>Lead Baker</i>
Graham Harvey	<i>Mechanic</i>
Greg Morter	<i>Counselling Coordinator/ Supervisor</i>
Jim Lister	<i>Baker</i>
Keevin Thine	<i>Mechanic</i>
Kyle Walker	<i>Lead Mechanic</i>
Lisa Donohue	<i>Social Enterprise Manager</i>
Marco Torquati	<i>Assistant Lead Baker</i>
Marlon Charles	<i>Baker</i>



Nathan Roberts	<i>Services Manager</i>
Nigussie Asress	<i>Platilon Production Coordinator</i>
Oscar Leyens	<i>Baker</i>
Penny Collier	<i>Counselling Service Manager/ Supervisor</i>
Pearline Spence	<i>Cleaner</i>
Robyn Knight	<i>Front of House</i>
Ryoji Kato	<i>Baker</i>
Sabrina Naviner	<i>Office manager</i>
Sarah Lo	<i>Bakery Commercial Lead</i>
Shemiah Philip	<i>Service Administration</i>
Siggy Botvycius	<i>Mechanic</i>
Sim Pereira-Madder	<i>Bike Commercial Lead</i>
Simon Drake	<i>Bike Mechanic</i>
Simon Heale	<i>Assistant Director</i>
Valentina Marella	<i>Baker</i>

We are also grateful for the services of the following freelance staff: David Matthews (Market Stall), Maise Collins(Baker) and Will Leifer (Supervisor).

Board of trustees

- Malcolm Stewart FCA (resigned Sept 2018)
- Paul Sheils LLB, Chair
- Rab McNeill
- Sarah Rushton LLB
- Dr Ed Meltzer (appointed July 2019)



Partners and supporters

- East London Foundation Trust
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- Hackney CVS
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- John Howard Centre
- Edmund Carr
- Natwest Bank
- Haringey Community Rehabilitation Team
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- The Psychiatric Rehabilitation Association
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- The Blue Lizard





Annual Report
2019



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