



# Contents

The culture, support, and environment created at the Bikery alongside the model of delivery and, in particular, the chosen medium of sour dough and baking seem to have created a unique and powerful model of community that is giving confidence and skills to those recovering from mental ill health. The combination of learning to bake or fix bikes, being hands on with the sour dough, being a supported and valued member of a team, delivering a tangible product in one day, and getting to share some of the bread with friends or family seems to be a hugely successful formula for trainees and volunteers alike.

Focussing on the needs and interests of Hackney's locals and restaurateurs, the Bikery is building a growing business alongside buy-in to what they are doing with a growing community of supporters and friends. We consider The Bikery as one of those projects that has developed 'ecosystems' that support each other - a model project that many could learn from.

A social enterprise that is income generating, providing quality food and bike repairs to the local community, with significant trainee and volunteer benefits, a community of clients and supporters, supporting the Centre for Better Health in its mission. We believe it has huge potential to continue to learn, improve and diversify.

*Extract taken from external evaluation of CBH Bakery and Bike Shop, June, 2017*

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

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.

We work in an inclusive way. 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.

**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

Over the course of the last year the pace of change at national and local levels seems to have increased requiring a greater amount of resilience, community and compassion in all of us.

What then in terms of the challenges for individuals who are in need of support and are vulnerable in the face of access to fewer resources? It is a question that has dominated the work of this organisation from its earliest beginnings close to 60 years ago.

This year, John Wilder our founder, celebrated his 90th birthday and 'deservedly' decided to retire from the trustee board. It is a change that was inevitable; but the true difference, is that he leaves a legacy that is a testament to the pioneering spirit and sense of compassion and community that has helped so many individuals over those 60 years.

Some of that pioneering spirit has been channelled into the transformation of our social enterprises over the last few years. In East London and the City, only 16% of mental health service users are in paid work; the London average for adults in contact with secondary mental health services is even lower at 6.1%. CBH using its own resources started both an artisan bakery and a bike shop in a corner of east London that has seen a significant amount of gentrification and investment yet where the incidence of mental ill health is twice the national average. With additional lottery funding over the last two years, the project has grown to work with ever more individuals. In order to learn from this growth and the challenges faced, we commissioned an external evaluation of the trainee programme. The evaluators using a methodology called the HACT Wellbeing Calculation approach tried to quantify the value of the trainee programme. Over two years they found that for every £1 spent on the project it produced a social value benefit of £4.70.

This year has seen us fully enter into a network of third sector providers delivering services for residents of City and Hackney. The network is funded by the local authority and is led by MIND. We have placed a lot of the courses and workshops we offer through our Community Hub into this network so that as wide a range of individuals can benefit. The Hackney Joint Strategic Needs Assessment (JSNA) produced by the local authority in 2016 estimates that roughly 53,000 Hackney residents have at least one common mental health disorder, of which around half have depression and/or anxiety. We are seeing significant increases in wellbeing from attendees of our courses and look forward to developing this offering further.

Over the year the counselling service has supported 303 clients and the feedback from both counsellors and clients continues to be overwhelmingly positive. Over 90% of client surveyed stated that they were 'extremely likely' or 'very likely' to recommend it to family or friends. The space that we offer as a counselling service is unique in many ways and over the last year we have wanted to be clear for the rationale behind it and to define its ethos. A clear difference in being a service that accepts such a wide range of clients is in the fact that we do not for the most part 'select' our client work and this means we retain our space as a service offering for the whole community. We are proud to offer relatively long term, affordable, relational therapeutic work and see clearly both a need and value to this work. The counselling service works with the presenting issues highlighted in the JSNA such as depression/anxiety as well as more long term underlying issues such as trauma.

The management team at CBH have looked to further embed the ISO 9001 quality assurance cycle in the last year with a focus on improvement in each of our services. We were recertified with the quality assurance mark after inspection this year.

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

As always, we are grateful to the incredible people that we work with and who make CBH what it is. We thank colleagues on the board of CBH, a wonderful staff team and the many fantastic volunteers who give their time to supporting CBH and its mission.

We hope you enjoy reading this report.

**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 who need it. Our vision is to enable people to embrace life more fully through the growth, changes and improvement in well-being that can take place through the counselling process regardless of background, experience or finances.

We aim to offer our clients a space to talk about a wide range of issues such as anxiety, depression, lack of self-esteem, loss, trauma/abuse and other distressing events. This year our counsellors at the centre provided talking therapies for 303 clients and 3,389 sessions.

Our team of 55 counsellors and psychotherapist provide a range of therapeutic approaches such as Integrative, Person-Centred, Gestalt, Karuna (Core Process), Existential, Transpersonal, CBT, Transactional Analysis and Psychodynamic. The centre offers high quality clinical placements opportunities to training counsellors who are working towards their professional development. Although many of the counsellors are in training, we also have experienced counsellors who choose to continue at the Centre long after they have gained their qualifications.



## Counselling outcomes

### Client reporting seeing

As a result of counselling, clients reported on their use of statutory services

	GP	CMHT	Hospital Outpatient and A & E	Psychiatric Services in patient
Less frequently	54%	57%	63%	50%
More	0%	5%	0%	8%
Same	46%	38%	38%	42%

### Physical health changes

Self reported improvements in Health and Lifestyle

	Diet	Exercise	Alcohol	Drug	Medication	Smoking
Yes	76%	76%	75%	52%	64%	52%
No	24%	24%	25%	48%	36%	48%

### Presenting problems

### Improvement

		Not at all	Some imp	A lot of imp	Completely
anxiety	86%	0%	26%	61%	13%
depression	75%	0%	22%	60%	18%
emotional diff	75%	0%	22%	64%	13%
stress	72%	0%	25%	64%	11%
relationship	65%	2%	24%	58%	8%
aggression	49%	4%	12%	20%	16%
panic attack	38%	3%	18%	46%	33%
bereavement	24%	4%	21%	58%	17%
multiple factor	24%	8%	21%	58%	13%
domestic issues	16%	6%	38%	38%	19%
other factors	16%	6%	31%	44%	19%
PTSD	12%	17%	25%	33%	25%

## Working as a CBH volunteer counsellor

'Safe and supported' describes both how I feel about being a volunteer counsellor at the Centre for Better Health (CBH), and my sense of the client experience.

I joined roughly a year ago after what felt like a fair but firm interview, where I had a real sense of the boundaries, aims and objectives which underpin the delivery of the service's mission and vision, to support people in the local community with mental health and emotional challenges, at an affordable rate.

The safety and support that I feel is palpable; there have been many occasions where in my role, I have needed to go to empathic and experienced clinical managers, outside of supervision, when I have felt the need to be held and reassured with a client who seemed suicidal, or needed the intervention of other agencies.

I have always felt that the client interest is paramount, but at the same time, that I was also valued and held in support of that vulnerable, and perhaps 'at risk' client.

The fortnightly supervision has also reassured and supported me, bringing clients in a safe and warm group of mixed modality practitioners, facilitated by, in my experience, a wise, understanding and experienced clinical supervisor.

I feel it is this environment of safety and support that makes for a sense of being part of a team for me. When I go to volunteer on Mondays I feel I am going to work with colleagues, who regardless of role, be it clinical, financial or administrative, really do care about helping people.

I also love that the counselling service

is part of a holistic approach to helping, in tandem with social enterprise and a range of cultural sporting and other therapeutic activities made available to the local community.

It really is a pleasure volunteering at CBH; despite the challenge and seriousness of the work, I feel it is a tribute to everybody involved that the atmosphere is positively warm, and often fun-filled, whilst being in my opinion, wholly appropriate.

This seems quite an achievement considering the tough times CBH has to navigate to deliver the organisation's mission.

I am qualified, but I intend to stay as long as CBH will have me: I am growing both professionally and personally, whilst feeling I am contributing to the health and well being of those that are the most in need.

### Ivan

Ivan C MBACP(REG)

*"This centre was the difference between me having counselling and not and is amazing value for money, which enabled me to seek help-without this service I am 100% sure I would not have."*

### CBH Client



## Working as a Supervisor at the Centre for Better Health

It is a wonderful challenge to have, to write about being a supervisor, as I suspect it is not at all easy to understand the role, especially if you don't work in the psychotherapy field. Certainly when I meet people socially and get the 'so what do you do?' question, explaining that I supervise counsellors without exactly being their manager elicits quite a few puzzled expressions.

So what exactly does a counselling supervisor do? Well, there are several strands to the role – including helping counsellors to learn and grow, providing them an empathic space to share difficulties in their work, and also making sure they are working to a good standard. But in one way at least, the role is not so different from counselling. One of my favourite definitions of counselling was given by a psychiatrist called Ernest Hartmann who said it was about 'Making connections in a Safe Space'. This is what happens in supervision too.

Supervision and therapy are both spaces to connect more deeply with our thoughts and feelings than we are usually able to, and to see more clearly the effect of these thoughts and feelings in our lives. The difference is that supervision is a space for counsellors to think specifically about their relationships with their clients. Counsellors are human beings, and have the full range of emotions and thoughts that can come up in any human relationship when they are with their clients. It can be really valuable to have a space to think deeply about both what the client themselves is trying to communicate in therapy, and also, crucially, the therapist's own responses to their client. We pick things up from each other on all sorts of levels. For

example, it sometimes happens that a client seems to be talking about something relatively unemotional, but the therapist finds themselves feeling a deep sadness. This may say something about what the client is feeling themselves as they talk. Supervision is an invaluable space for thinking about what these sort of reactions on the therapist's part might really mean. Making the connection.

I try, as a supervisor to provide a safe space for my supervisees to make these sort of connections, and to learn, develop and grow as counsellors. I feel privileged to do this work at the Centre for Better Health, where I am often moved by the level of care and commitment expressed by our volunteer counsellors towards the people they work with, as well as their courage in moving into difficult emotional territory, and equally passionate commitment to their own growth as counsellors and human beings.

**Will Leifer**

*Clinical Supervisor (UKCP reg.)*

## Community Hub

**Our community hub continues to be committed to providing low cost inclusive groups for all.**



This year 259 members attended one or more of our 33 courses and workshops which were split into 3 terms. 220 of these members were referred via the City and Hackney Wellbeing Network

We are able to demonstrate that those who attended our courses had a positive experience overall. When asked the question 'how do you rate the course overall?' the average score was 3.7 out of 4 and when asked whether they would recommend the course attended to others we can demonstrate an average score of 4.3 out of 5.

## Our Courses, Groups and Workshops

This year we ran our core groups of Beginners Ceramics, Intermediate Ceramics, Sculptural Ceramics, Painting and Drawing, Art Therapy, Pilates and Chi Kung each term.

The ceramics courses proved to be highly popular, we had waiting lists to attend these courses and the feedback we received was very positive.

- **Beginners Ceramics ran over 10 weeks for 2 hours on Monday mornings.**
- **Intermediate Ceramics for 8 weeks for 1h45min on Wednesday evenings**
- **Sculptural ceramics for 10 weeks for 2 hours on Friday afternoons**
- **Painting and Drawing for 10 weeks for 2 hours on Thursday afternoons**
- **Art therapy for 10 weeks for 2 hours on Wednesday afternoons, this group ran one last time in Winter 2017.**
- **Chi Kung for 6 weeks twice per term for 1h30min on Tuesday evenings**

- **And Pilates for 8 weeks for 1 hour on Monday morning.**
- **We also ran 3 Mindfulness based courses.**
- **Mindfulness: 8 weeks for 1h15min**
- **Mindful compassion: 8 weeks for 1:13am**
- **And Mindful Movement: 8 weeks for 1h15min**
- **As well as Therapeutic groups:**
- **Drama Therapy: 10 weeks for 1h30min**
- **Focusing: 10 weeks for 2hours**
- **Discover the meaning of your Dreams: 8 weeks for 1h30min**
- **Community Art: 10 weeks for 1h30min**
- **And finally**
- **Herbal Craft: 6 weeks for 1h30min**
- **Gentle Yoga: 10 weeks for 1h on Friday mornings.**
- **The gallery space was also hired by the community massage project and drop-in yoga.**

## Demographic

**Gender:** 84 % of those who accessed the community hub were female, and 16% male

**Age:** 23% were aged between 25-34; 26% were between 35-44; 22% were between 45-54; 15% were between 55-64 and 9% were over 65 and over.

**Ethnicity:** Asian 7%; Black 13%; 73% White, 5% were of mixed heritage and 2% were of other ethnic group

**Employment:** 21% were employed either part time or full time, 36% were either unemployed and/or in receipt of benefit

**Learning difficulties:** 18% reported

having a learning difficulty

## Wellbeing

We use the Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS) to measure wellbeing outcomes for our courses. The Spring term was measured using the short version of the scale and the two remaining terms were measured using the full version of SWEMWBS.

The first term showed an improvement of 4.58 with average scores progressing from a score of 19.40 at the start of the term to 23.98 at the end. The national mean for wellbeing is 25.3 out of a possible 35. This increase is significant, suggesting final wellbeing for our members near the average mean.

Using the expanded scale, the two following terms showed an improvement of 3.4, progressing from 42.2 to 45.6, the national average ranging from 41 to 59 according to NHS choice.



## The Bakery & The Bike Shop

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

In the Bakery each day a team of professional bakers, volunteers, and trainees produce a significant amount of bread and related products for local restaurants and our small retail unit and café.

The Bike Shop 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 offers training in cycle maintenance and serves as a place for the public to get their repairs and maintenance done. The Bike Shop also sells refurbished bikes and accessories, and has seen considerable growth over the last year. The Bike Shop was shortlisted in the 2017 BikeBiz Awards for the Best Training Provider.



# Case Study

## Melissa

Melissa completed a placement at Better Health Bakery between June and September 2017.

**Melissa has worked in hairdressing in the past and has a catering qualification but has struggled to work because of the problems she has faced in her life. She is really keen to move on from this, and find work in catering.**

When Melissa first started the placement she was very worried about travelling on her own and interacting with other people. The placement has helped her feel more confident, independent and professional. She enjoyed doing something that she hadn't done before, and the placement allowed her to come out of her comfort zone more, and meet and talk to new and different people. As the placement went on she was pleased to have developed her skills to be able to show a new volunteer how to make the bread.

When Melissa first started her placement she rated her structure and routine as 4/10, at the end of the placement this was 8/10. Her confidence and social skills went from 6/10 and 5/10 respectively to 8/10. Since finishing with Better Health Bakery Melissa has started a bakery placement at Providence Row to keep practicing her cooking and baking skills, she is also attending computer classes to learn and build up her CV. She is very passionate about cooking and would like to work in a Michelin starred restaurant one day.

Melissa said "It's a good place to work and get experience. It's better than other places, it is supportive and fun. If I had to offer advice to a new trainee I would say take it easy, one step at a time and learn as you go along. Don't be nervous, you can do it!"



Gloria - baker

# Case Study

## Lilly

Lilly completed a placement at Better Health Bakery between June and September 2017.

**Lilly, who is 60 years old and suffers from chronic pain due to osteoarthritis in both of her knees, has managed her pain for years by using opiate based pain killers.**

When we first met Lilly she was not able to work due to her condition and had become depressed and anxious. Lilly would feel hopeless when she thought about the future and had concerns around her health, her finances and her son.

At the time when we met for an assessment for our services, Lilly was going through an appeal with the Job centre to attempt to access benefits, this process caused her immense stress.

Her son has been diagnosed with schizophrenia and often he refuses medication, sometimes becoming violent which has led to him being incarcerated several times. Lilly has felt powerless around this, causing her to worry and feel anxious.

Lilly had access through the Wellbeing Network to our Community Hub for about a year and attended the Focusing group, Drama Therapy and Mindful Movement.

Lilly said that the Mindful Movement course was 'brilliant' and the support she has received has been invaluable. Lilly said that she has used what she learn't from the course in her everyday life, eg lying down on the floor to reconnect with herself when she is stressed. She has noticed that when she is connected to her physical self it helps with her emotional wellbeing. Lilly is now interested in accessing more movement based courses

Lilly won her appeal to access benefits and is now being supported by the Job centre who are no longer putting pressure on her to return to work.

We were also able to refer Lilly to local volunteer services who are helping her to write up her CV in order to help Lilly to take on more volunteering roles in addition to her volunteering once a week as a befriender working with people who are isolated. Lilly's goal is to run a women's support group.



Christeen - volunteer

## What's the Problem?

**The current approach** to tackling worklessness has led to multiple interventions designed to help the labour market work better. The majority of these interventions are delivered by Job Centre Plus, welfare-to-work providers and the Work Programme. The Institute for Public Policy Research's 'Condition of Britain Report', June 2014, highlights that: *"The Work Programme, while delivering acceptable results for the mainstream job seekers, is letting down those furthest from the labour market. Whilst one in five mainstream job seekers will find work through the Work Programme as few as one in 20 of those furthest from the labour market will."*

**Locally** the discrepancy of employment rates between individuals with long term mental health needs and the rest of the population remain stubbornly high - in East London and the City, only 16% of mental health service users are in paid work; the London average for adults in contact with secondary mental health services is even lower at 6.1%.

A lack of routine, job skills, and generally the awareness of how to interact and present within a work setting leads to a **loss of confidence and self-esteem**.

For people with health and care needs, there is a **lack of personal support** available from employers and support services helping them to get into and retain employment.

**Many mainstream organisations** such as Job Centre Plus do not provide opportunities for people with higher needs and the job application process is particularly difficult to navigate.

People with health and care needs have identified a **need for additional training and skills**.

## What's Our Solution?

In East London and the City, only 16% of mental health service users are in paid work and evidence shows that the current approach to tackling worklessness is not working effectively in connecting those individuals with the greatest need to work.

The Bikery seeks to address these issues, creatively and collaboratively. The non-profit sector has traditionally been driven by a reliance on philanthropy, voluntarism, and government subsidy. The Bikery turns this formula on its head providing an innovative social enterprise which not only supports people who may not have worked for some time due to mental ill-health but also provides crucial industry experience by linking them to real jobs for real clients. It offers that rare opportunity - a combination of skills development and work experience in a commercial yet supportive environment.

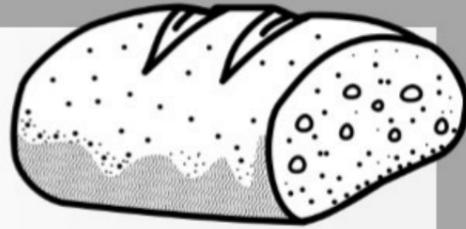
**The Bikery offers** three-month trainee placements, one day a week to adults recovering from mental ill health in our Bakery, Cycle or Polyurethane workshops.

**In the Bakery** each day a team of professional bakers, volunteers, and trainees produce a significant amount of bread and related products for local restaurants and our small retail unit and café. The Bakery was recognised as one of 50 new radicals by Nesta in 2016.

**The Cycle Workshop** trains trainees in cycle maintenance and serves as a place for the public to get their repairs and maintenance done. The shop also sells refurbished bikes and accessories, and has seen considerable growth over the last year. The workshop was shortlisted in the 2017 BikeBiz Awards for the Best Training Provider.

These teams are supported by staff who undertake a range of roles including trainee support and business development creating a **supportive environment**.

61



TRAINEE BAKERS

PRODUCED



QUALITY ARTISAN BREADS

PASTRY & SOURDOUGH PIZZA

32



TRAINEE MECHANICS

BUILT, REPAIRED & SOLD

BICYCLES

100%

PARTICIPANTS

REPORT IMPROVEMENTS IN

JOB SKILLS ✓

MOTIVATION ✓

ROUTINE ✓

CONFIDENCE ✓

SOCIAL SKILLS ✓

17

GAINED  
EMPLOYMENT

16

PROGRESSED INTO  
EDUCATION  
OR TRAINING

SUPPORTED BY

91



VOLUNTEERS

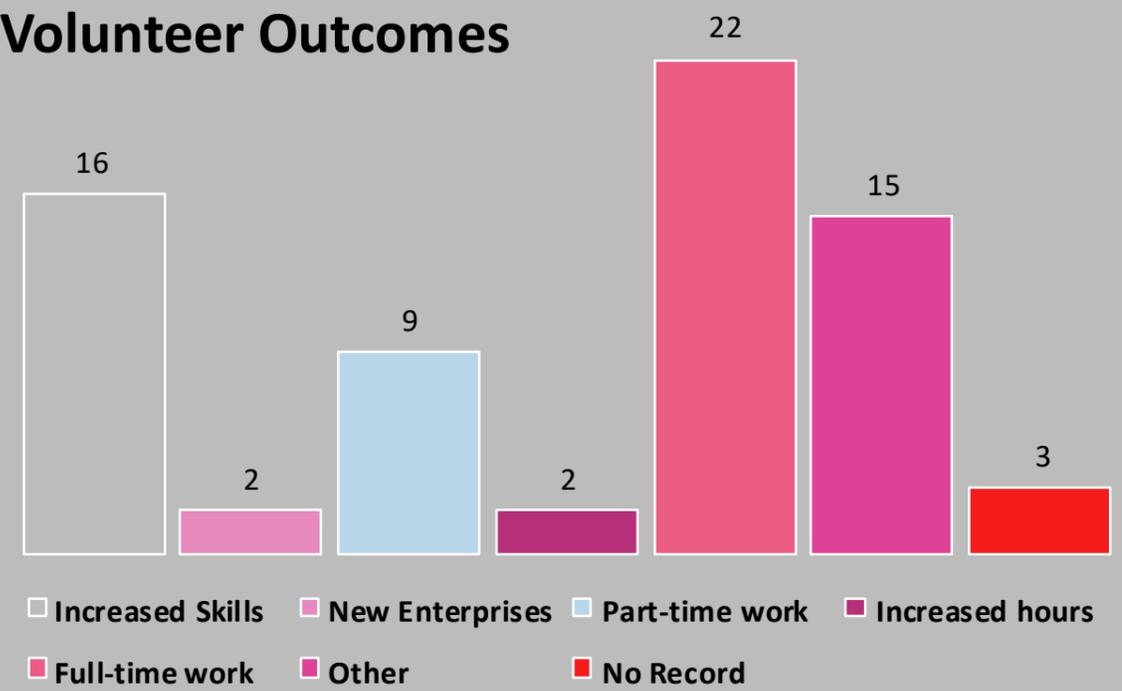
DELIVERING

11,228

VOLUNTEER HOURS

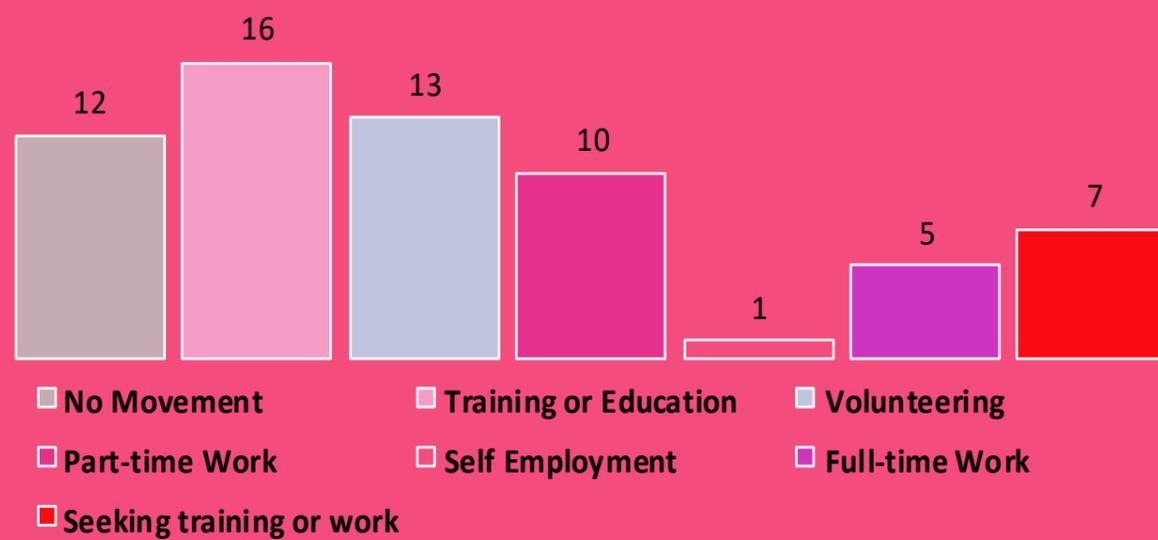


## Volunteer Outcomes



Outcomes of volunteers who completed placement June 15 - May 17

## Trainee Outcomes



Outcomes of trainees who completed placement June 15 - May 17



# Case Study

## Steven

Steven attended a trainee placement at Better Health Bikes between June and September 2017.

**When Steven first started the placement he felt that he had very little structure and routine in his week, and was lacking in confidence. He did not leave the house very often and struggled to spend time with other people. He has done some web design and computer systems maintenance for family businesses but has found it difficult to approach employers or know what sort of work he could do.**

Steven said he found the idea of committing to coming each week challenging, and was initially very worried about coming the day before each session, but after a few weeks it became easier. He said that now he has done the placement, the workplace doesn't seem as intimidating as he first thought; it has been much easier than he expected to be within a workplace and interact with others. He surprised himself by purposefully putting himself forward during conversations and talking with colleagues, and feeling comfortable at the project from the first day.

He originally rated his structure and routine as 1/10 and his confidence as 4/10, at the end of the placement he rated these as 4/10 and 7/10 which he saw as a really big improvement.

When Steven finished refurbishing his first bike he was really excited about getting it out on the shop floor to be sold. He said that during his placement he was most proud of seeing the bikes he'd worked on for sale. The placement gave him a sense of helping others and making a positive contribution. Since the placement he now enjoys getting out of the house to ride his bike.

Steven is now attending a Level 2 bike maintenance course at Hammersmith College, receiving support to find job opportunities from Mind's Talent Match, and looking for part time work at local bike shops.

Steven said: "I don't have one complaint. I would recommend the placement to anyone who needs to build confidence or wants to get into work."



Siggy and Seb

# Case Study

## Peter

Peter attended a trainee placement at Better Health Bikes from March – June 2017.

**When Peter started his placement with Better Health Bikes, he was feeling very socially isolated and was keen to find something to provide structure and routine during his week.**

Peter has been unemployed for about 9 years and has a lot of anxiety around starting work again, but since completing his placement, he is feeling a lot better about the process of applying and getting a part time job.

After a couple of months Peter was really enjoying the placement, and said he was starting to think that he could do something like this as a job. He found working in the bike workshop to be a fun and calming activity and enjoyed the problem solving nature of the work. He had started thinking about getting some tools so that he could work on his own bikes at home, and maybe build new bikes.

The placement has allowed him to get out and about, and be more active and interact with different people. He said that the project provided a welcoming and warm environment, which also allowed him to grow and learn from his mistakes. He was really proud of completely rebuilding a bike from scratch and has been riding a lot since buying his own bike from the bike shop.

When Peter first started his placement he rated his routine as 4/10 and at the end rated it as 7/10. He also said his social skills had improved, going from 5/10 to 8/10.

He is now excited to be attending a Level 2 course in bicycle maintenance at Hammersmith College, and aims to be in part time work within about a year's time.

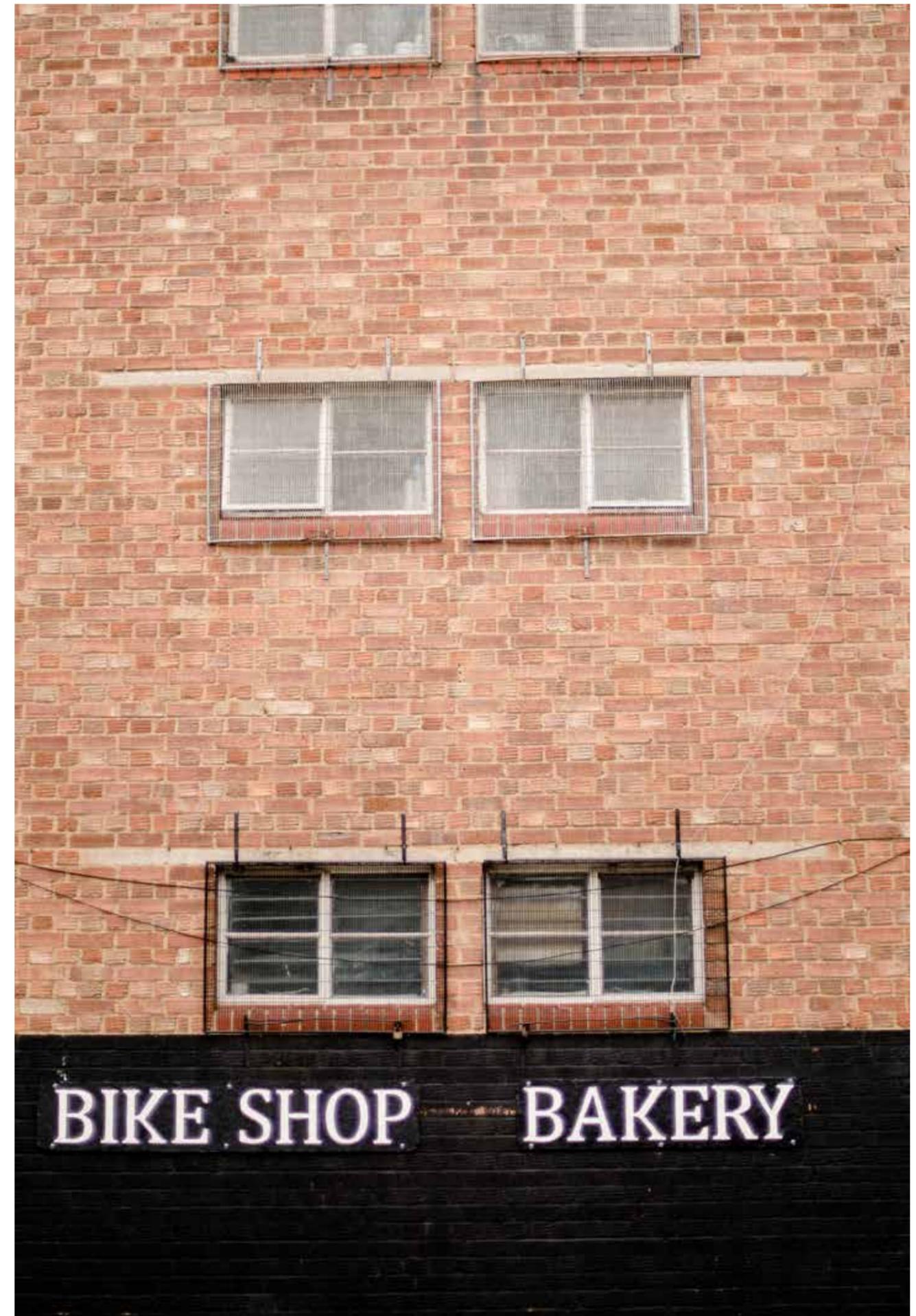
Peter said “I had a great experience on the traineeship with Better Health Bikes. It felt good getting into a routine and to be motivated to do something constructive, and focus on my work. Hopefully it will help me to move on in my life, and I am very thankful for that.”



Kyle – lead mechanic

# Financial Report

	2017	2016
<b>INCOME £</b>		
Voluntary Income	484,476	459,802
Investment Income	8	8
Income from Charitable Activities	307,048	257,434
	<b>791,532</b>	<b>717,244</b>
<b>EXPENDITURE £</b>		
Charitable Activities	788,506	684,102
	<b>788,506</b>	<b>684,102</b>
<b>Net Movement In Funds</b>	3,026	33,142
<b>Total Funds Carried Forward as of 31/3/2016</b>	<b>65,235</b>	<b>62,209</b>



# Staff, Trustees & Volunteers

## Board of trustees

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

## Staff

Ade Egbetola, Accounts  
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  
Gary Lee – Mechanic  
Georgia Winnacott, Lead Baker  
Grace Udoh, Support Worker  
Gloria Ford - Baker  
Graham Harvey, Mechanic  
Greg Morter, Clinical Supervisor  
Hatt Reiss, Baker  
Helen Kerridge, Services Manager  
Hubertus Stahl, Baker  
Jamiella Telemaque, Support Worker  
Jim Lister – Baker  
Joanne Watson, Support Worker  
Julia Georgallis, Baker  
Mark Kinnally, Trainee & Volunteer Co-ordinator  
Laurence Allan, Mechanic  
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 Commercial Lead  
Sigitas Botvycius, Mechanic  
Sim Perreira-Madder, Bike Shop

Commercial lead  
Simon Heale, Services Manager  
Siobhan MacMahon, Trainee and  
Volunteer Coordinator  
Tabitha Wells, Social Enterprise Project  
Manager

## Volunteer Counsellors

Andrew B  
Abi H  
Alberto C  
Andrew H  
Andrew M  
Amanda J  
Ameet M  
Anne-Marie O  
Andrew S  
Anita R  
Adam S  
Agi T  
Alison T  
Azima R  
Bianca B  
Ben D  
Ben H  
Barbara M  
Belinda W  
Candida D  
Derek C  
Dean C  
David W  
Eleanor B  
Eve B  
Elizabeth F  
Emily L  
Elke M  
Gabriella B  
Graham H  
Helen D  
Howard D  
Ivan C  
Isil S  
Imogen W  
Jake F  
Jacob G  
Jabeen J  
Karen B  
Karen C

Kate D  
Kay W  
Lizz B  
Laura H  
Linda S  
Mirja G  
Michael I  
Michael G  
Maciek J  
Mark K  
Mary L  
Michael MC  
Mike T  
Neus J  
Nathan R  
Navraj S  
Nina S  
Niloufar M  
Philip M  
Pat R  
Premila S  
Ruth A  
Rita E  
Raf G  
Rickt L  
Rachel N  
Rachel O  
Robert S  
Rosie W  
Samantha H  
Susannah C  
Stephen G  
Sophie M  
Shalini N  
Simon O  
Sumira R  
Steven G  
Susan H  
Tony D  
Tim S  
Tan T  
Ula S  
Will L

## Volunteers

Rachel  
Edward  
Zoe  
Katrina  
Matteo  
Julien

Eddy  
Graham  
Simon  
Christo  
Tom  
Simeon  
Xing  
David  
Sophie  
Alix  
Mozhgan  
Rory  
Aaron  
Iona  
Pedro  
Jennifer  
Naomi  
Sophie  
Katherine  
Asma  
Alex  
Sherif  
Chandani  
Giancarlo  
Judith  
Heidi  
Alex  
Tim  
Adrian  
Joao  
Mehmet  
Lucy  
Timur  
Gloria  
Alex  
Jamie  
Louise  
Lisa  
Daniel  
Kati  
Sarah  
Samira  
Nelsy  
Claire  
Lucy  
Aaron  
Gary  
Michael  
Lauren  
Jemma

# Our Partners & Supporters

East London Foundation Trust  
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  
Ms Renee Lazzam  
MR C Eve  
Mr NK Crace  
Ms C Finney  
Ms E Kemp  
Mr Karl Grossfield  
Mr John Weston  
Robin Cavendish Memorial Fund  
The Ericson Trust  
The Psychiatric Rehabilitation Association  
Rothschild Wealth Management  
MoonBeever Solicitors  
The Tana Trust  
Rocketseed  
Mobilise Public Ltd



**Annual Report**  
2017



Supporting wellbeing and  
recovery from mental ill-health