



Holloway Neighbourhood Group Annual Report 2018



**Holloway
Neighbourhood
Group**

Registered Charity Number 290493

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Testimonials



Who We Are



Holloway Neighbourhood Group is a multi-purpose organisation set up to improve lives and strengthen our community. We believe that everyone should have a stake in their community and the chance to fulfil their potential.

We provide a range of services from our 2 Centres: the Stress Project and the Old Fire Station community centre. These include:

- Low-cost counselling, complementary therapies and peer-led social support for people experiencing stress or other mental health issues
- Social and health-promoting activities for older people
- Community events, classes and activities to promote social cohesion, good health and wellbeing
- Premises and space for use by other community groups
- Support for smaller community groups, many of which work with Black, minority ethnic and refugee communities

HNG operates solely for the public benefit.

Year in Numbers

78 people
received 26 week
courses of counselling &
44 people received 8 week
courses of complementary
therapy at the Stress
Project

The Old
Fire Station had a
footfall of 10,104

27
organisations
rented space at the
Old Fire Station

Stress
Project Tuesday &
Thursday
Drop-ins supported
208 people

147
people attended 47
Mindfulness drop-in
sessions

125
young people
attended tailored
Mindfulness for Young
People outreach
sessions

76
volunteers gave their
time to
Holloway Neighbourhood
Group

95 people attended
Mindfulness courses

The Stress Project

At the Stress Project we provide a range of low cost therapies and wellbeing activities for people experiencing stress related illness and mental health problems.

During the course of the year, 453 people attended the Stress Project therapy centre in Shelburne Road to participate in counselling, attend Mindfulness classes, to receive complementary therapies, and to take advantage of the emotional support offered at our Drop-in sessions. In addition we attended community events to break down stigma around mental health and raise awareness of activities that can impact on wellbeing.



With financial support from the People's Postcode Trust, we delivered 5 8-week Mindfulness courses, with 95 people participating. Many of the attendees came to Mindfulness after trying other interventions, sometimes delivered over a period of years, that had failed to secure long-term improvement. We used the GAD7 and PHQ9 tools to measure the changes in levels of anxiety and depression of those attending the course. Over the duration of the 8-week courses the average reduction in GAD7 and PHQ9 scores fell by between 40 and 53%. 6 months after completing the course, 85% of attendees reported that they continued to practice Mindfulness techniques that they had learnt during the course, 92% said that the course helped to improve both their physical and mental health, and 100% said that they were better able to cope with stress.

In March, we said goodbye to Jonathan Marks who facilitated our weekly Mindfulness Drop-in classes for 3 years. Jonathan ran these popular classes as a volunteer and, having recently turned 80, he decided it was time to retire. 146 individuals benefited from 47 Drop-in sessions delivered by Jonathan over the past 12 months.

"I found the sessions very helpful. Jonathan is superb: knowledgeable, supportive, calm and encouraging. I have a sense of self-care."

This year, working in partnership with youth projects and schools we started to deliver Mindfulness activities for young people. Supported by Islington Council's Launchpad scheme and the Stay Well Live Well partnership, we delivered 16 taster sessions and one course, which in total benefited 125 young people. Our sessions focused on building resilience - teaching useful techniques for coping with stress, anxiety and depression.



Counselling and Complementary Therapies

At the Stress Project we offer weekly appointments for up to 6 months with a counsellor, and 8-week courses of complementary therapies - either acupuncture, aromatherapy, craniosacral therapy, massage, or reflexology. Most people accessing these therapies present with symptoms of either anxiety or depression or both. Other presenting symptoms include post-traumatic stress disorder, bi-polar disorder, eating disorders and schizophrenia. Our work is both preventative and restorative and can significantly help people to avoid a relapse or crisis situation.

Our therapies are low cost, and we receive referrals from a wide range of professionals including iCope, the Single Homeless Project, community based mental health teams and GPs.

During the course of the year, 78 people received counselling and 44 received complementary therapies.

- 98% said that their physical and mental health had improved as a result as of treatment received.
- 61% said it helped avoid hospitalisation.
- 43% said it helped to reduce the number of visits to their G.P and other NHS services.



Drop-in services

Our Drop-ins, which run every Tuesday and Thursday, supported 208 people throughout the year. The dedicated team of Drop-in volunteers signposted people to services they need, as well as offering a friendly cup of tea and taster sessions of complementary therapies. Volunteers attended training events and workshops to help them keep abreast of the advice and support to which they can refer people. We also invited guest speakers to the Drop-ins to share information about topics such as welfare reform, Personal Independence Payments, debt and energy bill advice, and support in getting back to work.

One regular participant described how she found out about the Drop-ins when at the Maytree Suicide Respite Centre. She said; *"I was very apprehensive at first. I was very ill and very low. Everyone was very welcoming. No one judged me. I feel that I can come in and I am not expected to be anything in particular. I am accepted in whatever mood I am in and no matter whether I want to talk or be quiet - I can join in, laugh, tell stories; or sit in the corner. We all listen and are listened to. I do feel part of the group and as someone who never quite fits in anywhere, that is a big bonus."*

Drop-in service user:
"The environment is welcoming and peaceful. I love the garden and therapies. I feel totally relaxed after my treatment."

Drop-in service user:
"The team are very empathetic and listen to me when I'm feeling depressed. I feel a weight has been lifted each time I come."

Drop-in service user:
"I would like to say thank you to the Stress Project for supporting me through my depression and breakdown. It is good to know that you are there if I need you."

The Old Fire Station

The Old Fire Station is a warm and welcoming multi-purpose community centre, for people of all ages, just off Holloway Road. For 7 days a week and 51 weeks of the year, the Old Fire Station is busy with people meeting, socialising, worshipping, learning, and looking after their health and wellbeing.

This year there was again an increase in activity at the Old Fire Station, with a footfall of 10,104 people during office opening hours (compared with 8,385 last year).

We ran several activities with the aim of improving wellbeing, including;

- Yoga and 2 Pilates classes to help alleviate stress and anxiety
- 5 weekly exercise and dance classes for elderly people
- 4 social activities including coffee mornings with bingo and a Men's Social Group
- 3 activities for learning and pleasure - a sing-along, our weekly sewing class and film club

On top of this our annual elders Christmas dinner, which this year was declared the 'best ever' - rounds off a very busy year!

We encourage small and unfunded groups, and this year provided free space as part of partnership working with 13 organisations delivering activities at the Old Fire Station. Activities on offer included:

- Arts and craft activities to develop concentration, focus and creative skills
- monthly housing advice surgeries
- Boccia sessions providing low impact competitive exercise for elders and an opportunity for the learning disability Boccia teachers to practice their skills
- Self-help support for people navigating the welfare system
- Dancing to improve memory and mobility

27 different organisations rented space at the Old Fire Station to deliver a range of programmes and activities, including Domestic Abuse Recovery Together, Strengthening Families, Strengthening Communities, a community choir, Classic Film Club, Eritrean Youth Club, supplementary schooling, exercise classes, BAME Carers Group, and self-assessment tax support.

We also provided low cost office space to 4 local organisations who between them work with Irish, Eritrean, Ethiopian and Irish communities and Asian women - thus further adding to the rich mix of people who visit the Old Fire Station.



Ian, volunteer gardener & service user:

"The Old Fire Station is a great community centre. I joined several years ago as a volunteer gardener and I have learned - and am still learning - so much about plants. The staff are great - always making you cups of tea & biscuits and giving advice on any problems you might have."

We have meetings every so often about how to improve the services and for any ideas of new activities that we'd like to do. Recently, I've enjoyed our trip to the seaside - smelling the sea air and dead fish especially."

Gardening is good for my well being. I'm getting to know which plants grow well in certain areas and getting exercise and eating a lot more fruit and veg."

This place gets my hopes up."



Egyptian Dance class participant:

"As soon as I wake up in the morning it is a dance to look forward to. It takes away depression."

Yoga class participant:

"If I ever miss a class, the week is always more difficult, both in my physical, flexibility, mood and mental health."

Yoga class participant:

"When I first attended I was anxious and not sociable. My confidence has improved and I now look forward to my weekly session, and are open to new experiences. Attending something on a regular basis has helped me to stay calmer and focused with daily anxiety."

A Tuesday Morning in reception



Our first two service users come in very early, 'to avoid spending money in the shops', and they settle down to put out chairs for the gentle exercise class. Staff and volunteers set out additional chairs with arms for the people with greater mobility issues. The volunteer gardener pops in to ask what we want to do with the giant leafy plant that is now taking up the whole of one end of the reception desk and takes it away to plant in the front garden. University of the 3rd Age (U3A) arrive to set up for their Classic Film Club. There is now a steady flow of people for the first ladies gentle exercise class and our reception volunteer Joyce is in position ensuring that they sign in, that new people register and that there is plenty of dry Caribbean repartee with the ladies.

U3A film-goers and the last of the gentle exercise class finally get through the signing in process. The exercise tutor arrives in a whirl, all the doors shut and there is silence and then the steady drum of feet as the ladies class warms up, the faint sound from down the corridor of the old fashioned music from a black and white film and a rattle of pots in the kitchen as one of the office renters makes themselves tea. Someone comes in to have a letter explained to them, someone else wants to know where to get help with his benefits forms. We make a phone enquiry for someone who needs an extension to their Personal Independence Payment claim deadline, a couple of people browse the leaflets, we provide directions, welcome visitors to other organisations in the building, give out information, take a delivery of stationery and commiserate with someone over their situation.

Then the exercise class shunts out to chat, plan what they're going to do next today and tell us what's happening in their lives. The early birds are already arriving for the next class and there's a tidal flow of people surging around the reception desk. Someone comes in to say they want to hire a room and a member of staff negotiates the bobbing throng to give them the information. Someone arrives who we haven't seen for a while - they have been ill and we lend an ear and remind them to make sure to discuss their health with the exercise teacher. Dial-a Ride arrives with 3 ladies. Our oldest service user zimmers slowly past in a dashing hat with long shimmering earrings and a vibrant outfit and reminds us that she has just turned 103. One lady waits in reception for the class to start because she 'can't stand the noise' of the chatting and because she feels low and wants someone to listen to her, which we do.

The morning is over, the second class is about to start, the distant film music reaches a crescendo, the sun is now hitting the massive reception windows and we are off again entering information on the database, answering enquiries and we just need to negotiate our lunch breaks, because this afternoon there's going to be a talk on healthy eating before the Egyptian Dance starts ...

Holloway Neighbourhood Group

Community Outreach

As well as delivering activities in our two centres, we also go out and about in the community. We organise and participate in various community events, often providing taster sessions of complementary therapies and breaking down stigma by talking about mental health. We delivered a Health Day for 65 men attending the mosque at Muslim Welfare House. We were involved in organising an International Women's Day celebration attended by 122 women and children from diverse communities.

The Mayton Street Festival is a popular annual event and we are pleased to support our neighbours who do such a great job in organising the day. We provided activities as part of Arsenal Football Club's inclusion days for adults and children with mental health problems and disabilities and offered weekly massage sessions at Drayton Park Women's Crisis House.

We also provide advice to some of the small community groups based in our neighbourhood. These grassroots organisations are often adept at reaching and supporting the most marginalised members of our communities. This year, we have helped to strengthen and sustain 11 groups by supporting them with issues such as fundraising, recruiting volunteers, employing staff, forming partnerships and monitoring and evaluation.

Volunteers

Over the course of the year, 76 volunteers served Holloway Neighbourhood Group by generously sharing their time and skills. They work as counsellors, therapists, gardeners, receptionists, administrators, facilities assistants, activities assistants, and manage our social media.

Many of the Stress Project volunteers are trained and qualified in a wide range of therapies including counselling, psychotherapy and complementary therapies. They gain essential skills working with our client group in a supportive environment. This year, 12 went on to find paid employment elsewhere and 2 secured paid employment with Holloway Neighbourhood Group. Others set up their private practice, with some renting space at the Stress Project.

At the Old Fire Station, volunteers provide a warm and welcoming front of house experience to all visitors. We would not be able to provide such an accepting and friendly environment without the wonderful mix of personalities and approaches that they bring to our centre. From the guys who cleaned out our blocked drain and stopped the garden flooding, to the person who simply sat and listened to someone pouring out their troubles, they all continue to enhance and improve our work.



Our Finances

Statement of Financial Activities 31 March 2018

	Unrestricted funds	2018 Restricted funds	Total funds	2017 Total funds
	£	£	£	£
Income				
Donations	61,771	49,674	111,445	69,457
Investment income	11,051	-	11,051	32,919
Other income	178,067	-	178,067	169,278
Total income	<u>250,889</u>	<u>49,674</u>	<u>300,563</u>	<u>271,654</u>
Expenditure				
Cost of raising donations	10,417	-	10,417	4,996
Expenditure on charitable activities	<u>224,432</u>	<u>49,674</u>	<u>274,106</u>	<u>222,886</u>
Total expenditure	<u>234,849</u>	<u>49,674</u>	<u>284,523</u>	<u>227,882</u>
Net income & net movement in funds	<u>16,040</u>	<u>-</u>	<u>16,040</u>	<u>43,772</u>
Reconciliation of funds				
Total funds brought forward	<u>487,514</u>	<u>-</u>	<u>487,514</u>	<u>443,742</u>
Total funds carried forward	<u>503,554</u>	<u>-</u>	<u>503,554</u>	<u>487,514</u>

Statement of Financial Position 31 March 2018

	2018	2017
	£	£
Fixed assets		
Tangible fixed assets	770	1,150
Current assets		
Debtors	34,787	32,062
Cash at bank & in hand	<u>496,978</u>	<u>488,135</u>
	<u>531,765</u>	<u>520,197</u>
Creditors: amounts falling due within one year		
Bank loans & overdrafts	976	-
Other creditors including taxation & social security	22,829	22,029
Accruals & deferred income	<u>5,176</u>	<u>11,804</u>
	<u>28,981</u>	<u>33,833</u>
Net current assets	<u>502,784</u>	<u>486,364</u>
Total assets less current liabilities	<u>503,554</u>	<u>487,514</u>
Net assets	<u>503,554</u>	<u>487,514</u>

Our Team



Lucy Bingham - Chief Executive

Lucy is responsible for business planning, fundraising, community engagement and the development of partnerships. She joined HNG in the summer of 2012, and comes with 13 years experience of managing charities.

Her previous work experience includes working for Councils for Voluntary Service and managing Community Centres.



Carol Louvet - Stress Project Centre Manager

Carol has worked at HNG Stress Project for over 16 years, she has a wealth of experience working in the Mental health field. Carol is a qualified person-centred counsellor and clinical supervisor and is a member of the BACP.

Her role includes the smooth running of the Stress Project therapy centre - managing a team of over 50 dedicated volunteers who she supports to gain skills and their professional development.



Antoinette Spencer - Old Fire Station Centre Manager

Antoinette is responsible for the day-to-day management of the Old Fire Station Community Centre and the development and delivery of a programme of weekly activities.

Antoinette joined HNG in 2014 and has many years experience in arts and also in support and employability for groups facing disadvantage through lack of opportunity. She enjoys face-to-face work and project management, so describes herself as 'happily busy' as Centre Manager for the Old Fire Station.

Supported by

Daniel Charcharos - Administrator

Chelsey Koulombris - Old Fire Station, Assistant Centre Manager

Jacqui Richardson - Stress Project, Admin Assistant

Sahir Ahmed - Outreach

Our Trustees



John Rockel - Chair



Charlie Bowker - Secretary



Hayley West



Rebekah Diski



Toby Lovell - Treasurer



Sandrine Palmer



Wil Lewis



Gabrielle Melvin



Tom Neumark

The Stress Project means a lot to me because I am heard and supported. I can talk or not, cry or not, rant and everyone listens. We laugh and are friends - JD

I've been coming to the Old Fire Station for many years. The people are very kind and friendly - and I'm very thankful for that - Phylis



The Stress Project is fantastic. It's so welcoming and the activities it runs for the local community are highly valued - Barbara



Everyone is very nice and polite - Annette

Our Supporters



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Awarding funds from

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