

# Holloway Neighbourhood Group



## Annual Report 2018/2019



**Holloway  
Neighbourhood  
Group**

Registered Charity Number 290493

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# Contacts

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# Vision, Mission & Values



Holloway Neighbourhood Group is people-centred. We provide opportunities to give as well as to receive and to build relationships that create better lives. This year we held discussions with people who participate in our activities, our volunteers, staff and Trustees with the aim of better understanding how the organisation is perceived, to identify areas for improvement, to start a process of stronger engagement with the people who benefit from our services in setting our direction, and to refresh our Vision Mission and Values.

Our conversations revealed that people have a strong sense of belonging to Holloway Neighbourhood Group:

"It's part of my home."

"I keep coming because I am accepted."

"This place is like a good friend."

**Our Vision:** Empowered, happy and inclusive communities where all people are valued.

**Our Mission:** We provide support and services and build connections to empower people to lead fulfilled lives as part of their community.

## **Our Values:**

1. Respecting diversity
2. Connecting and Connected
3. Listening and Empowering
4. Compassionate
5. Striving for Quality



# The Stress Project

The Stress Project provides low-cost counselling, complementary therapies and peer-led social support for people experiencing stress or other mental health issues. This year, 565 individuals accessed services at the Stress Project - participating in low cost courses of counselling or complementary therapies, attending our Drop-ins or taking part in Mindfulness meditation.



155 people attended a course of low-cost therapy - counselling (92 people) or complementary therapies (63 people). Using the CORE Outcome Measure to record progress of the people who completed their course of therapy this year, 78% showed a reliable improvement in their wellbeing, with 68% showing improvements above the level of clinical significance. Our services indicate that mental wellbeing and physical health are closely entwined. 85% of the people participating in our therapy courses said that there was an improvement in both their physical and mental health as result of their treatment. 44% reported increased mobility, 35% less pain, 53% said that they get out more, 71% are more confident, and 82% reported feeling more positive about life.

In addition, 44 people benefited from counselling and complementary therapies during the evenings and weekends.

## Feedback from people completing a course of therapy:

*"Although I still have many issues to resolve, I feel the counselling has equipped me with the tools I need to progress with my life."*

*"Alison has been fantastic, super welcoming, friendly, helpful, supportive and her massages are amazing."*



## Mindfulness Services

Mindfulness services continue to be an important part of our therapeutic offer. We ran 3 8-week Mindfulness Based Cognitive Therapy courses which were attended by 34 individuals. We delivered free weekly Mindfulness Meditation classes, which this year attracted 109 participants.

We continued to deliver our long-standing twice weekly Drop-ins, where our wonderful Drop-in volunteers offer a warm welcome, emotional support and taster sessions of complementary therapies. This year we ran 98 sessions which were attended by 223 people.

**An attendee of our Drop-ins distinguishes the Stress Project from statutory services:**

**“It’s a beautiful thing, the Stress Project. Sometimes a nurturing touch is what’s missing, and not medication and sterile NHS services.”**

We have completed our third year of delivering Mindfulness activities for vulnerable young people. This year we delivered taster sessions of Mindfulness with 35 young people in partnership with Body and Soul, the Pilion Trust and the All Change Inspire project. We are grateful to Cloudesley and the National Lottery Community Fund (through the Stay Well Live Well partnership) for funding our work with young people.

Using the WHO-5 Wellbeing Index we evidenced that 55% of young people participating in our courses demonstrated an improvement in their wellbeing, with 80% of those improvements being above the level of clinical significance.

# The Old Fire Station

At the Old Fire Station community centre we deliver community events, classes and activities to promote social cohesion, good health and wellbeing, with a particular focus on social and health-promoting activities for older people. We also provide premises and space for use by other community groups.

Over the course of the year, funded by Islington Council, the National Lottery Community Fund, Sport England, Clarion Futures and Sport Islington we delivered 654 activities in which 579 different people participated, representing 9,306 people hours. We have continued to increase the variety of services we have on offer and foster some real enjoyment and fun within the centre. We have improved our advice offer through partnering with Morgan & Wiseman Solicitor's immigration advice service and continuing our partnership with Islington Council's housing advice services.

272 people attended weekly activities for over 55s which included 4 gentle exercise classes a week, a men's social club, Tai Chi, and Egyptian Dance classes.

We took 111 service users on 9 trips and visits. Destinations included the seaside at Margate, Kew Gardens, Sadlers Wells Theatre, the Royal Albert Hall, galleries and exhibitions and a trip on a canal boat.

## Thank you letter received after our Margate trip

"Thank-you ALL (the Team) for the wonderful attention and kindness shown on the visit to Margate 3/8/18.

A great big Thank You."



148 people took part in creative activities including art, writing and dance. These opportunities came through partnership work with Living Space Art school, and Sadlers Wells Community Outreach team, and our new Clarion Futures funded Art for Wellbeing project.

## Art for Wellbeing class participant:

**"The class is helping me in so many ways. It gives some structure to my week. It allows me to make art work which helps me to relax and improves my concentration. I have made friends with people taking the class. The mindfulness techniques that James teaches are easy to take out into everyday life and help when I'm feeling anxious. I am very grateful that the class is free and available."**

Living Space Art believe in older people getting out of the house and creating things. We are in the 3rd year of working together. They nurture a small group of loyal attendees who delight in popping out to reception to show us what they are making. It's a joy!



Elders took part in a series of dance tasters delivered at our centre by professional choreographers from Sadlers Wells. Classes included African, Social and Flamenco dance. Following on from that, elders worked for 8 weeks developing a routine with 2 choreographers who had been on TV!! They showcased their efforts on stage to an audience at the Lilian Bayliss Theatre. Family members and friends could come along too and soon realised that their elderly relatives were really dancing Divas. Our elders were delighted to have had this fabulous opportunity and continue to ask for more.

As one lady said “Well you live your life, you work, you finish your work, you get old and then one day there you are up on stage in front of all these people!”



Our Bingo Group has continued to grow with 38 people dotting their numbers to win toilet rolls and other household items in a convivial atmosphere. Our film club totted up 48 people over the year with many new faces.

Yoga and Pilates again attracted large numbers of participants (106 and 120 respectively). Our sewing class attracted 66 people - both our core regulars and many others dipping in for tips and support with garment making. 36 people attended talks and workshops on the Red Cross befriending service, the Bags of Taste initiative on saving money on food, and gadget workshops delivered by students from City & Islington College.

**Sewing Class student aged 83  
(talking about the tutor):**

“Oh she’s wonderful in the class, with everyone working at different levels on their own things. And what’s more about her is she’s with-it, but she understands the basics that old people want to do, but she’s not stuffy, fuddy-duddy fashion. I consider her to be a real asset.”

**Yoga class comments**

“Uplifting, helps to keep me on an even keel, i.e. feel more balanced (as dealing with many issues).”

“The teacher - her kindness, positive attitude and support”.

# Community Development



As well as delivering activities from our 2 centres, we also work out and about in the community – supporting networks and partnerships, providing capacity building support (especially around fundraising) for smaller community groups, and raising awareness of needs within marginalised communities.

We organise and participate in community events, often providing taster sessions of complementary therapies and breaking down stigma by talking about mental health. We provide weekly massage sessions at Drayton Park Women's Crisis House and participated in The Arsenal Foundation's disability inclusion days. We estimate that this year we reached 700 people through our outreach.

In partnership with Middle Eastern Women and Society Organisation and the Turkish, Kurdish and Cypriot Women's Welfare Group we carried out some research, using Participatory Appraisal techniques, on behalf of Islington Clinical Commissioning Group into local communities' experiences and views of local health services.

We were delighted to receive a 2-year grant from Comic Relief to work in partnership with local grassroots community groups supporting Black, Asian, Minority Ethnic and Refugee women to increase social cohesion. We will be running physical activity classes in various local venues and supporting women to access services and opportunities. The project kicked off with a lively celebration of International Women's Day attended by 120 women and children.



# Volunteers

It would not be possible to achieve even a fraction of what we do without our amazing volunteers. A total of 87 people volunteered at Holloway Neighbourhood Group this year. They act in many varied roles including as counsellors, complementary therapists, drop-in facilitators, in administration, marketing, DIY and on reception, and as gardeners, bingo callers, trip supporters and activity helpers. At the Stress Project 69 individuals generously shared their time and talents.

Many are trained and qualified in a wide range of therapies including counselling, psychotherapy and complementary therapies. Others make valuable contributions to the smooth running of our office and others provide a warm welcome and a listening ear at our Drop-ins. The generosity, kindness and care shown by our volunteers is extraordinary.



At the Old Fire Station, we have a core handful of long-term volunteers and others come and go as their lives change and they find different things they want to do. 15 people volunteered over the year, and we estimate that we benefitted from over 800 hours of their support. A massive thank you to our gardening volunteers who have been pulling out all the stops and working so very hard to transform our rather tired garden. It is a real pleasure for everyone to see the centre surroundings looking so vibrant and beautiful and our thriving and well kept garden has become a key element in creating the warm welcome that we want to provide for all our visitors.

This year we benefited from the help of 3 corporate teams. A team from Aviva did a grand job of tidying up our garden at the Stress Project. The Japanese bank MUFG brought a Sake Master to the Old Fire Station to showcase rather a large variety of Sake and some very cheery elders left after a talk and tasting session. Euromonitor supported our Elders Christmas Lunch – one part of the team came to decorate the day before and their colleagues came on the big day to give us a hand.

**This is what the Euromonitor team fed back about their experience:**

“We had a brilliant time ... it was lots of fun helping and spending time with everyone there. We meet some lovely people and they seemed to enjoy having us there too. They couldn't say enough about how great the place was and the fun activities that they go to every week there. Antoinette and her team are absolutely amazing, lovely and friendly. They made us feel at home and part of the team.”

# Financial Information

## Statement of Financial Activities Year Ended 31 March 2019

	Unrestricted funds	2019 Restricted funds	Total funds	2018 Total funds
	£	£	£	£
<b>Income</b>				
Donations & legacies	61,764	53,357	115,121	111,445
Investment income	17,991	-	17,991	11,051
Other income	<u>172,374</u>	<u>-</u>	<u>172,374</u>	<u>178,067</u>
<b>Total income</b>	<b><u>252,129</u></b>	<b><u>53,357</u></b>	<b><u>305,486</u></b>	<b><u>300,563</u></b>
<b>Expenditure</b>				
Cost of raising donations & legacies	-	9,671	9,671	10,417
Expenditure on charitable activities	<u>243,265</u>	<u>40,585</u>	<u>283,851</u>	<u>274,106</u>
<b>Total expenditure</b>	<b><u>243,265</u></b>	<b><u>50,256</u></b>	<b><u>293,522</u></b>	<b><u>284,523</u></b>
<b>Net income &amp; net movement in funds</b>	<b><u>8,864</u></b>	<b><u>3,101</u></b>	<b><u>11,964</u></b>	<b><u>16,040</u></b>
<b>Reconciliation of funds</b>				
Total funds brought forward	<u>503,554</u>	<u>-</u>	<u>503,554</u>	<u>487,514</u>
<b>Total funds carried forward</b>	<b><u>512,418</u></b>	<b><u>3,101</u></b>	<b><u>515,519</u></b>	<b><u>503,554</u></b>

## Statement of Financial Position 31 March 2019

	2019	2018
	£	£
<b>Fixed assets</b>		
Tangible fixed assets	-	770
<b>Current assets</b>		
Debtors	27,514	34,787
Cash at bank & in hand	<u>543,427</u>	<u>496,978</u>
	<b><u>570,941</u></b>	<b>531,765</b>
<b>Creditors: amounts falling due within one year</b>		
Bank loans & overdrafts	<u>1,122</u>	976
Other creditors including taxation & social security	<u>49,561</u>	22,829
Accruals & deferred income	<u>4,739</u>	<u>5,176</u>
	<b><u>55,422</u></b>	<b><u>28,981</u></b>
<b>Net current assets</b>	<b><u>515,519</u></b>	<b><u>502,784</u></b>
<b>Total assets less current liabilities</b>	<b><u>515,519</u></b>	<b><u>503,554</u></b>
<b>Net assets</b>	<b><u>515,519</u></b>	<b><u>503,554</u></b>
<b>Funds of the charity</b>		
Restricted funds	<u>3,101</u>	-
Unrestricted funds	<u>512,418</u>	<u>503,554</u>
<b>Total charity funds</b>	<b><u>515,519</u></b>	<b><u>503,554</u></b>



# 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 15 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 20 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 - Men's Project Worker

# Reference & Administrative Details

Registered charity name	The Holloway Neighbourhood Group
Charity registration number	290493
Company registration number	01804906
Principal and registered office	The Old Fire Station 84 Mayton Street London, N7 6QT
The trustees	John Rockel (Chair) Toby Lovell (Treasurer) Charles Bowker (Company Secretary) Sandrine Palmer Rebekkah Diski Gabrielle Melvin Thomas Neumark (Appointed 25/04/18) Barry O'Donovan (Appointed 23/10/18) Munal Mehta (Appointed 22/01/19) Hayley West (Resigned 26/09/18)

## Our Funders



**ISLINGTON**



**Cloudesley**



**SPORT  
ENGLAND**



**CLARION  
FUTURES**



**LOTTERY FUNDED**