

Holloway Neighbourhood Group



Annual Report 2019/2020



**Holloway
Neighbourhood
Group**

Registered Charity Number 290493

Vision, Mission & Values



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

Contacts

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The Stress Project

At the Stress Project we support people who experience stress-related illness and short or long-term mental health problems such as anxiety, depression OCD, PTSD, schizophrenia, bi-polar, eating and self-harming disorders. This year, 532 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.

Our work is both preventative and restorative and the data we collect using the CORE outcome measure demonstrates that we significantly help people to reduce risk factors such as self-harming behaviours and suicide ideation. Offering the most suitable therapeutic intervention for each individual, our holistic approach often provides an alternative to hospitalisation or residential care and helps to avoid a relapse or an acute crisis situation. We receive referrals from various sources including mainstream NHS services such as i-Cope, GP's and other health professionals.

Counselling and Complementary Therapies

We offer low-cost programmes of counselling and complementary therapies. In the last year, 104 people accessed a programme of counselling and 63 accessed complementary therapies including aromatherapy, massage, shiatsu and reflexology. In addition, 44 people benefited from counselling programmes during the evenings and weekends. Using the CORE Outcome Measure to record progress, of the people who completed their course of low-cost therapy this year, 79% were above the clinical cut off score of 10, and of those 66% showed improvements above the level of clinical significance – with their levels of distress moving from the clinical to non-clinical (healthy) population. 61% showed a reliable improvement in their wellbeing. 97% said that their physical and mental health had improved as a result of treatment received, 61% said it helped avoid hospitalisation and 43% said it helped to reduce the number of visits to their G.P and other NHS services.

Feedback

“The therapy has been a life saver.”

“I am much more able to actually enjoy life.”

“I have spoken about a lot of things I have never been able to speak about before.”



Mindfulness Services and Drop-In Support

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 39 individuals. Participants experienced an average reduction in PHQ-9 markers of depression of 43% and GAD-7 markers of generalised anxiety of 35%. We delivered 41 free weekly Mindfulness Meditation classes, which this year attracted 84 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 104 sessions which were attended by 203 people. 83% of people attending Stress Project Drop-ins reported that it had helped them to feel less isolated and 86% reported that it had helped them experience improved wellbeing.

“For the first few weeks I just came [to the Stress Project] and relaxed. I thought it was a nice space and felt comfortable in the surroundings and with the people. It wasn’t really about the mindfulness to start with. Then I started learning things from the drop-in class. I put mindfulness meditations on my phone and started using it at home. It just started working for me.

A guy who was in the class had been on the 8-week course and recommended it. With the course you do a meditation and discuss it afterwards and you get homework/hand outs. There was subject matter like letting go and there were loads of meditations for different things. The course is quite structured; it gave a bit more understanding and was very thorough.

Usually, I do [Mindfulness meditation] about twice a day. The breathing meditation is the one that really works for me. I’ve done that one at the bus stop. There’s no set pattern just do what you need to do when you need to do it. It’s quite freeing really.

I can feel the changes; I wasn’t sleeping and was constantly stressed. I’ve made a definite decision that it works for me; therefore I make the effort and make the time. One of the basic concepts is about living in the moment, not worrying about the past or the future, I found that very useful. I can do a meditation and live in the moment, I’m quite happy doing that.”

We were pleased to be able to offer space to 2 local volunteers, Caroline and Rowan, who organised an Action for Happiness course at the Stress Project. This brought new people to the centre who went on to join other activities.

We also provided a space for a Mindfulness course for Adults with ADHD. This was a pilot course delivered by researcher Chris Norris. For those completing the course there was a 42% reduction in markers of depression, a 49% reduction in markers of general anxiety and an 18% improvement in markers of executive function. We are delighted to have an opportunity to support this important research.

Old Fire Station Community Centre

The Old Fire Station has a footfall of over 10,000 visitors a year. 482 people attended Holloway Neighbourhood Group delivered activities representing 6,800 attendances and 8,399 people/hours of activity. Our weekly activities included 4 gentle exercise classes, an older men's social club and Tai Chi for over-55's; as well as yoga, art & creative writing, sewing and Egyptian Dance classes, and a film club. All activities have a focus on wellbeing and social connectedness. All 12 respondents to a survey of our mixed gentle exercise class reported that through the class they had met new people, with 8 reporting they had socialised with people they met through the class and 8 reporting that they had started other new activities through coming to the class.

Feedback

"It has been a very therapeutic, calming and enjoyable class. Very nice people and an excellent teacher. I loved it."

"I really enjoyed it. It was such a great lesson. Apollonia such a great and fun teacher. Had a very amazing experience felting. I've never done it before and I would very much like to come back and do more lessons."

"I want to tell you that I find the Yoga class helpful and that Dunya is very kind and supportive. That helps me. The staff are kind and supportive also."

In addition, people have attended activities that we support - such as the very popular weekly Tech and Tea delivered by Clarion volunteers, the independent service user led monthly Reading Group, and a low-cost Chiropody service. Our reception staff and volunteers work positively not just with our own service users, but also the communities of parents, children and refugees who attend services with Maa Shanti, the Eritrean Community in the UK, the Somali Education Centre, an Ethiopian church, the HMRC self-assessment support team and other room hirers all based at the Old Fire Station. There are also daily enquiries through email, over the telephone and from visitors to the reception desk for support with information and signposting.

On the first day attending the centre at reception [A] was visibly nervous and trembling. They explained that they didn't normally go out to anything new, but had been attracted by the particular activity we were offering. Before the activity started they nearly left the activity room several times but were gently diverted back by different members of staff, a cup of tea and by finding them a buddy to sit next to.

During the workshop they became very focused and then started to attend as many similar activities as possible, meaning that they had at least one activity a week with us. After a few months they were visibly more confident, more likely to strike up a conversation with someone in the centre and happy to offer to make cups of tea and help others to feel welcome.

Some of the Highlights and Achievements for the Year:

- Art for Wellbeing Exhibition – we had 45 visitors to this exhibition which displayed pieces of work from 26 artists who had taken part in the project.
- Elders Christmas Lunch – 40 elders attended a delicious Christmas lunch with all the trimmings including a vegetarian option. This was followed by some seriously cool dancing to loud Soca and Reggae. We were supported by volunteers sourced by the Big Alliance without whom we would have struggled. They were amazing support although they were outclassed on the dance floor by our older ladies' moves, but did their best!
- The Sewing Class was funded through Islington Adult and Community Learning from the Autumn term. This meant that people could attend for free and the class became open to more people than before.
- Building on the success of the Men's Social Club we launched Men Talk, a discussion and meet up group for men. It got off to a slower start but has developed as a space for quite opposite views to be expressed in safety and with mutual respect. The protagonists look forward to the exchange of opinions.
- Although this year has been busier we have continued to support smaller, independent activities with free space.
- We installed a defibrillator in reception which we hope will never be needed but is a resource for the community during our opening hours.
- We have continued to forge a closer link with our landlord Clarion through the repairs team and also through continued funding from Clarion Futures and IT support volunteers from the Clarion Futures Digital Inclusion project.

Art for Wellbeing Exhibition



Volunteers

As a small team we are extremely grateful for the contributions of our wonderful volunteers. A total of 58 people volunteered with Holloway Neighbourhood Group this year.

- At the Old Fire Station, 10 people volunteered over the year, and with kindness and respect they exemplify our values of connecting people:
- One of our most popular art workshops is in felting techniques and led by a volunteer who has supported participants to create some beautiful and accomplished pieces of work.
- Our gardeners keep our front and courtyard gardens looking colourful and cared for and share plants and time with other local gardening projects. The lovely appearance of the gardens contributes to a feeling of care and welcome for all our visitors and provide a delightful space to break for a cup of tea and a chat. They also connect with passers-by on the street and can often be seen engaging in friendly chat as they work or take a tea break at the front of the building.
- Our reception volunteers provide a warm welcome to the community centre and deal with both serious queries and light-hearted repartee as well as offering us some extremely welcome data entry support. They are an essential part of helping visitors to feel listened to, providing assistance such as signposting to information and by providing a kindly ear.
- Our handypersons are always willing to look for an inexpensive solution to the issues that arise in an old building and their expertise has meant that many repairs are completed just for the cost of materials, for which we are very thankful.
- As always we are grateful to those that support our social media efforts as we rely heavily on them for our social media presence. It's a great way to get news out about our activities and link to other organisations in the borough.

At the Stress Project, 48 people volunteered over the year as complementary therapists, Drop-In facilitators, gardeners, admin assistants and counsellors on clinical placement to obtain their qualification.

“It was a very supportive environment to do my clinical placement, the whole team made it such a hard place to leave, I learnt so much from my experience. The diversity of clients enriched my learning, I gained sufficient hours required for me to gain my accreditation. Thank you.”



Partnerships

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. With financial support from Islington Council we employed a part-time staff member to engage local communities in developing training and employment opportunities in the garment-making and fashion industry.

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.

We are leading a partnership of local grassroots community groups supporting Black, Asian, Minority Ethnic and Refugee women to increase social cohesion. Together with our fantastic partners, we ran women-only physical activity classes in various local venues and provided advice and signposting information in community languages to support women to access services and opportunities. In the first year of the partnership we delivered 131 physical activity classes, benefiting 221 women. We also ran a series of Open Days in Islington's largest leisure centres to introduce the women to the facilities and build up their confidence to attend. With funding support from Comic Relief and through working in partnership, we are able to extend our reach – in the case of this project the beneficiaries reported 16 different preferred languages and 48% indicated that their English skills were beginner or elementary.

Towards the end of the year, we were developing 2 other partnerships – one with local youth providers to deliver Mindfulness activities funded by Islington Giving's Young Grant Makers; and the other with members of the Octopus Community Network to deliver art and physical activity classes in local community centres.



Responding to the Coronavirus & Future Priorities

As the year drew to a close, the coronavirus pandemic led to dramatic changes in our operating environment. Having to quickly close both our centres we set up our staff team to work from their homes.

Since the end of March and during lockdown we established online and telephone support services and then, as lockdown eased, made our buildings COVID-secure so that we and our room hirers could carefully recommence some in-person activities within our centres. The need for social distancing has led to challenges in managing relatively small buildings that were previously running close to maximum capacity and generating income which we relied upon to help achieve our charitable objectives.

Through our online and telephone support we have met new people who would not be able to come out to a centres. Individuals who are most vulnerable to the coronavirus and have difficulty in leaving their home are experiencing increased social isolation and mental health issues. Therefore, in order to engage with the most disadvantaged communities our online and telephone support will remain a priority for Holloway Neighbourhood Group for some time to come

In looking to the future we will examine our strengths of kindness, welcome and inclusiveness; and build upon our recent learning in crafting a service that is not wholly dependent upon buildings, delivering in-person services that our COVID-secure, and responding with agility to rapidly changing needs

The full impact following the global coronavirus pandemic is still unknown. It is therefore not currently possible to evaluate all the potential implications for the charity's activities, beneficiaries, funders, room hirers, suppliers and the wider economy. The Trustees have considered the impact of the pandemic on the charity and have concluded that although there may be some negative consequences, it is appropriate for the charity to continue to prepare its accounts on the going concern basis.

Financial Review

The financial statements have been prepared in accordance with the requirements of the latest Statement of Recommended Practice (SORP).

The Statement of Financial Activities shows total income received in 2019/20 of £290,736 (2018/19: £293,522). Expenditure for the year was £299,187 (2018/19: £293,522). This resulted in a deficit, after taking account of losses on investments, of £35,743 (2018/19: surplus of £11,964). Total funds carried forward to 2020/21 are £479,776 (2019/20: £515,519). Cash resources were £506,453 (2018/19: £543,427) and we have invested £470,787 (2018/19: £503,516) in funds to provide a return which can be utilised for operational requirements.

Financial Information

Statement of Financial Activities Year Ended 31 March 2019

	2020		2019	
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Income and endowments				
Donations & legacies	61,481	44,662	106,143	115,121
Charitable activities	2,492	-	2,492	-
Investment income	4,001	-	4,001	4,007
Other income	178,100	-	178,100	172,374
Total income	<u>246,074</u>	<u>44,662</u>	<u>290,736</u>	<u>291,502</u>
Expenditure				
Cost of raising donations & legacies	6,289	1,131	7,421	9,671
Expenditure on charitable activities	<u>247,396</u>	<u>44,129</u>	<u>291,524</u>	<u>283,851</u>
Total expenditure	<u>253,685</u>	<u>45,260</u>	<u>298,945</u>	<u>293,522</u>
Net (losses)/gains on investments	(27,534)	-	(27,534)	13,984
Net (expenditure)/income & net movement in funds	<u>(35,145)</u>	<u>(598)</u>	<u>(35,743)</u>	<u>11,964</u>
Reconciliation of funds				
Total funds brought forward	<u>512,418</u>	<u>3,101</u>	<u>515,519</u>	<u>503,554</u>
Total funds carried forward	<u>477,273</u>	<u>2,503</u>	<u>479,776</u>	<u>515,519</u>

Statement of Financial Position 31 March 2019

	2020	2019
	£	£
Fixed assets		
Tangible fixed assets	3,174	-
Current assets		
Debtors	27,203	27,514
Cash at bank & in hand	<u>506,453</u>	<u>543,427</u>
	533,656	570,941
Creditors: amounts falling due within one year		
Bank loans & overdrafts	-	1,122
Other creditors including taxation & social security	45,406	49,561
Accruals & deferred income	<u>11,648</u>	<u>4,739</u>
	<u>57,054</u>	<u>55,422</u>
Net current assets	476,602	515,519
Total assets less current liabilities	<u>479,776</u>	<u>515,519</u>
Net assets	<u>479,776</u>	<u>515,519</u>
Funds of the charity		
Restricted funds	2,503	3,101
Unrestricted funds	<u>477,273</u>	<u>512,418</u>
Total charity funds	<u>479,776</u>	<u>515,519</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 17 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

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
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The trustees

John Rockel (Chair)
Toby Lovell (Treasurer)
Charles Bowker (Company Secretary)
Sandrine Palmer
Gabrielle Melvin
Thomas Neumark
Barry O'Donovan
Munal Mehta
Wil Lewis
Rebekkah Diski (resigned 02/07/19)

Our Funders



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