

Chrysalis Centre for Change

Supporting Positive Mental Health



Annual Report 2013

*We are not the destination
We are the journey*



Chrysalis Centre for Change

Peter Street Community Centre, Peter Street, St. Helens, WA10 2EQ

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2014

Created & Edited
by Siân Thomas, Assistant Manager

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Spreading Our Wings



'Hi Everyone'

Introduction

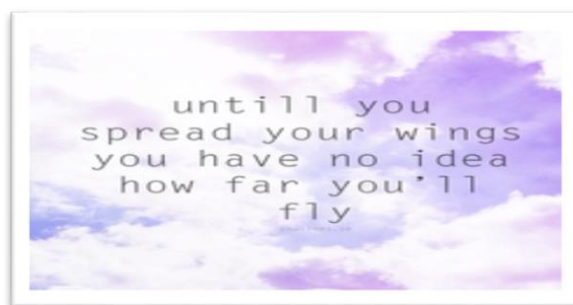
2013 has certainly been a time for spreading our wings at the Chrysalis Centre in order to meet the demands on both our existing and new services. The new outreach provision and domestic violence support service are now established and proving to be a valuable and much needed addition to the range of services available at the centre. As a result we are now reaching and supporting more women with many diverse problems and issues. In addition to our services the team at the centre is also growing, we now have two new paid members of the team, a Drop-in and Outreach Co-ordinator and a Domestic Violence Support Worker and we are also fortunate to welcome three more dedicated volunteers to support the valued and much needed work at the centre.

I am also very pleased to say that we now have an Assistant Manager, this promotion has been well earned over the years with continued commitment and dedication to the CCC and the work involved. On a personal note I am indeed happy and fortunate to have her working closely by my side.

Spreading your wings is certainly what we at the centre encourage all team members and service users to do and not to settle for what you know isn't right or enough for you to feel happy and fulfilled. Feeling restricted or confined can only lead to frustration, anxiety and unhappiness. Believing in yourself and having the confidence to spread your wings, face new challenges and make the changes needed is not easy however with learning, support and encouragement it is achievable. CCC is all about learning, support and encouragement and as Co Co Chanel said:

"If you were born without wings, do nothing to prevent them from growing."

The team at the centre is dedicated and enthusiastic regarding motivating service users and indeed each other to spread their wings and to work towards reaching their full potential



Are you flying at the height you truly want to be? Or do you need to spread your wings a little more and aim higher?

Sue Clarke Centre Manager

Our Team

CCC considers every member of its team a valued individual. We offer team members support and commitment and expect the same in return. At CCC, you will be respected for who you are and we aim to have a supportive and professional organisational culture.

It is our policy that every member of the CCC team will be an advocate for and represent CCC with a genuine, empathic and respectful approach. All team members are expected to respect boundaries and maintain a professional approach at all times. All team members will also be expected to be supportive and respectful to other team members and be prepared to work under their own initiative and as part of the CCC team.

CCC offers inductions to all new team members and keeps everyone up to date by way of regular monthly team meetings. CCC is committed to personal and professional development and individual needs are discussed in appraisals which take place every 6 months.

Our current team is made up of a diverse group of women who are part of the team for different reasons. Some team members began their journey as service users themselves whereas others came to the centre on placements or in search of a volunteer position. What connects us is our dedication to helping women in need and to offering the best possible service we can.

Vicki Geoghegan volunteers as Admin Support alongside her support worker role. Below she talks a bit about her role:

Within my admin support role I keep the notice board up-to-date with relevant information for service users. I design and print any required posters, photocopy any necessary information and keep the leaflets and other information topped up.

In addition I run the centre's Book Club, charging £1 to join and then 50p per book borrowed. All our books relate to relevant issues such as depression, anxiety, self-help and we have a number of books from the Books on Prescription list.

In July I started a monthly newsletter to give service users up-t-date information about events at the centre. I include item written by service users such as poems, positive affirmations, recipes and helpful tips from gardening to stain removal. I always consult service users to ensure that the information they want appears in the newsletter. I have received positive feedback from service users who say they enjoy reading the different information each month.

Chrysalis Centre for Change

Organisational Structure Chart 2013

Trustees

Helen Sinnott
Chairperson

Rosemary Dossett
Treasurer

Rita Williams
Service User
Representative

**Cllr
Terry Shields**

Mary McLoughlin

Staff & Volunteers

Sue Clarke
Centre Manager/
Counsellor/Tutor

Siân Thomas
Assistant Manager

Tracy Costello
Drop-in & Outreach
Coordinator

Julie Roby
Counsellor/ Associate
Tutor/Support Worker

Debbie Fairhurst
Domestic Violence
Support Worker

Penny Deane
Student
Counsellor

Jeanne Moran
Student
Counsellor

Rita Williams
Volunteer Support
Worker

Elaine Rothwell
Volunteer Support
Worker

Sharon Price
Volunteer Support
Worker

Jemma Lunt
Volunteer Support
Worker

Vicki Geoghegan
Volunteer Admin Support
/Support Worker

Charlie Kaye
Volunteer Support
Worker

Jean Thomas
Volunteer Craft
Demonstrator

Growth & Development in 2013

Since 2010 there has been a significant growth in service users, referrals and notably an increase in the range of reasons that women are now accessing our services as shown in the table below:

	Total service users	Total Referrals	Reasons for accessing service
2010	298	236	Anxiety Bereavement Depression Low Self-Esteem/Confidence Social Isolation Stress
2011	249 (the dip here was due purely to our premises move)	263	Anxiety Bereavement Depression Low Self-Esteem/Confidence Marital Breakdown Postnatal Depression Social Isolation; Stress
2012	383	608	Abuse; Childhood issues Addiction (Alcohol/Drugs) Agoraphobia Anxiety & Panic Attacks Bereavement Cancer ; Carer Depression; Anger Domestic Violence; Bullying Eating/Weight issues Family/Relationship Issues Financial Problems Guilt (overwhelming) Insomnia Low Self-Esteem/Confidence Marital Breakdown Miscarriage Neighbours Nervous Breakdown No contact with children/ grandchildren Postnatal Depression Redundancy/Work related Self-Harm; Suicidal Thoughts Social Isolation Stress; Trauma

Statistics & Referrals

Since 2010 the Chrysalis Centre has seen a 43% rise in referrals, the 29% rise in service user numbers. In 2013 we received referrals from a wide range of organisations including:

General Health Sector

GPs	Millennium Centre
CBT therapists	Nurse
Children with Disabilities Team	Whiston Hospital
Health Centre Therapists	Stop Smoking Services
Health Visitors	

Mental Health Organisations

Assessment Team/Crisis Team	St. Helens Together
Cavendish Unit, Leigh Infirmary	St. Helens MIND
Home Treatment Team	IAPT
Iris Ward, Peasley Cross	Open Mind
Making Space	Psychiatrist
Recovery Team	RMNs
Self Help Services	Social Inclusion Team

Domestic Violence Organisations

Freedom Programme
Helena Extra DV Services including IDVAs (Individual Domestic Violence Advocates)
Refuges
St. Helens Council DV Services

Other Organisations

Addaction	Children's Services
Connexions	Hope Centre
SHAP	Social Services
Stephensons Solicitors	St. Helens Carers Centre
St. Helens Young Carers	Victim Support

We have also received a significant number of referrals by way of Word of Mouth from existing or past service users and others from internet searches and other advertising such as posters and flyers.

Service Profile

We have offered 816 counselling hours in 2013, approximately 16 hours per week. We have also offered 282 group support hours. The drop-in runs twice weekly and the courses are offered up to four times per year. Each of the 3 support groups are available once a week.

Evaluations show that service users are generally happy with the provision and they provide numerous positive comments. In terms of changes they want to see it has mainly to do with wanting more – more time, more courses – however there will always be time and resource restrictions and we have to be extremely considerate of the nature of the work and it's emotional impact on our team.

2013 Referral Numbers					
	Counselling	Drop-in	PD Courses	Support Groups	DV Services
General Health Sector	83	46	40	19	6
Mental Health Organisations	60	21	30	23	11
DV Organisations	12	3	18		24
Other Organisations	32	28	37	8	28
Word of Mouth/Self/Advertising	58	35	29	39	19
Totals	245	133	154	89	88
A total of 709 Referrals in 2013					

Service User Profile

In 2013 290 women accessed the services at the Chrysalis Centre. The majority of our service users are from the WA10 areas however we also see a significant number of clients from WA9, WA11 and WA12. Outside of these nearby postcode areas we also have numbers of service users from WA7 and WA8, L34, L35 and L39 and WN3, WN4, WN5 and WN6. Additionally we have service users from as far as BL5.

The age range of our service users is from 18 upwards and the highest percentage of service users are between 40 and 49 years old. A close second is the age range 50 – 59 with similar numbers of women in their 30s and over 60s accessing the services. We also have a significant number of women in their 20s accessing services however we have very few service users under 20.

About 90% of service users identify as White British and there are small numbers who identify as Asian, only a few who identify as other (e.g. White South African, White American) or who choose not to answer.



Chrysalis Centre for Change

We are not the Destination We are the Journey

WE ARE A FRIENDLY VOLUNTARY ORGANISATION THAT PROVIDES SERVICES
AND SUPPORT FOR WOMEN IN ST. HELENS AND SURROUNDING AREAS



Professional Counselling Service

The Counsellors at CCC are members of the British Association for Counselling and Psychotherapy (BACP) and work within their Code of Ethics and Practice

ABC Awards Accredited Counselling Courses for men & women

Level 2 Award in Counselling Concepts
Level 3 certificate in Counselling Skills

Groups Facilitated by Counsellors

ALL GROUPS ARE RUN BY QUALIFIED
COUNSELLORS. NO APPOINTMENT NECESSARY

Bereavement Support Group

Tuesday 1 - 3 pm

Stress, Depression & Anxiety

Thursday 10 - 12 pm

Domestic Violence Support Group

Thursday 1 - 3 pm

Supported Drop-in

*The CCC drop-in offers every woman
a warm supportive and safe place*

Drop-in Times

Mondays & Wednesdays 1 - 3.30 pm

*A Domestic Violence Support Worker
is available during drop-in times*

Personal Development Courses

Skills for Life Level 1:

Confidence & Assertion

Skills for Life Level 2:

Managing Change & Moving On

Personal Development

Residential Weekends

***We are currently recruiting for volunteers to support the
Big Lottery funded Get A Life Project which includes many of
the free available services at the centre***

For further information or queries contact Chrysalis Centre for Change (CCC)
at Peter Street Community Centre, Peter Street, St. Helens WA10 2EQ

Tel: 01744 451309 Email: chrysaliscentreforchange@gmail.com

Web: www.chrysaliscentreforchange.co.uk

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Halton and St Helens

 
LOTTERY FUNDED

Celebration Day: A history

The history of our organisation coinciding its Annual General Meeting with a celebration of achievements goes back to the very start of Women Supporting Women. This photo is the earliest record we have of such an event showing the Mayoress Patricia Jackson with WSW co-founder Mary McLoughlin.



At this time the group was called the Women & Girls Information & Resource Centre combining support for youths and adult females. The funding for the youth service was soon to be cut eliminating support for adults. A group of dedicated volunteers formed Women Supporting Women opening a single drop-in for adult females on a Wednesday afternoon. Later in 2003 they applied for their first community grant and the rest as they say is history.

Ten years later, as the Chrysalis Centre, we have returned to Peter Street Community Centre and are now running a four day service provision. In 2014 we will hold our AGM at the Town Hall to celebrate ten years of funding.

Celebration Day 2013 by *Debbie Fairhurst, Domestic Violence Support Worker*

In 2013 our annual day of celebration and achievements was held at Peter Street Community Centre on International Women's day March 8th. The day was attended by special guests the High Sheriff of Merseyside Colonel Martin Amlôt OBE and his wife Mrs Daphne Amlôt, and of course friend and advocate of CCC, Lady Kirsty Pilkington.

CCC is always delighted to welcome the Mayor and Mayoress of St. Helens to our annual event however due to the sad passing of Cllr Patricia Martinez-Williams, the Mayor Canon Cllr Geoff Almond and Mayoress Mrs Jean Almond, were in attendance at Cllr Williams' funeral on 8th March.

True to tradition the celebrations were opened by our Chairperson, Helen Sinnott, who shortly passed over to Sue, Centre Manager. Sue talked about the recent changes at CCC including setting up an outreach provision at the Cavendish Unit, women's acute mental health ward at Leigh Infirmary. The growth of the centre meant Sue could announce we

were in the process of recruiting two new members of staff. A Drop-in & Outreach Coordinator and a Domestic Violence Support Worker.

To elaborate on the new outreach service at Leigh we had invited Lesley Osbaldestin, Deputy Ward Manager at the Cavendish Unit to speak to everyone about why she had asked the Chrysalis Centre on to the ward. When women are admitted to hospital for mental health problems their life is left at the door, they enter the ward and the door is locked leaving their daily life behind them. Stress levels increase and anxiety goes into overdrive. There was no place for social inclusion in society for these women. Lesley wanted to change that, she wanted to bring social inclusion into the ward, so if they couldn't go out Lesley was going to bring everything to them. Lesley approached the Chrysalis Centre for a number of reasons - the non-judgemental, therapeutic support we offer women in our supported drop-in can be transferred into the ward.

We welcomed Lady Kirsty Pilkington to present certificates for the personal development courses. Two Star Awards were presented to centre users who have exceeded their own goals. Five service-users gave inspirational talks about their personal journeys and how they have overcome mental health problems.

Rosemary Dossett, Trustee of CCC and Counselling Supervisor gave a talk on the accredited Counselling Courses being run at the centre. We were very pleased to introduce the High Sheriff of Merseyside, Colonel Amlôt, to speak about his role and the importance of support in women's mental health, followed by the presentation of certificates for counselling Concepts and Skills, PTTLs and CTTLS courses.

We acknowledged the commitment and support from volunteers by awarding them with a certificate of hours and holding a Volunteer of the Year Award which was presented to Debbie Fairhurst. Vouchers were given to our young volunteers who gave up their time to participate in bag packs.

Cllr Terry Shields and Daisy provided entertainment; Terry's rendition of Elvis was not to be missed, a buffet lunch followed with Helen closing proceedings. The CCC team came together to celebrate achievements with guests, family and friends and as always we are grateful to all our guest speakers, staff, supporters and volunteers.



Services:

Professional Counselling Service *by Julie Roby, Support Worker*

There continues to be a high demand for the one to one counselling provision at the centre. Our volunteer counselling team for 2013 consisted of the Senior Counsellor Sue Clarke, and qualified counsellors Julie Roby, Deborah Kelly and Debbie Fairhurst. During the year we have welcomed two new student counsellors from Warrington collegiate; Jeanne Moran and Penny Deane.

Counselling provides a safe place for the exploration of feelings, emotions and ways of being that have become detriment to emotional happiness; the processing of which leads to increased awareness which in turn can lead to positive changes. The relationship between counsellor and client has to possess a level of trust and understanding in order for this to be possible. The very personal nature of counselling and the confidentiality within the relationship facilitates a process of enabling the client to work towards finding their own answers to life's difficulties, personal problems and making sense of confusing/painful emotions. People choose therapy at any stage of their lives and for any reason; this could be due to a specific issue or problem or the person could be experiencing unhappiness/depression/anxiety or general dissatisfaction with life without any reason which is apparent to them. All of our counsellors are able to work with a wide range of presenting issues, past or present; the most important aspect of counselling is the relationship between the counsellor and client of which the focus is on understanding and acceptance.

All CCC counsellors and student counsellors are highly personally and professionally developed in line with the requirements of the British Association of Counselling and Psychotherapy of which we are all members.

Comments from Counselling Clients:

"I feel much better, less stressed and emotional and I have built up my confidence"

"I've made a lot of changes and worked through a great deal as a result of the sessions."

New at CCC: Domestic Violence Support

CCC now offers a Domestic Violence Support service to all women. The service consists of a support group once a week and the availability of one-to-one support sessions with our DV Support Worker who was employed by CCC in May 2013. The service differs from other DV provision in the town as we are solely a source of emotional support for women who have and are still affected by domestic violence. We signpost or refer for practical, legal or educational services such as the Freedom Programme or accommodation issues.

Prior to the closure of St. Helens Women's Aid it was a rare occurrence to have a service user in a current or past domestic violence situation. Any enquiries relating to DV were passed over to Women's Aid. Referrals *from* Women's Aid were few and far between however when Helena Extra took over St. Helens DV services we saw a dramatic rise in the numbers of referrals, enquiries and service users related to domestic violence both current and historical.

Further to this we found a growing number of instances where women who are initially referred for reasons of depression, anxiety, low self-esteem are revealing either a history of, or a current DV situation at a later date. We began to record all DV related enquiries, referrals and service users who state they have or are currently in a DV relationship as a whole. As such we recorded 22%, nearly one quarter of the women we helped in 2012 stated that, directly or indirectly, DV had or is having a significant impact on their mental health.

Research over the last 10 to 15 years has consistently shown that there is an undeniable link between victims of domestic violence and poor mental health. A recent study funded by the National Institute for Health Research (NIHR) clearly demonstrates that compared to women without mental health problems, women with depressive disorders were around 2½ times more likely to have experienced domestic violence over their adult lifetime (prevalence estimate 45.8 per cent); women with anxiety disorders were over 3½ times more likely (prevalence estimate 27.6 per cent); and women with post-traumatic stress disorder (PTSD) were around 7 times more likely (prevalence estimate 61.0 per cent).

Women with other disorders including obsessive compulsive disorder (OCD), eating disorders, common mental health problems, schizophrenia and bipolar disorder were also at an increased risk of domestic violence compared to women without mental health problems. <http://www.bristol.ac.uk/news/2012/9030.html>

Women's Aid state that, *"Between 50% and 60% of women mental health service users have experienced domestic violence, and up to 20% will be experiencing current abuse."*

<http://www.womensaid.org.uk/domestic-violence-articles.asp?section=00010001002200040001&itemid=940&itemTitle=Domestic+violence+and+mental+health>

In 2013 referrals to our new Domestic Violence support service made up about 12% of all referrals to services. The service only began in May so we expect this percentage to rise in 2014. Over the 7 months the service has been available 85 women have accessed the DV support which makes up 29% of all service users in 2013. Again we expect to see a rise in this number in the forthcoming year.

Debbie Fairhurst, the Domestic Violence Support Worker talks below about her new role:

Since starting my role as the D.V support worker I have been networking and attending team meetings with numerous organisations to promote CCC and discuss the new DV support service. We have been receiving regular referrals since these visits have taken place.

Some service users make first contact via the drop-in where an appointment for a D.V one-to-one can be made. When a referral comes from another organisation contact will be made by phone or text. Once an appointment has been confirmed the process is the same. Referrals to other organisations i.e. Helena Extra, Addaction and the Freedom Programme, can be made if appropriate.

Some of the ladies are still in an abusive relationship or are not sure if they will go back to their abusive partner. It is crucial that they have somewhere to go to receive support. Too many people suffer in life because they don't have access to or are not aware that there services offering non-judgemental support through their painful life experiences.

Someone recently asked me what makes what we do at the centre different from other organisations in relation to Domestic Violence and my answer was simple, we offer emotional support. We are not here to give advice or tell ladies where they made mistakes or what they should and should not be doing. We are here to listen and support any decisions they make.

Service User Comments:

"I would recommend this group to anyone who has ever felt powerless, dominated, put down or abused in any way"

"The group has provided me with a lifeline. We are dealing with our most painful issues and are learning to face and deal with our own anger"

Get A Life Project

Funded by the Big Lottery's Reaching Communities Fund

The **Get A Life Project** has been running since 2009 and includes the personal development courses, therapy and support groups, therapeutic and social activities. It is currently funded solely by the Big Lottery's Reaching Communities Fund. We are now in the final year of funding and intend to re-apply to the Big Lottery for a further five years funding. Extracts from the end of year 3 report demonstrate the success of this project and why we believe it is imperative that it continues on after 2014.

- By the end of Year 3 138 women had reported changing the way they think and feel about themselves. We measure this number by assessing individual 7 Step Journeys. Each service user completes a 7 Step Journey which is reviewed every two months. We aim for women to show an increase in all areas and specifically for the year 3 milestone we are looking for women to be at stage 4 or above on the Self-Esteem & Confidence Ladder. Stage 4 states, "I am changing the way I think and feel about myself." In year 3 a total of 46 women were at stage 4 or above on this ladder when reviewed.
- Most women who access the services under the umbrella of the Get A Life Project access the Confidence and Assertion courses designed to raise self-esteem and confidence. On the courses there is both paper work and practical work completed to demonstrate student's understanding of the subjects. During Year 3 we received 157 referrals to the Confidence and Assertion Courses alone which demonstrates their demand and effectiveness as well as our retention rate.
- During Year 3 a total of 188 isolated and disadvantaged women reported improved relationships and increased participation in group and social activities. We measure this outcome primarily by way of our 7 Step Journey, ladders 5 and 6 are titled "Isolation" and "Personal Relationships" and we look at the numbers of women who identify an increase in these areas on their individual ladders."
- "At the end of Year 3 of our project 251 women had reported a reduction in symptoms of personal stress, depression and anxiety by using positive coping strategies."

Service User Comments:

"I feel I have a future now and it's not too late to become who I want to be."

"Tutors were brilliant. Full of encouragement and knowledge about all the opportunities out there."

Education & Training *by Sue Clarke, Centre Manager*



Confidence and Assertion Course Skills for Life Level 1. The waiting list for this very popular course has been longer than ever this past year. We are pleased that we are able to continue to offer all the personal development courses at the centre free of charge to anyone who feels that they will be beneficial to them. This course enables students to build confidence, understand behaviour, respond effectively and work towards saying no assertively and without guilt. There are many varied reasons and circumstances why someone may feel that they need these courses and yet there is the common bond that is always present throughout every course. The common bond is the need to make changes and to strive towards a more fulfilling life. The atmosphere during every session has always proven to be both supportive and empowering due to the level of commitment and determination evident due the common bond between the students.



Skills for Life Course After completing the Confidence and Assertion Course the natural progression route for students is the Skills for Life Course Level 2, Managing Change and moving On. This course enables students to identify personal skills and qualities, improve communication and budgeting skills and in addition how to compile a CV. The course also builds on the assertive skills and other learning achieved during the C&A Course. This course is designed to encourage and support students with regards to returning to or accessing employment or further education for the first time.

Both of the courses have an excellent success rate and together they form a major part of the CCC "Get a Life Project"

Residential Courses this year our annual self-development weekend at Foxhill in Frodsham was entitled "Me and My Shadow" The work this time was centred on identifying and accepting the darker side of our personality. The residential always provides a relaxed, supportive and beautiful environment for in-depth personal development work.



In addition to the PD work the residential offers the opportunity to experience guided relaxation sessions, engage in group activities for fun, this always includes rehearsing and performing in your very own production related to the residential topic. You can also take time to experience and share in the peace and tranquillity offered by such a special place. In addition you are able to share this special time with people who also share the common bond (*the need to make changes for a more fulfilling life*) and to make some lasting friendships.

Counselling Courses at CCC

Most of the students from the counselling concepts and counselling skills courses held at the centre have now moved on to continue with their counselling education. Four students are currently studying for a foundation degree in Integrative Counselling at Riverside College Widnes. One of our students is continuing her studies at Southport College and another student is studying for a Masters at Chester University. Further training in Cognitive Behavioural Therapy was the choice of two of the other students from the recent courses.



We all wish them every success with their continued studies and best wishes for the future and hopefully when qualified they will return to offer their skills as qualified counsellors to CCC. Studying to become a counsellor is an amazing journey and begins from the moment you make that choice. If you wish to learn and study in a warm, safe and supportive environment, contact the centre for further details and dates of the courses.

From a student: *"The centre put us on the right path with a solid foundation to work upon and personally gave me the chance to believe in myself and the courage to find my wings and fly".*

Counselling Courses

FOR MEN AND WOMEN

Accredited by ABC Awards

Level 2 Award in Counselling Concepts

Level 3 Certificate in Counselling Skills

Learn in a warm and supportive environment.
All courses delivered by qualified professional tutors with a wide range of experience.

Chrysalis Centre for Change
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Halton and St Helens



LOTTERY FUNDED



Registered Charity
No 1117557



Management Workshops

Stress is an integral component of our existence and will always be part of our lives therefore we cannot eliminate stress altogether, we can however learn to manage our stress and reduce the negative effects that stress has on our lives. The best way to avoid negative stress is to learn to recognise what causes your stress and take steps to stop it before it starts and to learn how to be resilient. The stress management workshops at CCC offer the opportunity to recognise your personal stress levels and identify how you are currently dealing with your stress, if indeed you are dealing with it at all. Many of us have negative ways to deal with stress, the workshops at CCC also provide you with positive coping strategies to enable you to reduce and manage your stress levels more positively. Consequently enabling you too cope more efficiently and productively with everyday life and the issues and problems that may arise causing us to feel stressed. As with all the courses and workshops at CCC humour plays an important role and as we know laughter is proven to be a great reducer of stress

So you want the day off, let's take a look at what you are asking for :-

There are 365 days in the year available for work.

There are 52 weeks in the year, in which you already have two days off per week, leaving 262 days available for work.

Since you spend 16 hours each day away from work, you have used up 170 days, leaving only 92 days available.

You spend 50 minutes each day in coffee breaks which accounts for 25 days per year, leaving only 67 days available.

With 1 hour lunch period each day, you have used up another 46 days, leaving only 21 days available for work.

You normally spend two days per year on sick leave.

This leaves only 19 days available for work.

We are off for 5 holidays per year, so your available working time is down to 14 days.

We generously give you 14 days vacation per year, which leaves only 0 days available for work, and I'll be damned if I'm going to let you take that day off. *Author unknown*

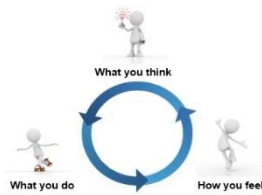
**Tell me again how lucky
I am to work here ...**



**I keep
forgetting**

A good laugh can bring your mind and body back into balance by reducing stress, strengthening your immune system, increasing energy levels, and by keeping you more alert and focused. Laughter can also trigger the release of endorphins which can help promote well-being. It is now possible to book a **CCC Stress Workshop** for your organisation or workplace. For further information regarding booking a stress workshop contact the centre. Remember to find something to laugh at today, it really is the best medicine.

Group Support



Stress, Depression and Anxiety Group

The purpose of this group is to provide women who are suffering from any or all of the above with the tools needed to assist them in making positive changes. The atmosphere in the group is positive and encouraging and group members are extremely supportive of each other as well as none –judgemental and empathic. These conditions and the therapeutic work within the group enable negative patterns of thinking and behaving to be challenged and new more productive ways incorporated. The women learn from each other by group discussion, sharing and feedback which raise awareness of areas in their lives where changes need to be made for them to lead emotionally healthier lives.

The group is CBT led with the main aspect of the work within the group looking at how negative thought patterns affect feelings and ultimately behaviour which repeats continually in a negative cycle. As a group we look at how this negative cycle can be broken. The ladies can also use the group to interact more deeply and honestly to try out new ways of working through destructive patterns. Change and growth occur where a person is free as much as possible to be themselves without feeling judged and under pressure; therefore the work on the group always takes into account the very personal nature of therapy and the ladies are given individual feedback for anything they share within the group.



Bereavement Support Group

The bereavement support group provides a safe and warm environment for the expression and exploration of feelings associated with grief and loss. Women can access the group for support for past or present bereavements.

The group members share at the level they feel comfortable at and are supported through what can be an extremely painful and confusing process. The safety of the group enables sensitive emotions to be expressed honestly which are not always possible with family or close relatives as bereavement affects everyone in different ways. As each person's journey through grief is very individual the ladies are encouraged to accept that how they feel is normal for them; this is very hard when a lot of confusing emotions are present at any one time. It is the purpose of the group to support women in gaining more understanding of how they are feeling and finding ways of coping to help them navigate the path their grief takes. The ladies find strength in each other which helps them to feel that they are not alone in their grief.

Service user comments:

"I am stronger than I realise and I believe I will come through this. I am trying to go places on my own."

"Hearing how the other ladies have progressed made me feel more positive that I can be myself again one day."

Supported Drop-in & Outreach/Networking

Supported Drop-in

In 2013 we identified the need for a Drop-in & Outreach Coordinator to be present at all drop-ins and to coordinate all drop-in support in-house and off-site. Tracy Costello was appointed in May and has shown considerable initiative in creating socially inclusive, safe drop-ins and building up a committed team to support her. Tracy talks below about her new role:

The drop-in continues to be a point of referral, often with representatives from other organisations bringing service users and is working well in this capacity. The ladies complete paperwork and are given time to talk. The ladies are signposted to our services or to other organisation whichever best suits their needs and are encouraged to join the Drop-in. Numbers in the drop-in fluctuate quite considerably. The drop-in provides emotional support. Service user feedback forms show it provides a place of social inclusion and positive wellbeing. Various crafts and talks have taken place with CAB and Adult Learning. Fire Safety advocates are planned for the future.

I have represented CCC in a networking capacity with numerous organisations to promote CCC and to foster good relations. Reports on all meetings are available. Future plans include visiting GP surgeries and Practice Managers.

I am pleased to report CCC is now delivering an outreach service at the Iris Ward in St. Helens along with the already established Cavendish Unit in Leigh. We are in touch with another potential outreach and we hope to extend this in the near future.

Since Tracy's appointment there have been 18 outreach sessions – 13 in the Cavendish Unit and 5 so far in the Iris Ward. 160 women have accessed these outreach drop-ins in both hospitals and we have received a number of referrals as a result of this work. During outreach sessions we offer the opportunity for women to talk in a therapeutic setting alongside stress-relieving activities such as hand massage, arts and crafts and quizzes.

Therapeutic Activities

The Supported Drop-in offers women the opportunity to be part of a group and join in with therapeutic crafts, activities and discussions. We have had 40 therapeutic activities during Year 3 (in excess of the 24 session target) which have included card-making and other paper crafts, jewellery making, nail art, creating butterfly wishes, creating stress relievers, writing and poetry, finger knitting, creating a dreamcatcher and glass painting to name a few. We

also have themed discussions on subjects such as culture, friendship, family, beliefs, stigma, stress, relaxation and positive mental wellbeing. All service users are encouraged to participate and are supported during these discussions. The team and some service users have also shared the responsibility of caring for our garden. Most of the plants were donated by a volunteer, Sue Atherton, who has written about the plants in the following section.

Every year we hold a Christmas party filled with fun and games and laughter. The afternoon includes mince pies and bucks fizz with a quiz, karaoke, games and a tombola. The photo shows some beautiful cakes made especially for the centre by Penny Deane, a student counsellor at CCC.



Service User Comments:

"I learned that I have a lot to contribute"

"I've more interesting things to say than I thought."

"I have made new friends."

Social Inclusion Network

Elaine Rothwell, one of our loyal and committed volunteers continues to attend the Social Inclusion Network (SIN) to promote our service to other network members and to learn about what else is on offer in the borough that may be of interest or benefit to our service users. Below she talks about her role as a volunteer support worker attending SIN meetings:

"I have been representing **CCC** at the monthly Social Inclusion Network meetings for about 18 months. I find the meetings very informative and meet some very passionate people who are there to represent their own organisations. I feel it is important for **CCC** as an organisation to keep up to date with other organisations and know what services are available.

Each month one member of the Social Inclusion Network is a guest speaker and talks about their organisation to the other members. In November 2013 I was the guest speaker and I talked about my role at **CCC** and also about all the services we provide.

All SIN members have a similar goal of supporting vulnerable people through difficult times in their lives. Unfortunately in this day and age the need for emotional and practical support seems to be increasing. So if we can make a difference then that is a really positive thing!

Our Garden *by Sue Atherton, Volunteer*



The area outside the centre is just tarmac and openly exposed therefore it was not very inviting to visitors. I asked Sue, the Centre Manager, if I could look after the gardening and display an arrangement of odd sized pots. However another volunteer Rita had some shuttering's and Sue was agreeable to a change of plan.

I acquired plants that need little watering and maintenance. My parents' garden in Lincolnshire provided an easy remedy as the rainfall there in summer is sparse and suited the garden needs perfectly so I brought back four bin bags of plants! There are 2 double containers for deep rooting plants, 1 for shallow roots, 1 for herbs and complementary plants and 1 for seeds, wild flowers and poppies to encourage the wild life, especially bees.

I purchased one plant especially for the Centre called "Scabioous" it's a Butterfly plant and I had a selection of pansies (thoughtfulness, modesty) left from my garden, all the others have been acquired, they have been bedded in and now starting to flourish. In our garden we have:



Ferns (Sincerity & Confidence)
Four-leaf clover (good luck)
Carnation Pinks (Women's love)
Acaena
Aconites
Christmas Rose
Stonecrop-Autumn
Kamtschatka



Holly (Coming of joys)
Ivy (Friendship, Fidelity)
Masterwort pink
Bell Flower
Lady's Mantle
Aunt-Eliza
Spurge
Stock bill



Foxglove
French Lavender (Constancy, acknowledgement)
Abraham-Isaac-Jacob (Trachystemon orientalis)
Violet - common dog (faithfulness, modesty)

Nearly all of these flowers are English wild flowers thus promoting our natural insect life to flourish. The French Lavender was donated by one of the centre's service users. I hope I have helped to create a low maintenance garden area that requires a quick weekly weed, de-head and water and I do believe though that the plants will live in harmony as the centre strives to encourage us all to do so too.

Finance & Funding

We were delighted to receive an increase in funding from St. Helens CCG in April 2013. Our services have grown exponentially since our first Service Level Agreement with Halton & St. Helens PCT in 2010 and we demonstrated by way of a Business Case that there was a high demand for a specific Domestic Violence service within CCC. We also validated our need for an increase for general running costs based on the increase in referrals since 2010.

In 2013 we received the following funding:

Funder	Amount	Purpose
St. Helens CCG	£70,000	General Running Costs New DV Support Worker Salary
Big Lottery Reaching Communities Fund	£40,567	Third year of four: Get A Life Project
John Moores Foundation	£7488	New Drop-in & Outreach Coordinator salary
The Morgan Foundation	£1500	Final year of 3 years funding to support general running costs

We have now entered our final year of Big Lottery funding and in 2014 we believe that we have the evidence to re-apply for a further 5 years of Reaching Communities funding to support the successful and invaluable Get A Life Project.

Similarly we will demonstrate to the John Moores Foundation that not only has the Drop-in & Outreach Coordinator position had a positive impact on CCC services but already within the short 7 month period the role has grown and developed and it is evident we are in need of more funding to allow for an expansion of this appointment.

Fundraising

To supplement our income CCC has always encouraged team members and service to participate in fundraising activities. Rita Williams is our Service User Representative on the CCC Executive Committee and below she talks about some of the fundraising activities undertaken by CCC in 2013 and looks forward to plans for 2014.

Over 20 volunteers attended two charity bag packs this year at Morrisons Baxters Lane in Sutton. The first on February 24th raised the amazing amount of £857 which we were absolutely delighted with and the second bag pack which took place on July 6th raised £700 and again we were delighted with our efforts and the generosity of Morrisons' customers.

Every year we hold an on-going Tombola throughout December carrying on up to our Christmas Party on Wednesday 18th December. This event always proved to be very popular with our service users and this year was no exception.

There have been a number of other fundraising events at CCC including a football raffle card, cards handmade by service users and I sold a beautiful range of gift-wrapped Avon products early December and donated the money to CCC.

In 2014 we are going to re-introduce the Butterfly book we originally printed in 2010. The book is filled with poems, stories and tips for positive wellbeing. The new, updated book will go on sale prior to our Celebration Day in March 2014. We have also decided to reproduce some popular inspirational bookmarks.

Plans have been discussed to organise a sponsored walk in 2014. Again this is something we have participated in previously and it proved both popular and profitable. There were a number of suggestions for locations including Sherdley Park, Taylor Park and Carr Mill Dam. We have already contacted various supermarkets and hope to hold two more bag packs in the new year.

Finally we are looking into the possibility of hosting a Dragon Boat race. There has been plenty of interest from the team and we will finalise the details in 2014.

A great deal of our fundraising money goes towards our annual therapeutic residential course at Foxhill as well as running costs and anything not covered by external funding.

In Conclusion

I sincerely hope that you have enjoyed reading our annual report and hopefully found some inspiration amongst the pages. I find myself now wondering if you took the time or even thought about the question at the end of the introduction. While many of us are happy in life and do accomplish to some extent what we set out to do, many of us do not push ourselves that little bit further and therefore do not reach our full potential. While we might be particularly good at doing certain things in life we could excel at some if only we had the courage and belief in ourselves to go for it. We can also at times in our lives find ourselves wondering **“what if”**. Perhaps remembering and regretting past or lost opportunities. It would be wrong for us to think that (anyone can be anything) because that simply is not true, we can however be true to ourselves, fulfil our potential and be the best we can be.

You must learn that you cannot be loved by all people. You can be the finest apple in the world, ripe, juicy, sweet, succulent and offer yourself to all. But you must remember that there will be people who do not like apples. You must understand that if you are the world's finest apple, and someone you love does not like apples, you have the choice of becoming a banana. But you must be warned that if you choose to become a banana, you will be a second rate banana. But you can always be the finest apple. You must also realise that if you choose to be a second-rate banana, there will be people who do not like bananas. Furthermore, you can spend your life trying to become the best banana which is impossible if you are an apple
Or you can seek again to be the finest apple

Diana Cooper



A good definition of potential in my opinion is: **“Capable of being or becoming but not yet in existence”** it really is up to each individual to be true to themselves, explore all possibilities and to create opportunities. We are not meant to be spectators of life, we are meant to live life to the full, to be counted and not to live a life of **“what if’s”**. We owe it to ourselves to become all that we are truly capable of being.

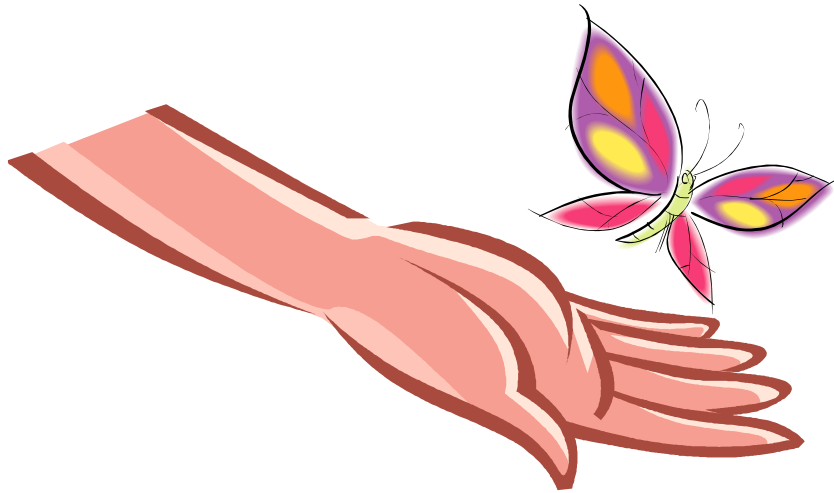
“The greatest waste in the world is the difference between what we are and what we could become.” -Ben Herberster

This is exactly what we are doing at CCC, striving to become all that we are capable of becoming. We continually work towards providing a more comprehensive and effective service, we are collectively determined and committed to reaching our full potential.



Sue Clarke Centre Manager

Mission Statement



It is our belief that all women
have the potential for growth
and development.

Chrysalis Centre for Change
are committed to supporting and
encouraging them on their journey