

Chrysalis Centre for Change
Supporting Positive Mental Health



Annual Report 2012

*We are not the destination
We are the journey*



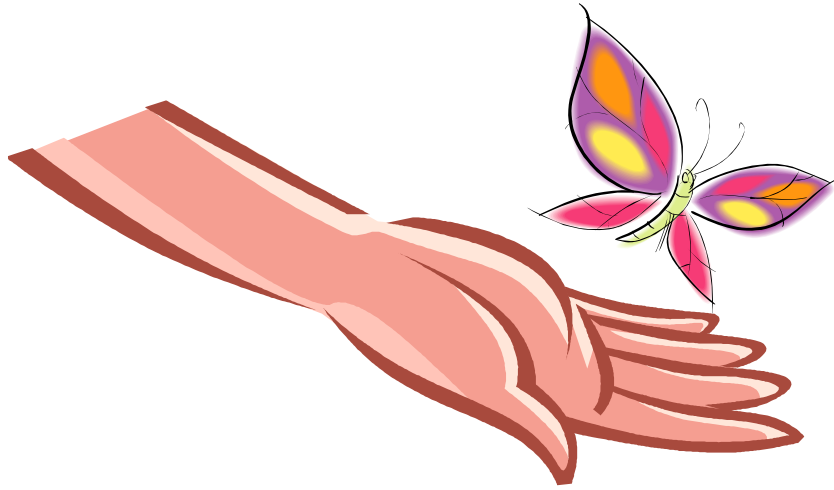
Chrysalis Centre for Change
Peter Street Community Centre, Peter Street, St. Helens, WA10 2EQ

01744 451309

2013

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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

Introduction

Every year at this time I look through past annual reports in search of inspiration as to how to start the introduction to the current report. I have in past issues remarked on how quickly the year has gone as a beginning although once again this is very true something else was much more evident about all the previous reports. There was something much more important and significant than how quickly the time has gone contained in each of those pages. As a result of this I have chosen to begin this introduction with the words:

“Once Upon A Time”, I do not choose these words lightly.

The reason for choosing these words is that the report is not simply a record or account of the past years activities, events and accomplishments, but a collection of stories. These are special stories of courage, success and achievement. Some of the stories are easy to identify, others, in fact many others are hidden amongst the words that describe the outcomes of all the events, courses and services available at the centre.

I sincerely hope that you will take the time to read this report and as you do please remember that you are reading about people, real people who have come to a point in their lives where they need help and support. It is the moment when they first come through the door at CCC that their story with us begins and the story almost always begins with uncertainty, anxiety and for many a true sense of fear.

Do you remember as a child stories that began with once upon a time nearly always has a happy ending, well that is what the centre is all about. I do not mean that CCC can provide everyone with a happy ending but together we work towards creating a new ending to the story, a more acceptable ending, one that offer a way forward to become the person you want to be, the person you really are, the true you. This is the happy ending that we are committed to for each person that begins their story with CCC.

Each year on March 8th International Women’s Day we celebrate individual potential, achievement and success and we also celebrate the courage it takes to change the story and to work towards a happier and more fulfilled future.

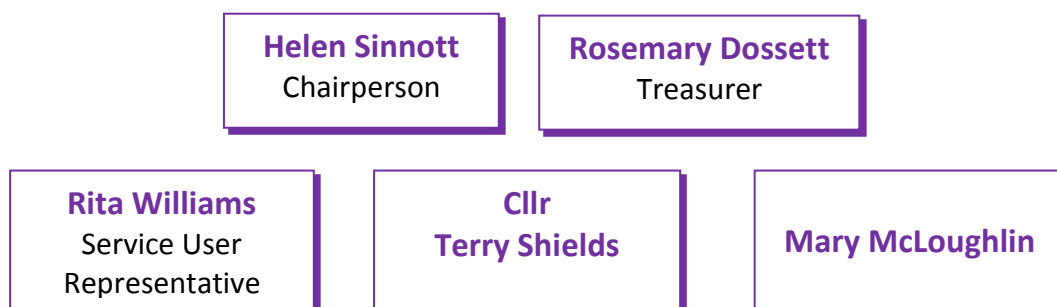
Once upon a time at CCC is simply, **ONCE** you come through the door at CCC you start **UPON** your personal supported journey to **A** more fulfilled, confident and positive **TIME** in your life. I invite you now to read on, to share in the amazing stories amongst the words in this report.

Sue Clarke
Centre Manager

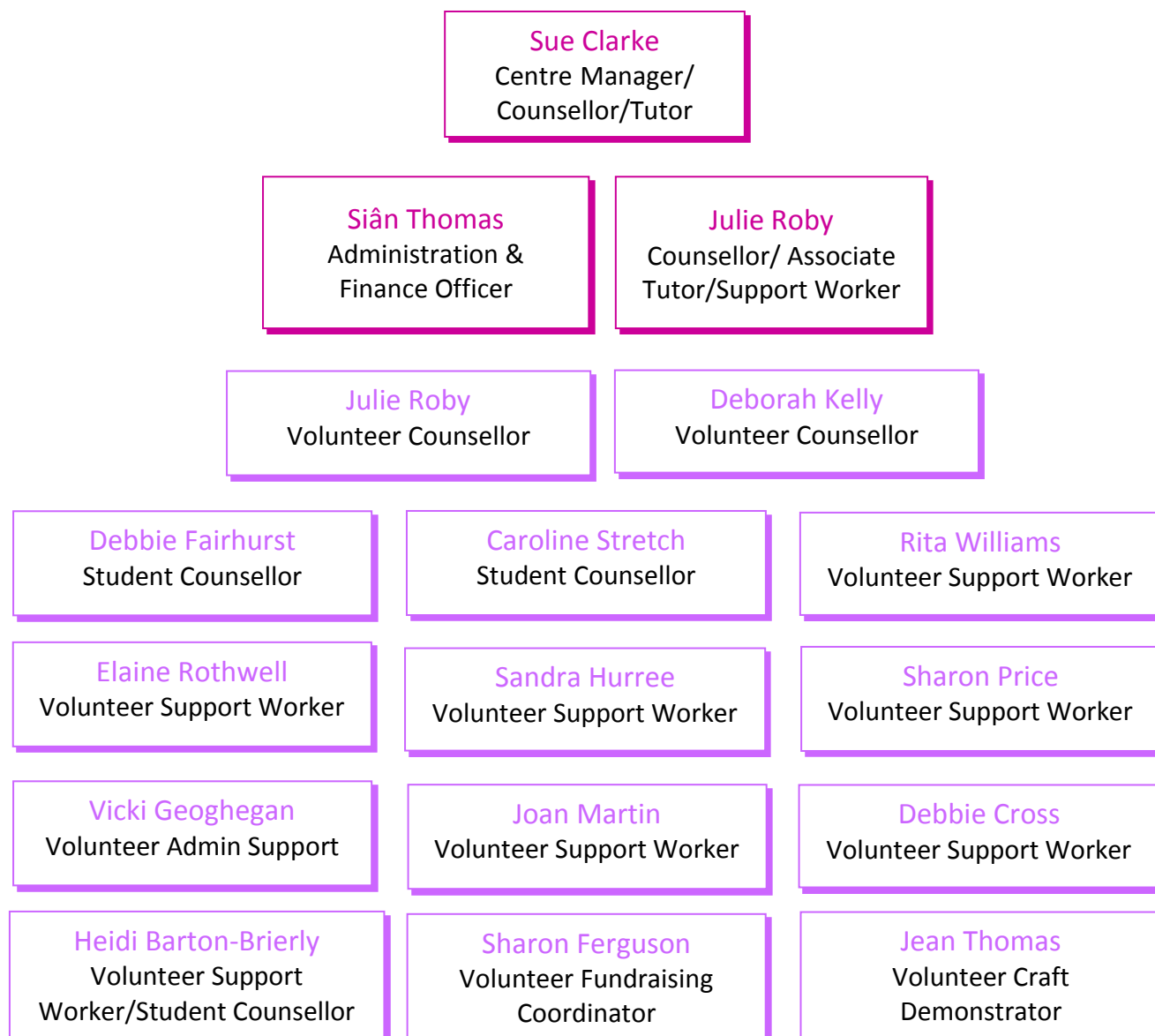
Chrysalis Centre for Change

Organisational Structure Chart 2012

Trustees



Staff & Volunteers



The Team:

CCC has a diverse team of trustees, staff and volunteers. 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.

CCC has always been underpinned by a strong and united team. 2012 was no exception. CCC offers all team members the opportunity to participate in personal development groups. All issues are encouraged to be discussed in the group where honesty, openness and trust can be maintained in a safe environment. Regular team meetings are held to ensure that all team members are up-to-date with any developments or policy changes and they offer everyone the chance to talk about any work related issues or raise any concerns they have.

Team Training

Team input is very important to CCC so every year CCC involves the whole team in a team building and training event. This invaluable time away allows the team to strengthen its bond and to participate in the future planning of the organisation. In 2012 we had policy and procedure training. We don't just produce policies for the sake of it, as a professional organisation making these documents a reality in practice is vital for the smooth and proficient running of the centre. Every policy and procedure was read through and then a discussion was held as to how it was put into place in practice and how each one relates to every team member's role. At the end of the training we had a question and answer session to assess that everyone had understood the policies, how to apply them in practice and their importance in building a strong foundation of a professional team to deliver high quality services.

Comments from the Team

"I feel better equipped to undertake my role at the centre knowing these policies are in place for a reason to protect my safety and the safety of the service users."

"I feel privileged to work within such a caring and brilliant team!"



Services:

Professional Counselling Service

The one to one counselling service at CCC continues to offer women the opportunity to explore difficulties and issues within the safety of a confidential relationship. All our qualified and student counsellors are members of the British Association of Counselling and psychotherapy and promote a professional and caring atmosphere. The counselling team at CCC strictly adhere to the ethics of the BACP, are committed to on-going personal and professional development and receive regular supervision and support. All our student counsellors are welcomed from professional and established bodies of education.

This year has seen a substantial increase in the number of referrals received for one to one counselling which has been from a number of sources. It is sad that so many women are in need of counselling however at CCC we are confident in our ability to meet this demand by continuing to welcome new counsellors to our team as well as supporting student counsellors on placement. During this year one of our student counsellors qualified and was welcomed on board as a volunteer increasing the number of qualified volunteer counsellors to four; in addition CCC supported two student counsellors on placement.

In the year ahead CCC will continue to extend this much need and valuable service by welcoming more qualified and student counsellors on board.

Counselling Statistics 2012

Counselling Hours

No of Counselling Hours 769
No of clients seen 112

Postcodes of Clients

WA2, WA8, WA9, WA10,
WA11, WA12, L34, L35, WN4

Age Groups of Clients

18 – 30: 14 31 – 40: 27 41 – 50: 26 50 – 59: 34 60+: 11

Referral Numbers:

GP's/Health: 92 Self/Word of Mouth: 54 Other organisations: 27

Comments from counselling clients

"The relationship made me challenge myself in a good and positive way but with the support and caring I needed"

"Cannot thank you enough for the help"

"Being able to talk openly about feelings and discovered where problems are coming from. Not being judged and feeling supported and understood"

Supported Drop-in

Report by Joan Martin, Volunteer Support Worker

The CCC Supported Drop-in takes place on Mondays and Thursdays between the hours of 1 and 3.30pm. Women are referred by agencies or self-refer. The drop-in environment promotes comfort and relaxation, whilst following the rules of health and safety. Refreshments are available for the service users. The setting of the drop-in also helps and promotes people to communicate effectively, either on a one-to-one basis or within a group discussion. The service users are a mixture of different ages, cultures and religions with short-term or long-term needs.

The support workers are from all different professions and welcome new service users in a friendly and informal manner. Each support worker has a different role within the drop-in which is managed by a rota system.

On arrival at the centre, new service users are greeted, shown the layout of the centre for health and safety reasons, offered a beverage then assessed with the CCC assessment tool. The assessment is conducted very informally in order to gain a complete and concise overall assessment of their short term or long term needs. These assessments are then referred to the services offered by the centre or referred to outside agencies.

A review is conducted every three months in order to monitor service users progress and for accountability of services.

A daily log is also used in order to record what has happened in the drop-in session, group discussions and concerns in order to maintain and monitor service users' progress.

Visitors are invited from outside agencies to the centre to provide information through presentations. This educates and informs both support workers and service users in order to gain an understanding of outside agencies.

We also offer therapeutic activities as part of the drop-in including card making, physical exercise, relaxation and hand massage....

Supported Drop-in User Comments

"Expressing my thoughts and listening to everybody meeting people making friends gave me more confidence"

"The atmosphere in the drop-in is amazing. I feel safe and supported"

"Coming to the centre has changed my life"

Citizen's Advice Bureau Report

Report by Joan Martin, Volunteer Support Worker

On December 10th a representative from St. Helens' Citizens' Advice Bureau visited CCC and presented information about services the CAB provide.

The service users present found the information very useful and the representative conducted his presentation very well in an informal manner that made it easier for everyone to understand.

The information provided instructed services users that British Gas are running a scheme to enable people in debt to pay their energy bills and also provide kitchen necessities, i.e. cookers, fridges etc.

The CAB will also provide help with funeral expenses in the event of bereavement through a scheme offered by the government and help to pay existing debt and provide information about debt payments and legal implications of debt.

Information booklets and leaflets were provided to the centre. Information was also given about the CAB assessment tool. The CAB offered to visit the centre in the future to speak to service users individually and to present another presentation for those who could not attend this one.



Get A Life Project

Funded by the Big Lottery's Reaching Communities Fund

Report by Siân Thomas, Administration & Finance Officer

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. As we go into Year 3 of this funding extracts from the end of year 2 report shows the success of the project

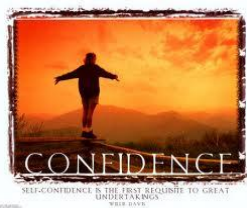
"By the end of Year 2 86 women had reported changing the way they think and feel about themselves. We had a total of 92 women start our confidence and assertion courses however over the year 6 of those women did not complete the courses for various reasons such as health complications. The 86 women who completed the courses all completed a 7 step journey at the start of the course and at the end and every woman showed an increase on the self-esteem and confidence ladder. "

"Due to our therapeutic craft sessions and other group and social activities as part of the project 125 women demonstrated by way of their 7 Step Journeys that their personal relationships had improved. By the end of Year 2 there are 186 women against our target of 100 women. We achieved this milestone and beyond by advertising the sessions in advance so everyone who comes to the centre is aware of therapeutic activities and are encouraged to participate. The seven step journey is often an encouragement in itself as women can see for themselves the progress they have made over a period of time. We also advertise externally by way of events we attend, mailouts and email groups as well as on our website."

"By the end of year 2, 168 women reported a reduction in their symptoms of personal stress, depression and anxiety. This is 82 in year 1 and a further 86 women in year 2. Our milestone was 100 women by the end of year 2. We measure this outcome by monitoring individual 7 step journeys and evaluation forms."

Education & Training

Report by Sue Clarke, Centre Manager



Confidence and Assertion Course

Once again these popular courses continue to be fully subscribed to and the waiting list as always grows constantly due to the many referrals received for this service during the past year. The Chrysalis Centre is proud to be able to offer these courses free of charge to any women who feels they would benefit by learning new assertive skills and by reinforcing and building up their confidence. Personal development is a very individual learning process and here at the centre we aim to celebrate individuality and work towards creating a learning plan to meet the needs of the individual. Many women choose this course as a way of making a fresh start or a new beginning, many have already achieved this and many are working towards their personal success.

In addition to our regular Confidence and Assertion course CCC was asked to deliver Confidence and Assertion taster Workshops off site. This was a positive experience for all concerned and the feedback received very encouraging for future outreach work.

Skills for Life Course

The natural progression for students at CCC after completing the Confidence and Assertion Course is the Skills for Life Course. This course offers the opportunity to develop new and existing skills that help and support us to live a fully functional and productive life. This course has also proven itself to be very popular and successful and will continue to be offered at the centre free of charge as part of the services available.



Residential Courses



Our annual self-development weekend at Foxhill in Frodsham was entitled "The River of Life" This residential course provides a relaxed, supportive and beautiful environment for in-depth personal development work. In creating your personal river of life you are creating a visual and unique representation of your life to date. The river tells your story if full, the good and the bad and helps you to understand who you are and also offers the opportunity to learn from the past enabling us to create a richer and more fulfilling future.

The residential offers the opportunity to experience guided relaxation sessions, engage in group activities for fun i.e. rehearsing and performing in your very own production. You

can also experience and share in the peace and tranquillity offered by such a special place whilst getting to know and understand yourself at a deeper level.



"I heard so much about foxhills from other service users who had experienced foxhills before. They talked about the daffodils and the fairy garden and how special this place was to them.

The first time I drove up the path to foxhills I was welcomed by a blanket of daffodils and only then I realised just how special foxhills is. Foxhills is a place of tranquil, were you have a safe environment and the support from others to map out the river of life. A place so peaceful nothing outside exists and it was here I experienced my first relaxation session.

The river of life is significant things that have happened in the past and up to the present day. My river started from being black and cold and ended up being warm, bright and glittery, with the words saying believe in yourself and you will succeed. I have always focussed on the negative stuff in my life but when my river was complete I realised that I had achieved so much in my life and so much more to celebrate. What an emotional and fantastic experience and I felt a great achievement for creating my river of life.

While here I went to the top of the hill, the view was breath taking. With the support and safeness from Sue Clarke I read a piece out that I wrote a long time ago but I have never been able to read it. There was me and a few other girls on top of the hill and we all at the same time screamed out loud, this was a precious moment we all shared together and felt very exhilarating.

I took my last few breathes of foxhills air and we left for home, I will never forget my special time at this beautiful place FOXHILLS.

Vicki"

Counselling Courses

The first of the courses in the Counselling Courses Programme, Counselling Concepts Level 2 and Counselling Skills Level 3 took place in 2012. Both the courses and the students were successful and a number of the Concepts students continued on to the Level 3 Skills Certificate and were successful in achieving both. The Centre is now working towards offering the level 4 Diploma in 2013. Students enrolling on these courses have the opportunity to learn in a warm, safe and supportive environment, and in addition will experience a personal development residential as part of the level three programme. Hopefully these courses when fully established will also offer some financial support to the centre and the valuable and successful work being achieved.



Sharon, a student on the course shares her personal journey

"After completing the counselling concepts course earlier in the year I then went on to study for the Certificate in Counselling Skills. It is the first year the centre has ran theses course and I feel very priveleged to be part of that.

It was strange at first as there are men on our course and this made me unsure of whether I would be able to share. While the courses seemed very intense at times I enjoyed learning about the different aspects of person centred therapy.

I thought I would struggle with the academic side of things. I didn't as I had the full support of the tutors and the rest of the group and with this came the trust I needed to open up and share my thoughts and feelings not only in class but also in my journal.

While on the course I have become more aware of my needs and understand my behaviour better. I see this as another step of my journey, the next step being to complete the Diploma in Therapeutic Counselling."



In 2012 a number of the team members achieved personal learning successes in Teaching and Counselling courses.

- | | |
|--------|---|
| Julie | Certificate in teaching in the lifelong learning sector (CTLLS) |
| Debbie | Preparing to teach in the lifelong learning sector (PTLLS) |
| Sharon | ABC Level 2 Award in Counselling Concepts
ABC Level 3 Certificate n Counselling Skills |
| Vicki | ABC Level 2 Award in Counselling Concepts
ABC Level 3 Certificate n Counselling Skills |



Other training at the centre included Domestic Violence Training and Policy and Procedure Training

All achievements and successes will be recognised and certificates and awards presented during our day of Celebration on March 8th International Women's Day

Sue Clarke Centre Manager

Education & Training Statistics

Postcodes of Students

WA9 WA10 WA11 WA12 WN5 L35

Age Groups

18-30: 9 31-40: 13 41-50: 21 51-60: 27 60+: 16

Referral numbers:

GPs/Health: 49 Other Organisations: 26 Self/Word of Mouth: 11

Referrals for courses came from:

Advertising/WOM	Probation
Arch Initiatives	Psychologist
CAB	Self/WOM
Coalition for Disabled People	Social Inclusion Team
Counsellor	Social Worker
Crisis Team	St Helens College
Early Intervention Team	Tenancy Support Worker
GP	Together
Helena Extra	Website
Helena Partnerships	
Hope Centre	
IAPT	
Jobcentre	
Making Space	
MH Advocacy	
MH Nurse/CMHT/CPN	
MIND	
Open Minds	
PCT/PCMHT	

Group Support

Stress, Depression and Anxiety Group

The therapy group is for anyone who is suffering from the effects of stress, depression or anxiety and who are ready to work towards making positive changes. As a group and led by qualified counsellors the ladies have the opportunity to share how they are thinking and feeling; receiving feedback from the each other and therapeutic interventions from the group facilitator. The group is CBT led with interventions focusing on challenging and changing negative thought patterns and ways of living leading to lasting positive change.

The group has evolved with the needs of the members therefore each week the ladies set an agenda for the following week which includes a topic for discussion or for the facilitator to give the group more information on. The topics discussed have included; steps to happiness, depression and relationships, dealing with crisis and overwhelming feelings, routes to recovery, fears and phobias, compulsive disorders, relaxation, stress, anxiety, anger and panic attacks, changing views.

Unfortunately none of us are immune from the effects of stress, depression or anxiety and when in the midst of such strong feelings it can be extremely difficult to find a way out; but it is possible. Many of the women who attend the group are amazed at how far they have come; when at first even a small step seemed impossible

Service user comment:

"This was my first time with the group, I found it very helpful just to sit, relax and feel normal; not judged by anyone, what an amazing place!"



Bereavement Support Group

The Bereavement Support Group is available to service users who are experiencing grief due to any kind of loss. Grief is the emotional suffering one feels when something or someone the individual loves is taken away. The grief associated with death is familiar to most people, but individuals grieve in connection with a variety of losses throughout their lives such as unemployment, ill health or the end of a relationship.

Grief is individual and personal. It is not 'one size fits all.' Grief cannot be forced or rushed. Regardless of why you are grieving, it is important to understand that it is healthy and necessary to go through the process which has been identified in 5 stages of Denial, Anger, Bargaining, Depression and Acceptance. Each stage has a purpose, and you are not guaranteed to go from one to the next without sometimes returning to a previous stage. The group supports women through these stages as it is when a person gets stuck in one step for a long period of time then the grieving can become unhealthy, destructive and even dangerous.

The group is facilitated by one of the centre's qualified counsellors who creates a safe environment and encourages participants to connect to and share their feelings as they manoeuvre their way through the emotional turmoil caused by loss. Those in the group can offer and receive peer support from others who are experiencing grief. Although the process will be different for everyone the group establishes a common goal, acceptance of the loss and to always keep moving forward.

Service user comment:

"A lifeline in understanding what I am going through and helping me to cope and realise I am not alone"



Therapeutic Activities

Report by Julie Roby, Support Worker/Counsellor



Sports taster sessions

The popular sports taster sessions took place in February in conjunction with St Helens council. The ladies at the centre had the opportunity to try a different sport each week for ten weeks. Experienced sports instructors facilitated the various activities which the ladies participated in, guiding them gently to increase their individual well-being. This was not only a great opportunity to discover new sports and

increase fitness but also to work together as a team, making new friends, increasing confidence and enjoying the fun.

Card making

Card making continues to be popular with the ladies creating beautiful items to take home or donate to the centre. The experience of making something special and really focussing on the unfolding creativity helps enormously towards the growth of confidence as well as reducing anxiety and stress. Cards made during these sessions are beautiful and a joy for the women to give to friends and family or if they are donated to the centre that they will help to raise valuable funds.



Hand massage

Hand massage sessions take place monthly and are enjoyed by many of the ladies. Two qualified therapists run the sessions with each massage lasting up to ten minutes. Our hands have to put up with a lot every day and for this reason hold a lot of tension, by taking the time to sit down, relax and allow someone to massage that tension away helps the ladies to unwind and feel calm.



Outreach

We have been approached a number of times in the last 5 years about doing outreach work including hosting drop-in sessions in Whiston hospital and setting up an outreach counselling service. In the past we have not had the resources to deliver outreach and despite many requests for outreach counselling services when we looked into it further there wasn't enough interest or support for us to justify setting the service up.

More recently we have been asked by both Perth Community Centre in Thatto Heath and St. Helens' Princess Trust Carers' Centre to deliver confidence and assertion sessions within their organisations. In the case of Perth Community Centre, there are certain areas of St. Helens where the communities are very close-knit. Areas where there are shops such as newsagents, post office, grocers and bakers many residents don't often need to leave so in order for them to access services initially we have to go to them. We completed two taster sessions for Perth Community Centre and as a result they have applied for funding to run a full ten week confidence and assertion course. If they are successful in obtaining the funding they have asked that we deliver this course based on the success of the taster sessions.

Towards the end of 2012 we took our services into the women's mental health unit at Leigh Infirmary. The Deputy Ward Manager had invited a number of organisations to come on to the ward as a way of "normalising" the environment for in-patients offering them access to services that would only normally be available to women in the community. This aimed to decrease stress levels and help women build up relationships with outside groups that they can access after discharge in order to reduce the number of readmissions.

So far this has been successful and we have had three women from the Unit become service users. As a result of this we applied for funding for a new paid worker to set up further outreach provision on the women's mental health wards at Whiston and St. Helens Hospitals. We were successful in our application and have advertised the position. In the meantime Iris Ward at Peasley Cross have shown an interest in us offering this service on their ward.

By situating our services in women's secure wards we are enabling patients direct access to services and immediate access to mental health professionals that they will continue to see after discharge. The continuation and consistency of services is vital in helping women to stay out of hospital.

The government white paper, *"No Health Without Mental Health"* emphasises the importance of people discharged from inpatient care to be followed up within seven days. The report states that *"there is good evidence to suggest that this seven day period is critical in helping to prevent suicide and self-harm following discharge."* Providing that link to our services whilst women are still in hospital is key to ensuring that they feel comfortable and safe at CCC after discharge.

Our services are designed to help keep women from ending up in the mental health system in the first place however it is our aim to extend that objective by having a presence in hospitals and becoming part of the solution to help keep women from continually being readmitted.

A Volunteer's View by Debbie Fairhurst

"The new outreach project that started at the beginning of October is going extremely well. Four-five team members go to Leigh infirmary once a fortnight. Spending time with the ladies has enabled us to see how important it is for people who are not in touch with the outside world to have some normality in their life. We take provisions with us to enable ladies to experience hand massages whilst listening to relaxing music, the ladies say it is good to be able to talk to somebody who is not medically trained.

At Christmas time we took quizzes and small prizes which were beneficial, some of the ladies have expressed how they look forward to our visits. This can be a very lonely and frustrating time for the ladies, and to have someone to just listen to their fears can be extremely uplifting for them. They talk about how much they miss their family and friends and need somebody to talk to; we give out information of what we do at the centre and have already had a visits to the centre from one of the ladies who came to the drop-in from the Cavendish unit.

We hope eventually to be able to take this service to other wards in Whiston and St. Helens' hospitals. Our aim is to be able to offer these ladies a place of contact should they need support other than when they are in crisis situations to hopefully reduce hospital admissions. We are welcomed by medical staff and take different activities with us depending on what interests are discussed with the ladies."

Celebration Day



Our annual day of celebration and achievement was as always well attended. Guest speakers included Erica Crisp and Dave Sweeney from Halton & St. Helens PCT and The Mayor, Cllr Tom Hargreaves, gave a moving speech about the importance of support for women in St. Helens and CCC service users give inspirational talks about their personal journeys and how they have overcome mental health problems. We celebrated the many achievements of service users by presenting them with certificates of completion for the courses and we acknowledge the commitment of volunteers by awarding them a certificate of hours and holding a volunteer of the year award. Our volunteer of the year was Sharon Ferguson who worked tirelessly to raise money for the charity. Sharon was a dedicated and caring member of the CCC team and this award was well deserved. Sharon is no longer part of the CCC team because she has returned to nursing. We wish her all the best for what is sure to be a bright and happy future.



user.

This particular celebration day was significant because we officially announced our name change from Women Supporting Women to the Chrysalis Centre for Change. The old banner was removed to reveal our new name by an past service user and a current service

To celebrate this change, our growth and our history, photographs were displayed on the walls showing the different locations of WSW services throughout the years and our return to Peter Street in 2011.



We were delighted that a number of local companies agreed to come and offer beauty treatments at reduced cost and donate money to the centre. Jane's Hairdressing, Expressions of Beauty and Face & Figure offered hair cuts, mini make-overs, nail treatments and waxing.



This all took place whilst one of our Trustees, Councillor Terry Shields and his daughter Claire, entertained us with music and singing.



The CCC team came together to make this a very special celebration, decorating the room beautifully and bringing a cake to celebrate our new beginnings as the Chrysalis Centre for Change.



Networking

CCC engages in a wide range of networking activities taking every opportunity to liaise with other local organisations and share information about best practice.

Social Inclusion Network

St Helens Social Inclusion Network was established to bring together representatives from statutory, voluntary, community, private and education agencies to enhance partnership working and social inclusion in the mental health field. It operates under the following Guiding Principles:

- To be committed to the strategic engagement of all mental health stakeholders through representation on St Helens Borough Forum and ultimately the Local Strategic Partnership.
- To forge pro-active working relationships across all sectors that encourage integrated and collaborative ways of working and an effective communication network.
- To share best practice and encourage working to national minimum standards to ensure service quality and effective outcomes for service users and carers
- To provide a network for problem solving and information sharing.
- Recognise and support delivery of outcomes for all organisations involved

Membership is open to agencies in the mental health field and representatives can attend monthly meetings. Members receive regular email updates about the SIN and can also send information round to be viewed by other members.

A CCC volunteer, Elaine, attends the monthly meetings to share information about our services and collect material from other local organisations which would be of benefit to our service users.

Elaine says:

"In 2012 I was asked to represent the CCC at the SIN monthly meetings. I felt a little nervous as I had never done anything like that before but at the same time I felt proud to be asked. At the first meeting everyone was very friendly and welcoming so I felt a little easier. The meetings are made up of a number of organisations such as MIND and Together who help and support people with mental health problems.

These meetings are an opportunity to share ideas and information and network. An example of this can be seen in the relationship between CCC and Addaction. When a service user has the alcohol related problems we are able to refer them. The SIN enables us to develop these relationships with other local support agencies.

I feel these meetings are essential as the network strives to support its community in the most effective and responsible manner. At every meeting they have a guest speaker. In the future I am speaking which will give me an opportunity to speak about CCC, its history and all the services we now provide. I feel very honoured to be in the position of representing CCC. I have been a service user myself in the past and know first-hand how valuable the help and support is.

Wellbeing Week

Sue Clarke, Manager of the Chrysalis Centre was invited to be on the steering committee of the first Wellbeing Week event in St. Helens. The idea was to bring together all agencies in St. Helens that offer support and wellbeing to the people of St. Helens to show the community what is available. Danny Woodworth was the Chair of the event and wrote in the official evaluation:

2012 was the inaugural Wellbeing Week campaign for St Helens, and consisted of:

- 71 free events and activities for the local community to attend
- An estimated 2,000 people engaging in the campaign
- Input and contributions from a partnership of 36 organisations and dozens of local sports clubs, health/wellbeing tutors and facilitators

Overall, the first attempt at a multi-agency health and wellbeing campaign in St Helens brought about lots of successes and lots of things to improve on, but the foundations of a solid network and a steering group has been established in order to sustain and drive forward Wellbeing Week in St Helens for forthcoming years.

The success of Wellbeing Week has been founded on a partnership of organisations working together and sharing resources, rather than relying on financial backing; utilising a co-production approach, the Wellbeing Week steering group was able to share knowledge, contacts, resources, creativity, expertise and experience to deliver the campaign, with a central co-ordination and administration from the Millennium Centre.

Wellbeing Week would not have flourished without the input of organisations and time allocated for attending steering group meetings, responding to emails, administration time and attending and hosting events, and I would personally like to thank every single individual and organisation that contributed to the campaign; in times of austerity we have collectively demonstrated that working together can create synergies in helping to tackle health inequalities and improve people's health and wellbeing.

Danny Woodworth

Chair, St Helens Wellbeing Week Steering Group

July 2012

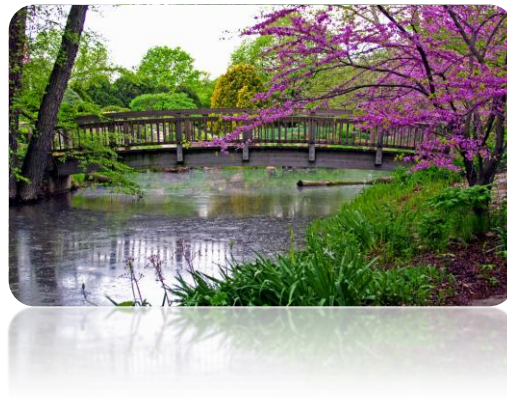
Recovery Event

In October five representatives from CCC attended the Recovery event held at the world of glass in St Helens. This event was focussed on recovery in mental and what this means to the people of St Helens. Recovery as a concept is about the process of building a meaningful life as defined by the person with a mental health problem themselves.

Julie Repper gave a speech about recovery encouraging audience participation in discussing what recovery may mean in St Helens and what we can do as organisations to promote and get involved in the process of recovery. It was generally agreed that people should be at the centre of their own recovery; it should be a personal plan, looking not at what is wrong but what is strong. The participants were asked to relate recovery to their own personal experience.

Julie Repper and her colleague explained how they had developed a 'recovery college' which has a curriculum based on people making the most out of their talents and resources in an effort to manage and cope with mental health.

This event confirmed that the CCC are offering services which support recovery by ensuring service users are empowered to develop resources to lead their own recovery along with receiving valuable support.



St. Helens CCG

The newly appointed Clinical Commissioning Group held an event for all the voluntary groups in St. Helens to come and present them with information. Many organisations opted for a 6 minute presentation however we chose to have a constant presence with a market stall. We got a excellent position right at the front facing the entire room and before the event began we had chance to speak to a number of CCG members and GPs about the importance and relevance of and we gave all of them a package we had put together with statistics and relevant information.



Wellbeing Event

This event was part of 'ignite your life' which is run by the Wellbeing project. This project looks at simple ways that people can increase and improve their general well-being and happiness. As well as taking part in the activities CCC held a market stall at the event which proved to be very popular. Participants were given information on ways to become healthier; both physically and emotionally, and by taking part in the group activities such as singing the event was also experiential. The organisers aim was for people to go away feeling at least a little better than before they came in to the event and for them to think about ways that they can take on board what they had learned about well-being and about themselves. The representatives from CCC who attended enjoyed this event, finding it informative and fun.



Partnerships & Referrals

Relationships with other organisations

CCC takes every opportunity to network with other organisations and get involved in local events such as World Mental Health Day and Wellbeing Week. We have identified certain issues causing stress, anxiety and depression for the women using our services and are developing relations with relevant organisations.

In the recent economic climate, debt is a growing problem and to this end we have had arranged visits from Christians Against Poverty and the Citizens Advice Bureau to talk to service users specifically about debt and financial management.

No Secrets gave a talk in the drop-in about self-harm and the support they offer for anyone affected by this issue. We have future plans for talks from representatives of a range of organisations including Jobcentre Plus, Helena Extra and St. Helens MIND. Our annual day of celebration and achievement on International Women's Day, March 8th involves other organisations. Together, Camouflage, Making Space and Age UK all have market stalls to offer information about the their services on the day.

We are members of the CVS and use their payroll and community accountancy services. We can be found on their "do-it" website as well as in the Here To Help Catalogue now on the desktops of every GP in the borough.

Visits from Health Improvement Specialists have resulted in our details being added to mental health online and also instigated including in our services Books on Prescription.

We take every opportunity to reach women from every walk of life. To this end in 2012 we placed an advertisement in Thomsons Local on the community pages and subsequently received a number of enquiries. We were also contacted by Premier Concepts who were in the process of designing a multi-fold information leaflet for St. Helens and Whiston Hospitals. They include a map of all the wards in the hospital as well as important information. Surrounding the information are adverts including our own. We are in the leaflets for both hospitals. It was published at the end of 2012 and we hope to start seeing referrals in 2013. This was the advert:



Referrals

CCC has referral forms which have been sent out to all GPs, mental health and other relevant organisations. Referrals can be phoned, posted, emailed or people can come in any time during opening hours. We have a Service User Form for each woman who comes through our doors on which referral information is recorded as well as services accessed, personal information and outcomes. In addition to this are individual progress ladders charting service user development, from which further referral need can be ascertained.

Referrers and Numbers

The number of referrals we receive has seen a significant increase in 2012 soaring from 263 referrals in 2011 to 608 in 2012. This is more than double the referrals of the previous year. In the last quarter 63% of referrals came from the health sector and over the year 57% of referrals have come from the health sector. Many of the self-referrals were given our details by a GP or mental health organisation.

In 2012 we received referrals from:

Arch Initiative	Stroke Association
CBT Therapists	Bereavement Service
Community Mental Health Team	St. Helens Carers Centre
Crisis Team	Helena Extra
Early Intervention Team	Hope Centre
GPs	Jobcentre
Halton Women's Centre	Women's Refuge
IAPT	Social Services
Iris Ward, Peasley Cross Hospital	Marks & Spencer HR Department
Cavendish Unit, Leigh Infirmary	Pilkington Family Trust
Millennium Centre	Sure Start
St. Helens MIND	Counsellors
Open Mind	Lifestyle Team
Psychologist	Warrington Hospital
Self-Help Services	Wellbeing Practitioners
Social Inclusion Team	Tontine House
St. Helens Hospital	Link
St. Johns in Widnes	Making Space

Growth & Development

Since we initially approached Halton & St. Helens PCT for funding there has been a significant growth in service users, referrals and most 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

Finance & Funding

Report by Siân Thomas, Admin & Finance

In 2012 the Chrysalis Centre once again renewed our contract with Halton & St. Helens PCT. There has been some uncertainty about this contract because in April 2013 all PCTs are disbanded and all responsibility will lie with the new Clinical Commissioning Groups. We are now in contact with the CCG regarding increased funding for 2013 due to the significant growth in referrals and service users.

Funder	Amount	Purpose
Halton & St. Helens PCT	50,000	Running Costs
Big Lottery Reaching Communities	39,682	Get A Life Project
The Morgan Foundation	4167	Running Costs
Charitable Trusts	4,900	Running Costs

Fundraising

In 2012 CCC took part in a number of fundraising events:

- Clothes Weigh in
- Charity Bag Pack at Morrisons Baxters Lane
- Raffle
- Garden Day
- Christmas raffle

In addition to this volunteer counsellor Debbie organised a car boot sale and her two sons Daniel and Liam Perkins bravely and generously offered to partake in a parachute jump to raise money for the centre. After achieving this amazing feat they raised nearly £1000.



In Conclusion

This Annual Report has given you an account of the outcomes and achievements of all the services and courses at CCC over the past year. Hopefully and more importantly it has given an insight into our story, the story of who we are, our purpose and how we achieve this with a dedicated and committed team of people who care. In addition to this I hope that you have identified the many stories hidden within the words of this report, these very true and amazing stories of courage, achievement and success.

If you feel moved, encouraged or motivated by what you have read then please take some time to reflect and consider if you could be a part of these on-going and new stories. CCC needs more people to meet the increasing demand on the ever growing services. We need people who care and who can give time each week to offer support and encouragement to someone who is working towards a more fulfilled future and a happier ending for their story. If you want to be involved in our story and you have some time to give, then please contact the centre. Volunteering is a very rewarding experience for you as well as for the people who will benefit by the time you so generously give.

It is difficult to accept that another year has gone by but thankfully our story goes on, with the support of our funders and the dedication and commitment of everyone who either works or volunteers at the centre.

Life is a journey and we all have our many different stories to tell along the way. One thing to always remember, if you do not like the way your story is being told then you and only you can change the ending.

Someone I knew used to say "If you always do what you have always done, then you will always get what you have always got". Makes a lot of sense doesn't it. His name was Malcolm Omar, he truly believed that everyone has within them the potential to change. Someone else also believed that, in fact he based his Person Centred Counselling theory on this belief, his name was Carl Rogers.

I hope that your journey is going well and your story is happy and full of opportunities and happy surprises. I will leave the final words of this conclusion to Hans Christian Andersen

"Life itself is the most wonderful fairytale of all"

Sue Clarke
Centre Manager