



Chrysalis Centre for Change

Supporting. Empowering. Inspiring

Registered Charity 1117557



Annual Report 2019



NHS
Halton and St Helens



LOTTERY FUNDED

Contents

Page Number

Vision, Mission, Aims & Objectives	3
Our Service Users:	
Numbers	5
Reasons	6
Transformations	7
Our Team:	
Board of Trustees	9
Staff	10
Volunteers	11
Contracts	14
Our Partners:	
Referrals	16
Partnerships	19
Networking	19
Our Organisation:	
Transforming our Brand	22
Transforming our Premises	23
Transforming Services	28
Transforming our Income	30
Our Future:	33

Vision

We are dedicated to achieving the highest standards to improve the lives of women through self-empowerment and self-belief. This offers benefits far beyond the individual women, enriching the lives of their families, the local community and ensuring the wellbeing of future generations.

Mission

We exist to support, empower and inspire women to reach their full potential.

Aims

Chrysalis Centre for Change (CCC) aims to:

1. Participate in and support the improvement and development of women's mental health
2. Improve the lives of women through self-empowerment and self-belief
3. Support, empower and inspire women to reach their full potential, thus enriching the lives of the families, the local community and ensuring the wellbeing of future generations.
4. To develop positive relationships with other relevant local organisations in order to offer an holistic package of care to service users.
5. To improve the overall wellbeing of women with mild to moderate mental health issues
6. To provide therapeutic support within a safe environment for women experiencing historical or current domestic abuse.
7. To raise our profile in order to reach as many women as possible.
8. To ensure the mental and emotional wellbeing of team members
9. To demonstrate best practice throughout the organisation.

Objectives

CCC will achieve its' aims by:

1. Providing a team of qualified and experienced staff and volunteers capable of delivering the highest standards of services
2. Providing therapeutic interventions via a range of professional services aimed at reducing the impact of mild to moderate mental health problems and domestic abuse.
3. Actively participating in networking event and exploring opportunities to work in partnership with other organisations
4. Using a variety of professional methods of monitoring and evaluation.
5. Providing ongoing support and continued personal and professional development for staff and volunteers.

Our Service Users



In 2019 we supported 458 individual women. We received referrals for 669 women.
These women were referred to a total of 2015 individual services between them.

Numbers of service users 2019

Service	Individuals	Visits
Counselling	153	883
Journey Through Grief bereavement programme	18	155
Domestic Abuse Service	71	749
Therapeutic Arts & Crafts	54	165
Positive Me Programme	40 Completions	
Confidence & Assertion Course	37 Completions	
Just A Better Way to Manage Stress & Anxiety	44 Completions	

Reasons for Accessing Services

The most common reasons consistently given are depression, anxiety, stress, domestic abuse, significant trauma, low self-esteem/confident and bereavement.

Other reasons for accessing support at the Chrysalis Centre include:

- **Other mental health problems** including eating disorders, body dysmorphia, claustrophobia, agoraphobia, PTSD, Post-Natal Depression, Health anxiety, suicidal thoughts/attempt, OCD, social anxiety, phobias and/or fears, panic disorder, low mood, learning difficulties, breakdown, PMDD, self-harm
- **Complex mental health** including bipolar, personality disorders, schizophrenia, Emotional dysregulation disorder, paranoia
- Carer issues or issues relating to a 3rd party, e.g. child/ren, partner, parent, family
- Physical health issues, e.g. chronic pain, Fibromyalgia, M.E.
- Issues relating to pregnancy, conceiving, miscarriage, termination
- Abuse
- Addiction either self or family member
- Anger
- Bullying
- Diagnosis of serious or terminal illness
- Epilepsy
- Financial stress
- Guilt
- Isolation / Social inclusion
- Issues / trauma relating to childhood
- Lack of support
- Loss (not related to death, e.g. job, self)
- Racial abuse
- Rape / sexual assault
- Relationship breakdown (non-DV)
- Retirement
- Sleep issues, insomnia, deprivation
- Social Services involvement
- Stress relating to benefits / DWP involvement
- Trafficking
- Work stress

Transformed Service Users

Comments from Service Users

"Fantastic place, with fantastic staff and wonderful support for women"

"A lifeline for me when I was at my lowest."

"I cannot recommend Chrysalis Centre for Change enough. It has helped me develop as an individual how I see myself and how I treat others. Their genuine support is heart-warming."

"CCC is a haven of security and a much-needed facility. It is worthy of additional funding, as it helps in a real and sustainable way for life."

"The tutors are amazing people and will never be forgotten. I will always think of them when making changes in my life for the good"

"Amazing. I'm so glad my GP referred me here because it is brilliant. I wish I could put money in myself and have informed my GP how good the service is."

"Wonderful, supportive, excellent. You have exceeded my hopes and dreams. Thank you."

"It has saved my life."

"Wonderful people who understand, listen and care, which is the most important thing."

"Thank you for everything you do. You help so many women. We would be lost without you."

"Having counselling at CCC, has truly been life changing."

"The course has helped me and my family immensely."

"It has been amazing. It has made me realise how much of a strong woman I am and how courageous I have been throughout my journey."

"It's helped me to see a future I never thought I'd have."

"I feel a great weight has been lifted through this service being available to me. I feel back to "myself" and I didn't think I'd ever get there, certainly not on my own."

"My counsellor has been superb, warm, lovely, non-judgemental but genuinely made me feel ok about the mistakes I've made in life. I can't thank her enough."

"An excellent, highly valuable service, in the community helping local women lead more fulfilling lives!"

“Supportive and empowering”

“Amazing!”

“Helpful, supportive and life-saving”

“Safe, secure and friendly”

“Invaluable service”

“Can't recommend enough”

“One word, "excellent".”

“This needs/deserves extra funding”

“CCC changed my life in a positive way, in every way.”

“CCC is a lifesaver - they have helped me cope with all that life has thrown at me in the past”

“The help I have been given is immeasurable and has enabled my health to improve now and for the future. Thank you”

“More services like this are needed in St Helens.

This is the only thing that has stopped me jumping in the hotties with a concrete swimsuit.”

“Brought me back from depths of depression at a time I thought I was finished and saw no hope of a future.”

“The tutors and courses have changed my life and future”

“At the start of the course I wasn't very outgoing, and I would never have opened up to strangers. Thanks to this course I now want to be a counsellor”

“The course has helped me grow to stand up and be heard and made me feel that I am enough.”

“I feel like I am finally starting to see my self-worth and realise the things I need out of life to be happy. I have learnt so many valuable things and information that I will apply for the rest of my life.”

“I didn't know where or what I wanted in life before coming to this course but this has changed all that for me.”

“I would highly recommend this course to anyone with whatever difficulties they are coping with. This is a course above and beyond anything I could have expected.”

“It is not possible to evaluate the counsellor's worth in real terms. She has made me see that a future is there waiting for me.”

“The counselling has been without fault”

“For the first time ever, I feel confident to talk about my experiences and know that I will be believed and not judged.”

“The service has been second to none, and the reassurance that CCC is always there if needed.”

“Long may it continue to provide support”

Our Team



Organisational Structure Chart 2019

Trustees

Andy Vint
Chairperson

Gemma Roby
Secretary

Gail Aspinall
Service User
Representative

Rita Williams
Trustee

Staff

Siân Thomas
Manager

Julie Roby
Deputy Manager

Lindsay Vint
Assessor / Facilitator

Volunteers & Students

Sue Middleton
Volunteer Counsellor /
Contract Group Facilitator

Karen Dyer
Volunteer
Counsellor

Cara Burke
Volunteer
Counsellor

Tanya Boyce
Volunteer Support
Worker

Jane Ball
Volunteer Fundraiser /
Student Counsellor

Mary Green
Volunteer Support Worker /
Course Support / Contract Cleaner

Sue King
Volunteer Administrator
/ Fundraiser

Tracey Haskayne
Volunteer Support Worker
/ Student Counsellor

Jess Fenney
Volunteer
Administrator

Jo Pilkington
Student
CBT Therapist

Azzita Darani
Student
Counsellor

Alana Drummond
Student
Counsellor

Claire Gallagher
Student
Counsellor

Katie Harper
Student
Counsellor

Katie Hunt
Student
Counsellor

Rebecca Lea
Student
Counsellor

Moira Pilkington
Student
Counsellor

Angela Shaw
Student
Counsellor

All staff, volunteers and student counsellors are responsible to Siân Thomas, Manager.
Siân is responsible to the Board of Trustees.

Board of Trustees

In 2019 we were delighted to welcome 3 new Trustees on Board:



Chairperson: **Andy Vint**

Andy is a dynamic, creative and adventurous manager, leader and developer with a desire to create a culture of leadership and engagement through aspects of morals and beliefs intrinsically linked to the statutory frameworks and standards. Andy has extensive experience in a range of areas that benefit **CCC** including of management, training, personal development and business planning and development. His natural enthusiasm, energy and motivational style of working

Secretary: **Gemma Roby**

Gemma is a full-time carer with a deep understanding of mental health issues and domestic abuse. She is currently on the Committee of the Autism & Asperger Society which has given Gemma the skills and knowledge of working on a Board, particularly in relation to planning and fundraising. Gemma has the knowledge and understanding required to enable an organisation to progress and retain financial stability.



Gail Aspinall, Trustee



Gail has worked in the voluntary sector for over 20 years and has worked closely with **CCC** throughout her career, developing a good understanding and excellent relationship with the organisation. Gail has a sound knowledge of women's mental health issues. She was a school Governor for 8 years during which time she came to understand the complexities of governance, the importance of providing high standards of care, transparent responsibility and accountability

We were delighted that Rita has continued to give her time to CCC as a Trustee, she is our longest serving board member:

Rita Williams, Trustee

Rita is a dedicated Trustee with a passion for **CCC** that derives from her experience as a Service User. Rita is a successful local businesswoman with a great deal of experience working with the public. Rita is an enthusiastic fundraiser with a creative streak and enjoys organising the successful Annual Christmas Craft Fayre each year to raise money for **CCC**. Rita has significant experience as a Trustee, being our longest-serving current Board Member.



Staff

Manager: Siân Thomas



Siân Thomas has been our Manager now for 18 months in which time she has encouraged the team to help transform the organisation through a consistent approach of supporting, inspiring and empowering the team. Siân manages the day-to-day running of the charity and is responsible for policies, strategic planning and delivery, finance, funding and statistics. Siân also has a creative streak and designed the new CCC logo and marketing materials. Siân is really passionate about CCC as she first came here as a service user herself in 2004. She became a full-time volunteer for several years, then a paid Administrator & Finance Officer. Siân was promoted to Assistant Manager in 2013, and then to Manager in 2018. She credits the support she received at CCC as a vital part of empowering her on her 14-year journey from service user to Manager.

Deputy Manager: Julie Roby

Julie has been employed at CCC since 2010 and has extensive experience in one-to-one counselling and facilitating groups and courses. Julie supports the Manager in overseeing the team, and with strategic planning. She is also the Mentor for counsellors on placement at CCC. Julie wrote and delivers the Confident Women, Brave Women & Uplifted Women courses, and facilitates Empowered Women and Supported Women support groups. Julie co-wrote the Journey Through Grief Programme, and also offers 1-2-1 counselling sessions. Julie came to CCC as a student counsellor in 2009, highly recommended by the Program Leader. She went on to become an Associate Tutor on the courses, teaching up to Level 3 Counselling. In 2019 Julie was promoted to Deputy Manager.



Assessor / Facilitator: Lindsay Vint



Lindsay came to CCC initially on a part-time basis but soon became an invaluable member of staff and her hours have gradually increased over the last few years. In 2019 Lindsay's job title changed to Assessor / Facilitator to better reflect her progressing role. She successfully completed her Level 3 Certificate in Education & Training and co-facilitates the courses with Julie. Lindsay's role includes carrying out the majority of the initial assessment appointments at CCC. Her friendly, welcoming nature means she is ideal to greet new women the first time they arrive. Lindsay is also a co-facilitator on the Confident Women, Brave Women, Supported Women and Empowered Women groups. Lindsay also leads the Creative Women therapeutic arts and crafts.

Lindsay creates lots of positive activities like this one, that can be seen around the centre for everyone to benefit from



Volunteers

Volunteers are a vital part of the team at CCC, and they continuously reflect the ethos of the charity through their own achievements and through their voluntary work. Below is an introduction to our volunteers and some of their achievements.

Sue Middleton

Volunteer Counsellor / Facilitator

Sue has been volunteering with us since 2014 as a Volunteer Counsellor. She also carries out assessments with new service users. Sue co-wrote the Journey Through Grief programme and is the programme's lead facilitator. Sue regularly offers relaxation to service users and provides various relaxation recordings for clients to calm the mind and reduce anxiety. These also raise money for CCC. Sue's role has grown and developed over the years and in 2020 she is going to lead a relaxation and meditation group.



Mary Green

Volunteer Support Worker / Course Support:



Mary started volunteering for CCC in 2016 as a support worker and her role here continues to expand all the time. Mary takes great pride in all her work and now offers a significant amount of her time to her volunteering role, as support to facilitators on a number of our courses, as well during our creative craft sessions and generally being helpful and supportive to staff. Mary has a passion for making sure new service users feel welcome and safe

as she recognises the importance of that first experience. As a natural progression, Mary is developing her role once again to include assessment appointments in 2020.

Tracey Haskayne

Volunteer Support Worker / Student Counsellor:



Tracey started volunteering at CCC in 2015 as a support worker before starting her training as a Counsellor in 2017. Tracey is currently a student counsellor on placement. She recently completed her 100 hours of practice and is keen to continue on at CCC as a volunteer counsellor once she has her full qualification. Tracey has recently started to act as a support worker on the Journey Through Grief bereavement programme, after previously offering support on other courses and wanting to build on this experience.

Jane Ball

Volunteer Fundraiser & Support Worker / Student Counsellor:

Jane is a student counsellor on placement at CCC and acts as support in the Empowered Women (domestic abuse support) group. Jane is also a volunteer fundraiser and in this role she regularly searches for new funds and finds creative ways to raise money for the charity. She also identifies relevant news and research in mental health and domestic abuse. She came to CCC to volunteer in 2016 and went on to train as a counsellor, starting her placement in 2018.



Jess Fenney

Volunteer Administrator



Jess is our new Volunteer administrator helping with data input and general administration work. Although she is the newest member of our team, she has quickly become as valuable as everyone else. Jess helps the Manager with statistical collation and confidential data input. Jess is a quick learner and so she has quickly progressed from basic office tasks to more complex spreadsheet work in a short amount of time.

In 2020 we have also welcomed Angela and Claire:

Angela Shaw

Volunteer Assessor / Student Counsellor

Angela is a student counsellor on placement at CCC, and more recently has come on board as a Volunteer. Her passion for helping others, and her personable nature made her a great choice to offer initial assessments to new service users. Angela will also be a Volunteer Counsellor once she receives her full qualification.



Claire Gallagher

Volunteer Assessor / Student Counsellor



Claire is a student counsellor and has recently completed her 100 hours in her counselling placement here at CCC. Claire has decided to remain here as a volunteer. In this role she helps out with administrative tasks around the office and more recently has started to offer assessment appointments. Once Claire has her full qualification, she is keen to be a Volunteer Counsellor at CCC.

Amazing Achievements

Two members of our wonderful volunteer team

Mary & Sue

have now given over

1000 hours

of their time each over a number of years.



Two more of our amazing volunteers

Tracey & Jane

have now gone on to train as counsellors and are currently undertaking their placements at CCC. Tracey recently completed her 100 required hours



- ★ Volunteers and staff attended a 5 Ways to Wellbeing course with Healthy Living to look at different ways to ensure we maintain our own wellbeing.
- ★ Volunteers completed training sessions on the topics of:
 - suicidal thoughts and ideation,
 - health and safety and
 - domestic abuse.
- ★ A number of volunteers have been learning some conversational British Sign Language.
- ★ All volunteers were supportive in our fundraising efforts throughout the year, helping all day at the Christmas Craft Fayre, serving mince pies and hot and cold drinks, and taking turns manning the various stalls we hosted to raise money for CCC. They have now formed a Fundraising Committee to look at ways to bring regular money in.

Contracts

Cleaning: After moving premises, we no longer had cleaning as part as our licence, long-term dedicated volunteer Mary is now contracted to provide basic cleaning services.

Facilitation: Sue, long term volunteer counsellor is now contracted to lead facilitate the Journey Through Grief programme.

Supervision: CCC has a new Counselling Supervisor, Mark Haslam, who uses the Hawkins and Shohet Seven-Eyed Supervision Model

Our Partners

**Chrysalis Centre
for Change**

*Supporting
Empowering
Inspiring*



2019 Referrals to Individual Services

Counselling	397
Craft Sessions	248
Confidence & Assertion Courses	243
CBT Group	290
Stress Management Course	286
Domestic Abuse Support	156
Assessment Appointments	258
Journey Through Grief Program	105
Supported Women (new for 2020)	32
Total	2015

2019 Referrals by Sector

GPs	176
Other Health Sector	178
Social Sector	145
Voluntary Sector	47
Other	118
Totals	669

Referral growth over the last 10 years

Year	Number of Individuals	Services
2010	298	236
2015	534	1029
2016	453	1250
2017	531	1570
2018	522	1450
2019	669	2015

Referrals in 2019 came from:

Health Sector including GPs: 53%

GP Surgeries

Berrymead MC	Haydock MC	Park House Surgery
Bethany MC	Higher Lane Surgery	Patterdale Lodge
Bowery MC	Lime Grove Surgery	Phoenix MC
Burtonwood Surgery	Lingholme Surgery	Rainbow MC
Central Surgery	Longton Lane MC	Rainford MC
Cornerstone Surgery	Marshall's Cross MC	Rainhill Village Surgery
Eccleston MC	Mill Street MC	Sandfield MC
Fingerpost MC	Newton MC	Spinney MC
Garswood Surgery	Ormskirk House Surgery	Woodside Surgery
Hall Street MC	Parkfield Surgery	Assessment Team (St Helens)

Health Agencies

0 – 19 Team	Mental Health Practitioners
A&E Whiston Hospital	Northwest Boroughs Healthcare
Assessment Team (Knowsley)	Nurse Practitioners
Bridgewater NHS	Nurses / Student Nurses
CBT Therapists	NW Bromborough Healthcare
Chronic Pain Management Service	Occupational Therapists
Clinical Psychologists	Pharmacists
Crisis Team	Psychiatrist
Grasmere Ward	Pulmonary Rehab Team
Healthy Living Team	Recovery Team
Health Visitors	RMNs
Home Treatment Team	Smoking Cessation
IAPT (Minds Matter / Think Wellbeing)	Social Prescribers
Iris Ward	St Helens Hospital
Knowsley Wellbeing Team	Travel Counsellors UK
Lea Court Treatment & Recovery Centre	Warrington Psychiatric Liaison Team
Lilac Centre	Whiston Hospital
Liverpool Community Alcohol Services	

Social Sector: 22%

CGL	Police
Children's Centres	RASASC
Children's Services	Refuge
Early Help Team	Riverside Employment Project Officer
Family Services	Safe2Speak
Homeless Health Team	Social Prescribing Officer
Home Start	Social Worker / Services
Households into Work	Sure Start
Housing Support Officer, YMCA	Tenancy Sustainment Officers
Jobcentre	Triple P Programme
Link Worker	Ways to Work
National Probation Service	Work Coaches
Oasis Recovery Communities	Young People's Drug & Alcohol Team
People's Services	Youth Justice Officer, Youth Offending Team
Personal Advisor, Leaving Care (St Helens)	

Voluntary Sector: 7%

Citizens Advice	St Helens Young Carers
Pause	Teardrops
St Helens Bereavement Service	Together for Mental Wellbeing
St Helens Carers Centre	Turn2U
St Helens MIND	

Other: 18%

Allinson Street School	Social media
Holy Cross RC Primary Safeguarding Officer	Stephensons' Solicitors
Internet Search	St Mary & St Thomas School
Newton-le-Willows Primary Safeguarding Officer	Willow Tree Primary, Learning Mentor
Returning service users	Word of Mouth

Networking

Throughout the year, we networked with a wide range of organisations including:

Adult & Community Learning	Parents in Mind
Apex Trust	Pause
Asda	Police Commissioner's Officer
Chronic Pain Management Service	Safe2Speak / Refuge
Halton & St Helens VCA	Signing Solutions CIC
Healthwatch	Social Services
Healthy Living Team	Willowbrook
Minds Matter / Think Wellbeing	Youth Fed Talent Match

We also attended:

- ★ Asda Foodbank event
- ★ Bereavement Hub meeting at Willowbrook
- ★ A visit to the Refuge
- ★ DV Summit and follow up event at the VCA (Domestic Abuse Engagement Session)
- ★ Elf Coffee Morning at the Beacon
- ★ Julie Roby is on the Strategic Planning Board for Pause and attends meetings

We had visits from:

- ★ Cllr Jeannie Bell
- ★ The Police Commissioner's Office came to visit the domestic abuse support group to ask them about their experiences after they report an incident of domestic abuse with the aim of improving that process in the future.
- ★ Lay Chair of St Helens CCG, Geoffrey Appleton with Cllrs Marlene Quinn and Jeanette Banks and Sally Yeoman the CEO of Halton & St Helens VCA spent time in the domestic abuse support group

Working with Others

Signing Solutions

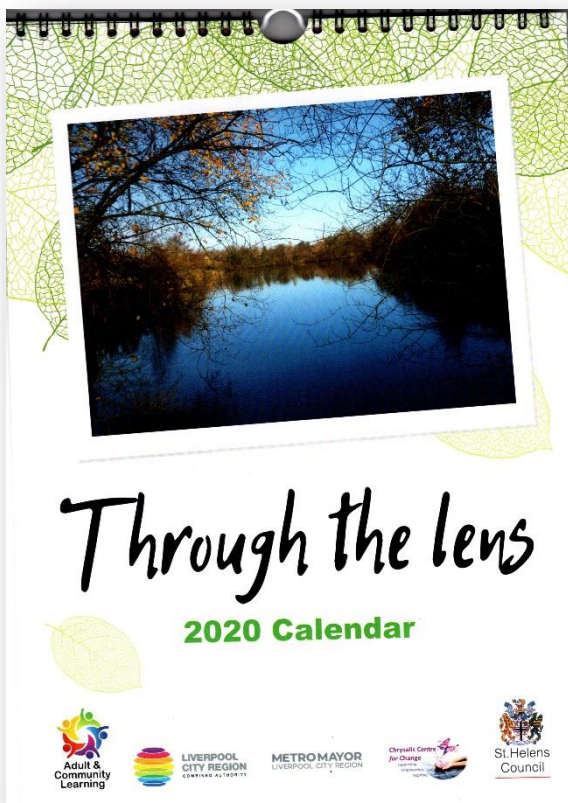
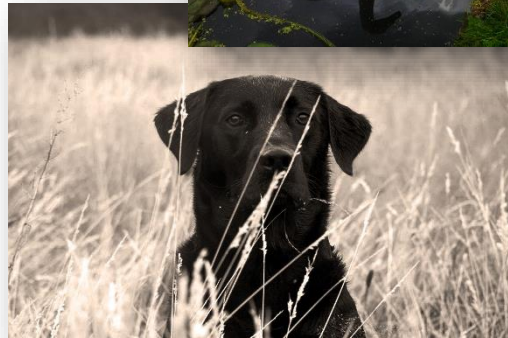
signingsolutions.org

We had a meeting with Janet and Jack Hennessy from Signing Solutions, a new CIC in St Helens, who want to encourage organisations to become more accessible to the deaf community.

Several members of the team have had a number of sessions with Janet and Jack to learn some basic BSL, and we continue to practice with each other. We are applying for funding to be able to hire BSL interpreters so that the deaf community can access our services.

Adult & Community Learning

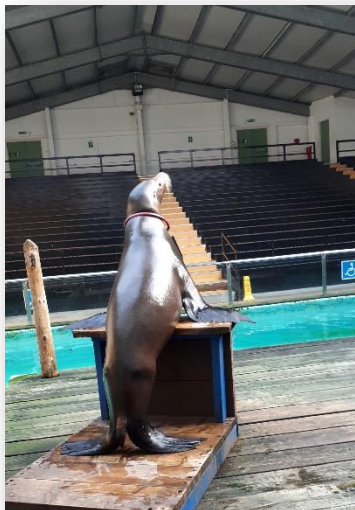
ACL came to the Chrysalis Centre to deliver 2 photography courses in 2019. The results were outstanding, and ACL went on to create clocks with the first group's photographs and a calendar with the second. Below are some of the photos along with the clocks and calendar. We will be arranging more courses in 2020.



Knowsley Safari Park

The Safari Park offered our service users an amazing wellbeing program designed with “the mind to support participants mental wellness through a combination of shared social experiences and close contact to animals and nature in a zoo environment.”

Our service users attended for 5 weeks each during which time they interacted with a whole host of furry creatures making and delivering animal enrichment, feeding meerkats, red river hogs, bats, baboons, camels, creating smell boxes for lions and engaging in activities with rhinos, sealions, reptiles and birds of prey.



Healthy Living

The Healthy Living Team (now St Helens Wellbeing Service) delivered a workshop to service users on the well-researched “Five Ways to Wellbeing” as seen below:

Connect...

With the people around you. With family, friends, colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

Be active...

Go for a walk or run. Step outside. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.

Take notice...

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

Keep learning...

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work. Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you enjoy achieving. Learning new things will make you more confident as well as being fun.

Give...

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, as linked to the wider community can be incredibly rewarding and creates connections with the people around you.

In the Press

Daily Mirror

We were featured in the Daily Mirror along with a number of other charities, for an article about St Helens having the highest suicide rate.

www.mirror.co.uk/news/uk-news/inside-englands-suicide-capital-record-18977007

Chrysalis for Change is a mental health charity based in St Helens which provide a range of support service for adult women.

Sian Thomas, the charity's manager, says they "see women from all walks of life with a huge range of issues from anxiety and depression, to women who have experienced significant trauma and have multiple, complex issues".

They provide a range of services including one-to-one counselling, stress and anxiety management Courses, a Journey Through Grief Programme to support women who have lost a significant adult, Domestic Abuse Support Group and a Therapeutic Arts & Crafts Group.

Sian says a "significant number of our service users report having suicidal thoughts and feelings" but are able to manage these when they engage with the charity's services.

"We regularly receive comments from service users who feel our services are 'life-saving' and we want as many women as possible to have the opportunity to change their lives in the same way," she said.

Sian says the rates of suicide in St Helens are so high because of a multitude of reasons.

"St Helens has significant problems including deprivation and poverty, high rates of unemployment, high numbers of people on long-term sickness, low pay and high levels of domestic abuse," she explains.

"In addition to these generic factors, we have also picked up in our work a noticeable sense of demoralisation. People have often lost hope of achieving something better than previous generations and have developed a sense of apathy about what life is like in this town.

"We aim to change that view and show people that change is most definitely possible, and achievable, especially if we all work together."

The charity is currently in the process of moving to a larger premises as they "can't manage the huge demand for our services".

St Helens Star

We were also contacted by St Helens Star asking quotes in relation to mental health and domestic abuse. Chrysalis Centre appeared on several occasions in our local paper in 2019.

www.sthelensstar.co.uk/news/17663722.we-want-you-to-know-theres-life-after-abuse-womens-charity-urges-victims-to-seek-help-in-wake-of-horrific-murder/

Our Organisation



Transforming our brand

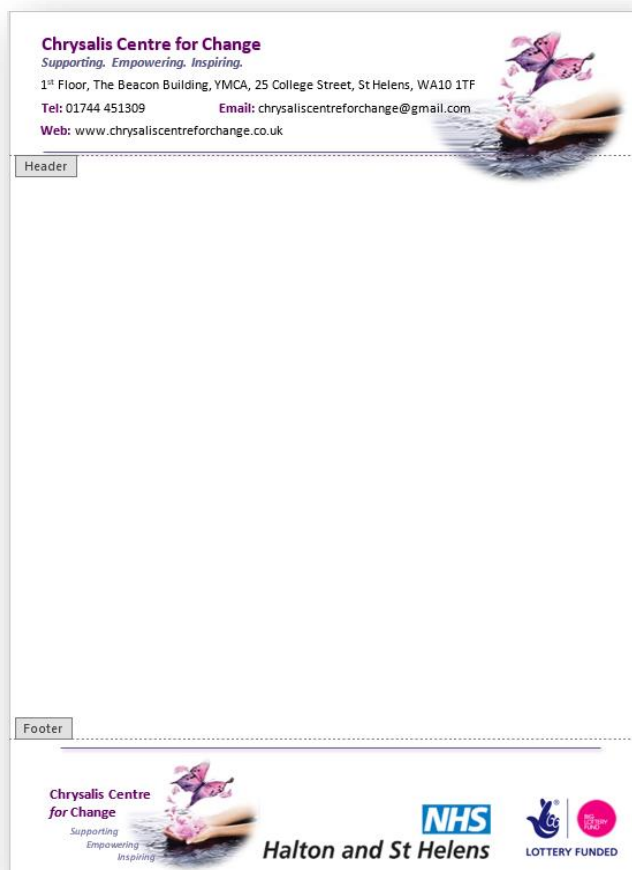
We updated and renamed many of our services, under the new project heading of "Transform Your Life". Courses and groups were named after the main positive attribute they aimed to impart. Courses are Confident Women, Brave Women (anxiety management), Uplifted Women (managing depression). Groups are Supported Women (mental health support group), Creative Women (therapeutic arts and crafts) and Empowered Women (domestic abuse support group). The project aims to transform women from stressed, anxious, depressed and struggling into confident, brave, uplifted, supported, creative and empowered women.

We re-branded, changing our colours and creating a new logo and changing our tagline from "Supporting Positive Mental Health" to "Supporting. Empowering. Inspiring."

Front of new re-branded flyer:



New Letter head and Logo:



Transforming our Premises

A significant change in 2019 was in finding a new home for our charity. We had known for some time that we had outgrown the rooms at Peter Street Centre, and we began to develop a new Project which we named "Taking Flight". It originated from persistent and ongoing appeals from service users asking us to find bigger premises with more suitable rooms. We believe change begins within, so it is vital that we are actively moving forward and transforming as an organisation in the same way that we are supporting, inspiring and empowering women to.

The whole process of finding somewhere, moving and identifying the direction and intention of this growth and expansion took a couple of years to formulate. We found an empty floor at the Beacon Building and thanks to the support of Justin Hill, CEO, Sarah Challands, Operational Director and the YMCA Board of Directors in October 2019 we were absolutely delighted to move into our new refurbished premises.

We were hugely grateful to Sarah Bullock from St. Helens CCG who managed to secure us funding from St Helens Public Health and Community Safety so that we could pay Kosco Interiors for the professional refurbishment work to change two large empty spaces into a large office space, 4 dedicated counselling rooms, 2 dedicated course/group rooms, a kitchen and a meeting room.

We were also delighted to receive funding from the Edward Gostling Foundation, and we used our own fundraised money to pay the rest of the bill.

We are now in a unique position to reach, support, inspire and empower significantly more women than ever before. In Peter Street Centre we were able to build a solid foundation, enabling us to grow and develop within our chrysalis, to discover what works and what women want, to hone our skills and refine services. We're now ready to emerge from our chrysalis, transform, and take flight, and in doing so support, inspire and empower significantly more women into emerging from their own chrysalises and take their own flight in whatever direction they wish to go.

Taking Flight will enable us to transform even more women from a place of struggle and pain into Confident, Brave, Educated, Uplifted, Empowered, Creative, Supported, Safe, Well members of our community.

Overleaf are some photos showing old and new premises, and before and after the refurbishment.

A huge thank you to Rachael Williams, a professional photographer who offered her services on a voluntary basis, taking photos of all our rooms, and lending us some of her amazing photography for the walls.





Course and Groups Room at previous premises

The rectangular shape of the room made it difficult to see and hear each other and we had numerous comments about it causing neck pain as people had to sit on an angle to see the tutors



Course and Groups Space at new premises before the refurbishment work

This large space was ideal and large enough for two new large course rooms. The carpets however were old and worn with pink circular stains.

New Course Room

We now have tables and chairs for women to sit at. We have found this layout particularly beneficial on the courses because women are often extremely anxious when they start the courses and sometimes feel intimidated sat facing each other. By placing groups of tables through the room, women are sat in smaller groups where they feel more comfortable and we've found that they interact with each other more in this setting. The tables are also very useful for the craft sessions, which are already full and we are considering adding another table!



New Group Room

We are using this room for therapy groups such as Journey Through Grief, Empowered Women and Supported Women. We can now have the chairs in a circle where women can see everyone and create a safe, confidential circle of trust.



Meeting Room

We didn't have a meeting room before and had to cram visitors into the already small and crowded office. We had a partition put up across this space and a door added from the room into the kitchen. As this room is off the kitchen, we also use it for assessment appointments, hence the smaller table in the corner.

Meeting Room BEFORE



Meeting Room AFTER



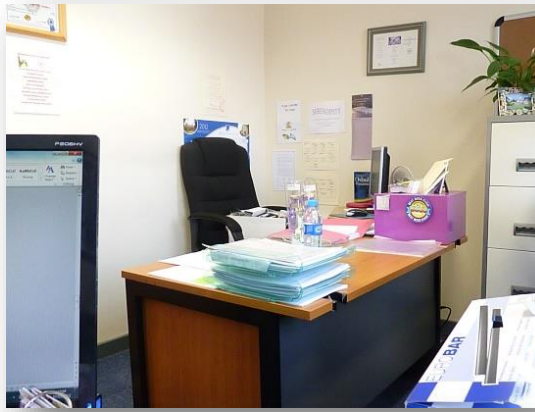
Kitchen

Our previous kitchen doubled as a counselling room. Our new kitchen is the same size as our previous office.



Office & outdoor area at previous premises

We had 4 desks crammed into a small room in which we couldn't pass each other due to the lack of space. We also had a large outdoor space which was never used, in large part due to it being on full view to the road and car park. We requested putting up bamboo to offer privacy for our service users' but we were unable to due to security reasons.



Office & Appointment Rooms at new premises BEFORE

This was the second large open space. We put tape on the floor to mark out rooms. These close-up photos show some of the wear and staining of the previous carpets.



Office AFTER

We now have a large, spacious, bright office space that will enable us to accommodate much needed extra staff and volunteers and space to grow into.



Four Dedicated Counselling Rooms



Photo by Rachael Williams

Each room is warm and welcoming with furniture that service users found for us or donated. Two rooms have artificial plants in them decorated with fairy lights, giving the rooms a relaxed, safe feeling



Photo by Rachael Williams



Photo by Rachael Williams



Photo by Rachael Williams



Counselling waiting area



Photo by Rachael Williams

We previously had to ask clients to wait in a public part of the community centre because we didn't have the space let them sit and wait in private for an appointment. We are delighted to have somewhere private, quiet and safe for clients to wait now.

Transforming Services:

CCC offers a wide range of services for women with mild to moderate mental health issues and/or women who are affected by domestic abuse. We receive over 100 referrals every quarter from the health, social and voluntary sectors. Referrals for all services can be made by GPs, other support agencies and organisations or women can refer themselves. **All new referrals must attend an Assessment Appointment before they access services to ensure we are able to help and support them.**

Counselling Service

Appointments are available throughout the week between 9 am and 4pm

The Counselling service at **CCC** is a well-established and respected, professional service. Counsellors are qualified in various modalities including Person-Centred, Integrative and CBT. We receive a large number of referrals from the health, social and voluntary sectors and currently have a significant waiting list for appointments. All qualified counsellors are Registered Members of the BACP and we ask all students to be student members.

Journey Through Grief

Fridays 1 – 3.30 pm

A Journey Through Grief is our most recent addition to services, starting March 2019, written and developed by in-house Counsellors. This 8-week programme is for women experiencing bereavement and will offer a welcoming, safe and confidential space, offering emotional support and psychoeducation to help women find their path through grief and reconnect with themselves. Each week will look at a different aspect of the grieving journey such as physical reactions to loss, re-learning your place in the world, coping with anniversaries and other significant dates and exploring the multitude of emotions experienced.

TRANSFORM YOUR LIFE:

A range of groups and courses to support, empower and inspire women to create the life they want

Supported Women

Mondays 1.30 – 3.30pm

This group, new to 2020, will focus on emotional support for women experiencing the effects and impact of mild to moderate mental health problems. It is suitable for issues such as anxiety, depression, low mood, stress, everyday life struggles, general coping. It isn't suitable for serious trauma or severe or complex mental health issues e.g. schizophrenia, bipolar or personality disorders.

Brave Women

Tuesdays 9.30 – 12pm

This 8-week course helps women to embrace their lives by understanding and managing anxiety with positive strategies and Cognitive Behavioural Therapy techniques. Every session ends with a guided relaxation which students have the option as to whether or not to participate in.

Creative Women

Wednesdays 1.30 – 3.30pm

These sessions are open to **CCC** service users who have an interest in using arts and crafts to improve their well-being. Research shows that people who participate in arts and crafts feel happier, calmer, and more energetic. There is also evidence to show that being creative can improve brain function, alleviate depression, and improve self-esteem.

Uplifted Women

Thursdays 9.30 - 12

This 8-week course is aimed at enabling women to develop ways of making long-term positive changes to manage the symptom of depression.

Empowered Women

Thursdays 1 – 3.30pm

Weekly ongoing emotional support group for women affected by current or historical domestic abuse. We utilise our close links with Safe2Speak to support women with practical needs such as housing and legal issues.

Confident Women

Fridays 9.30 – 12.15

A 10-week course running continuously throughout the year to help women build their confidence and self-esteem and learn the skills they need to become more assertive.

We also have a number of other services and courses in development including:

Fierce Women

A 6-week course to help women manage strong emotions such as anger, jealousy, fear, shame, guilt, disappointment, shock. The goal will be to define what strong emotions are, identify and acknowledge individual feelings, understand contributing factors and the wider context, find and implement positive ways to manage these emotions and finally to accept them and yourself as a fierce, strong and empowered woman

Serene Women

An ongoing 8-week programme of meditation and relaxation

Well-Being Workshops

12 monthly workshops aimed at empowering women to find and use the many different options available to maintain optimum well-being. This will include animal therapy, physical exercise, creativity, social prescriptions, healthy eating, self-care,

Transforming Our Income

In 2019 we received the funding from the following organisations:

Funder	Purpose
St. Helens CCG	General Running Costs / DA Support Service
St Helens Public Health	Refurbishment
St Helens' Community Safety	Refurbishment
Edward Gostling Foundation	Refurbishment
Big Lottery Reaching Communities Fund	Get A Life Project
Red Rose Charitable Trust	General Donation

Fundraising

- ★ We had two in-store collections, one at Asda St Helens raising £110.54, and the other at Tesco in Prescot raising £120.11.
- ★ A previous service user who is now a Body Shop representative, held a Body Shop Party in June and helped us to raise £100.
- ★ Our Annual Christmas Fayre organised by Trustee, Rita, was held on Sunday 8th December 2018 at the beautiful Mansion House in Victoria Park. It was a great success and we raised £1000 to support the charity and the work we do, so a huge thank you to the following for their kindness and generosity in donating prizes for our raffle.

Asda St Helens	Jenna Louise (salon)	The Cherry Orchard
Blush (hair and beauty)	Jysk	The Garden Spa
Bold Heath Garden Centre	Knowsley Safari Park	The Railway Café
Boots	Me-Time	TK Maxx
Country Kitchen/Cassandra's	Morrisons	Toast
Dominos St. Helens	Nando's	Waterfield's
Experience Days	Pizza Hut St. Helens	Wilko
Gary Munro Chiropodist	Pout and Posh hair and beauty	World Of Glass
Greggs	Ray's Bakery	
Helen's Hair	Tesco	

Our 5-year Big Lottery funding comes to an end in 2020, and this has brought to the forefront the ongoing issue that many charities face around sustainability and self-sufficiency. We have been considering this for a number of years in particular the option of setting up a trading subsidiary to fund the charity, however as a Registered Charity we can earn up to 25% of our annual turnover through trading activities. 2020 will see a significant increase in our trading activities, with a view to setting up a trading subsidiary over the next 2-3 years.

Looking Forward:

The symbol of the Chrysalis is about transformation. At CCC, transformation begins within the organisation itself and cascades down to the Board, the staff and volunteers, our service users and finally, those women we have yet to reach. The focus of 2019 was most definitely transformation and moving forward into 2020 we will be concentrating on resilience and self-sufficiency.

We are developing a whole range of ideas to create our own funding and independence and to move away from total reliance on external funders and donations. Our 2020 Annual Report is also likely to also be the First Annual Report of Chrysalis Centre for Change Ltd. The current CCC is an unincorporated association, and we have now set up a Charitable Incorporated Organisation – also called Chrysalis Centre for Change – with the help of Halton & St Helens VCA. 2020 will see the transfer of assets over to the new charity, then the closure of the unincorporated “version”.

So, we look forward to another exciting and action-packed year, in which the supportive, empowering and inspiring culture of CCC will be embraced by even more women than ever before. We have an enthusiastic, dynamic team who believe wholeheartedly in the work we do at the Chrysalis Centre for Change. We have the commitment and passion to work towards reaching more women and transforming more lives, and the drive and motivation to become more and we look forward to each step of this journey. Thank you to all who have supported us.

A message to you all from the white board in our kitchen:

