

Granby Community Mental Health Group

Mary Seacole House



Art work from POSTCARDS TO THE FUTURE project
working with the Royal Standard Gallery

Annual Report & Accounts 2020-21

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Granby Community Mental Health Group Management, Staff & Support Network 2020-21

Board of Trustees

Jannine Antigha
Alice Beckerleg
Stanley Mayne
Karen Mello
Michelle O'Dwyer
Kemi Otubu (Appointed 6 November 2020)
Mark Lyth (Appointed 16 September 2020)
Sheila Berko (Appointed 10 December 2020)

Patrons

Ntombenhle Protasia Khoti Torkington
Paul Sesay
Dame Lorna Elizabeth Muirhead
Louis Emerick

Mary Seacole House – Staff

| | |
|-------------------|--|
| Carolyn Sowande | Chief Executive Officer |
| Reihana Bashir | Operations Manager |
| Marie O'Sullivan | Administrator |
| Vanessa Banim | Assistant Administrator |
| Kellie Rostron | BME Family Service Project Coordinator |
| Fouzia Hinchliffe | BME Family Service Support Worker |
| Julie Roberts | Health & Wellbeing Coordinator |
| Chloe Torkington | Health & Wellbeing Worker |
| Emily Toole | Community Support Worker |
| Simon Torkington | Advocacy Development Officer |
| Alex Coombes | Community Advocacy Worker |
| Saiqa Sahotra | Trainee Community Advocate |
| Frances Ryan | Cleaner-in-Charge |

Volunteers

| | | | |
|------------------|--------------------|----------------|--------------------|
| Doris Angus | BME Family Service | Shanaz Islam | BME Family Service |
| Shirley Arnez | BME Family Service | Eva Hinchliffe | BME Family Service |
| Shazia peter | BME Family Service | Serish David | BME Family Service |
| June Walsh | BME Family Service | Iman Saeed | BME Family Service |
| Celine Hay | BME Family Service | Aamen John | BME Family Service |
| Rosa Lalor | BME Family Service | Ahmed Fouda | Day Service |
| Samia Sami | BME Family Service | Kerrise Grey | Day Service |
| Soumaya Saadaoui | BME Family Service | Michelle Pratt | Day Service |
| Ruth Mukherjee | BME Family Service | Emily Murphy | Day Service |
| Namita Shalan | BME Family Service | | |

Student Placements

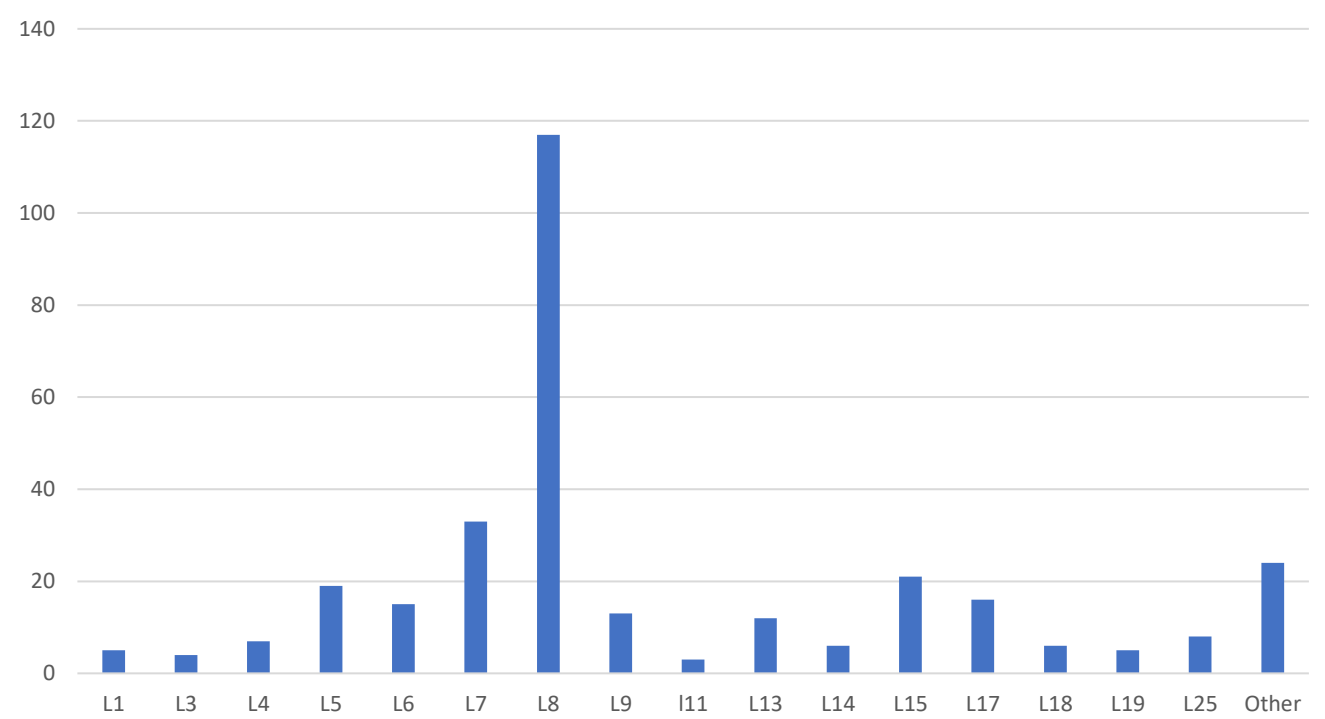
Pamela Okoligwe
Jenelle Corry
Sarah Smullen

Sessional Workers

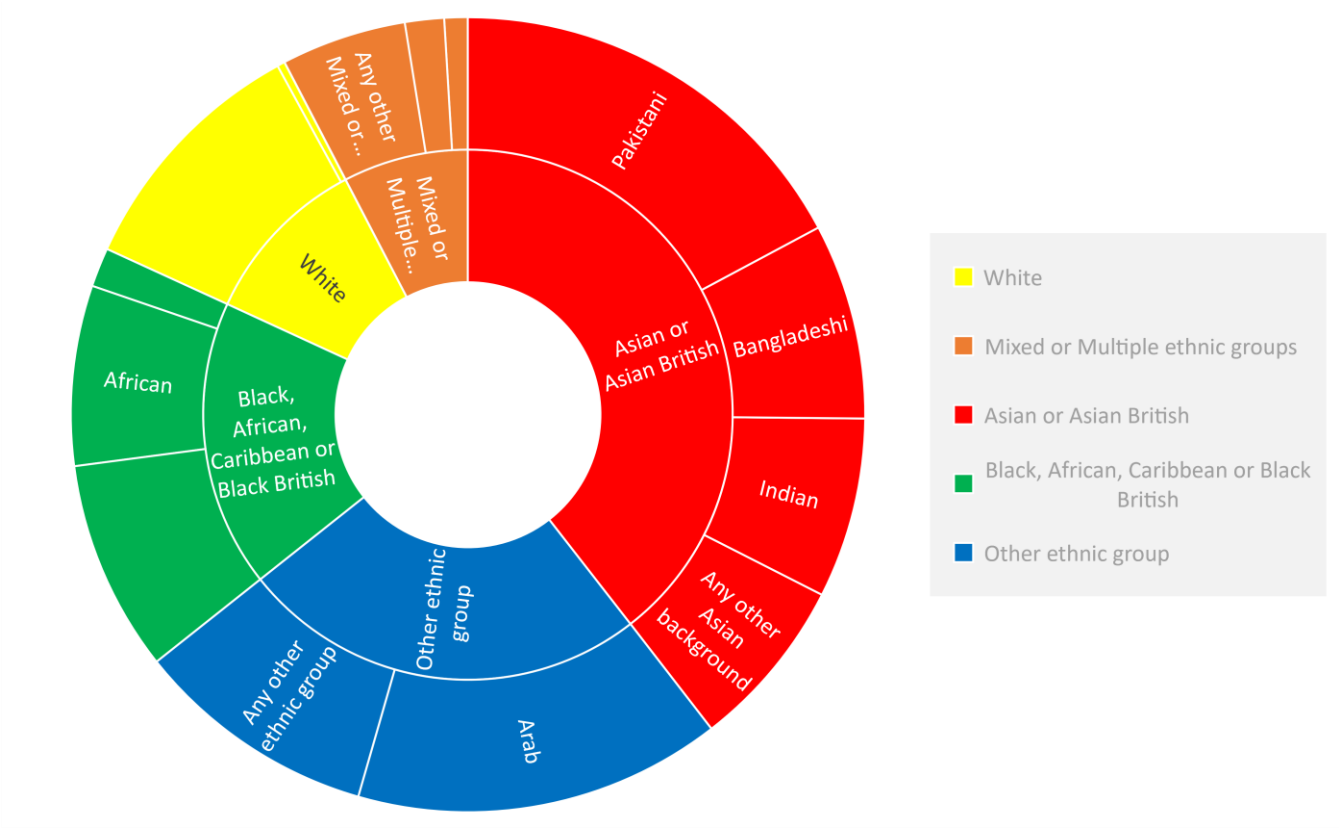
Eva Anjum
Iman Saeed
Shazia Peter
Shirley Arnez

Thanks to Laura stirratt GP unpaid session worker

Service User Analysis by Postcode 2020-2021



Service User Analysis by Ethnicity 2020-2021



Achievements & Events

April 2020 – March 2021

Mary Seacole House were awarded the Investors in People Silver Award.

The reader held a zoom session to encourage paired reading and reading as a group on Zoom, from this we got a member paired with a reader who rings him weekly to read a chapter from a book out loud over the phone.

Mental Health Awareness Week we created a virtual quiz for members to participate in.

World Mental Health Day was acknowledged in partnership with Imagine Independence.

Volunteers Week we acknowledged the hard work and dedication of our volunteers with certificates.

Catrin Jones - John Moore's University – Journalism Student interviewed staff for an article on how charities are helping BAME communities.

Imagine Independence – Build Up Stronger -Members were able to be referred to enhance their digital skills.

New Beginnings', with Michelle Roach. Michelle kindly donated 13 Christmas Hampers with instructions how to cook turkey.

Rotunda – Jodie Lloyd assisted a member to get IT training and they received a free tablet

Listening Ear – Sammy Ashley gave a talk about support for families who have suffered Suicide and the support that can be given

Our Liverpool training for staff - Ask the Lawyer training

Plus Dane – Jody Lloyd has given floating support to one of our most vulnerable members from 2020 to present

BBFW many referrals have been passed and been supported around their moving home and acquiring furniture if required including white goods

LCC – Admissions Lisa Donovan – has supported children of one member to attend schooling in Sept 2021

Riverside Lorna Jackson & Louise Jones supported our member in their moving accommodation

FRC Group – Maria Comer and Claire Donovan – wardrobes and white goods claimed for members

Imagine IF Trust – Stephen Robertson – lunch on Christmas Day for members

Jo-Anne Puddephat Liverpool Uni research/study with 17 members - Experiences of alcohol use among those with a mental health problem: A qualitative study September 2020

Men Behaving Dadly - Michael Jolliffe & John Kenwright, supported members with 4 hampers for Christmas, also weekly gave their LFC cooked food donations for our most vulnerable members

Michelle Art - Royal Standard Gallery project

Healthiness – Andy Ireland attempted to get us fit through the Pandemic with zoom exercise class

Training:

Certificate in preparing to work in adult social care - 15 participants achieving Level 2 qualification.

WHAMS (Women's Health & Maintenance Service) - 60 Women completed the training, 5 - 12-week sessions women's health, and wellbeing.

LETS Project - 35 women completed training and peer support group.

Activities:

Homework group for younger people - Children had access to a Mary Seacole volunteer for guidance with their homework and studies.

Interpreting and translating WhatsApp group - Coronavirus and Vaccine information in different languages. The group was created from the very beginning of the pandemic and kept up to date with government guidelines.

Virtual Emotional support group - we are very proud of this new group developed to provide support during lockdown., Service users had access to Mary Seacole staff and volunteers to speak about their mental health and receive support.

Health and wellbeing virtual group with Dr Laura Stirratt - Group created due to lockdown restrictions limiting people's access to GP and other professional bodies.

Virtual walking group - People were encouraged to go out and walk, while sharing their experiences with other members through a WhatsApp group. All participants were provided step counters, peer support group.

Fundraising & Donations

Virgin Money Page Total £3387.67

Dr Laura Stirratt raised an incredible £1,213.75! Her target was £400 and people contributed towards her birthday through an online donations page.

A donation from a previous member's family was gratefully received.

£500 was donated from trustee for new staff Mobile Phones.

COVID-19 Community-Led Organisations Recovery Scheme (CCLORS) – we were successful in receiving £35,770 toward BAMER Family Service.

Lloyds Foundation - we were successful for the application for funding for BAME organisations £50,000 over 2-years £25,000 per year to be spent on service delivery.

CEO Report

This year has been a year of challenges. Something no one ever expected or even heard of 'Coronavirus'. However, despite the challenges, it did open many new doors for staff and our users and families and many positive achievements for all of us to reflect upon.

Many other small charities would have also found Covid19 to be a significant challenge on several levels. Many of our staff faced significant pressures and difficulties and I am extremely proud of what they were able to achieve despite the pandemic.

The staff began to work from home in March 2020 and steadily fell into this new way of working. The initial days were spent ensuring that all our users and families had contact phone numbers to their keyworkers hence, keeping communications and access to a worker continuing.

Our front-line staff continued to carry out their day-to-day work and tried to ensure that they were supporting those who were finding things extremely difficult with Covid. We also accepted new referrals from some who had never needed us more. However, to make a positive difference staff found imaginative ways to carry on delivering practical and emotional support to those who needed it.

Initially we had to help our users and families learn how to use WhatsApp, Imo and Zoom and we also had access to an organisation that was running digital training courses. We put new services in place very early on in the pandemic, such as, calls in the morning to check that people were okay and had access to what they needed. We held health & wellbeing sessions via Zoom some helping to explain what covid19 was, others explaining the urgency to follow government procedures. This can be a very difficult job on both sides especially for those giving information and those receiving information whose English is a second language.

We ensured that we stayed in contact with our volunteers, relevant partners, medical practitioners, and others identified to be beneficial to our users, families, and the organisation. We were also successful securing funds which in the main allowed us to cover salaries, upgrade our IT support and to purchase much needed digital devices and PPE equipment. Many thanks to those funders as they made a huge difference for us. Many of the Zoom and Teams' activities have proved so beneficial that we hope to find new funding and to continue them in the longer-term.

This financial year obviously we couldn't have our usual annual celebrations, but we did manage to have a joint event where we were able to celebrate Mental Health Week in partnership with Imagine Independence Service.

Our successful funding application from The Lloyds Foundation included a mentor who has been supporting me in the Development of our 3–5-year Strategic Business Plan amongst other things that the organisation will find useful. Fiona has a world of knowledge and experience and has worked with grassroot organisations such as our own up to very large corporate companies. She has also worked in several third world countries and understands the cultural issues that BAMER communities experience. She has been extremely supportive and helpful. We thank you for all your support.

We still however must face the future with some uncertainty regarding Covid and all its variants. Funding is always a challenge, but it is something we must continue to do to keep the organisation thriving for our BAMER communities.

Also, our Operations Manager decided that it was time to move on after 23 years, Reihana left MSH in March. She joined us as a young graduate and even at that time I was satisfied that she had the qualities that would enhance the work of the organisation. I was right, her service to the organisation has been incredible.

I have no doubt that we are in a better place with her contribution. She has a 'can do' approach and would always do her best for the organisation. She recognised the importance of our work and gave it the attention it needed to enable us to offer our services and projects, many of which she dedicated time and effort to develop.

Her support for me personally has been immeasurable and I will continue to value her.

We all wish her well for the future and she knows that she has a family of colleagues, service users and friends here at MSH.

Finally, on behalf of the organisation our thanks to Liverpool City Council, the Trustees, Funding Bodies, and partners. To our session workers, university students who put a lot of time and hard work into the service user activities. Also, thank you to those who follow us on Twitter and Facebook for their on-going support and a special thank you to all the service users and families for their trust and loyalty in the organisation.

Carolyn Sowande

Health & Wellbeing Coordinator Report

As advised by the UK government and Public Health England on 16th March 2020 we ceased all nonessential face to face contact with Members and external providers. Mary Seacole House monitored the situation daily however we planned to work from home as of Friday 20th March 2020 for 2 weeks initially, in line with Government recommendations. This is a very unusual situation for all of us not just in relation to our work but also life in general. As Mr Johnson announced this lockdown/curfew situation would be for at least 3 weeks more so that will apply to us unless told otherwise. Unfortunately, the situation did not seem to change for the better or improve, in fact sadly many families experienced loss and many members were frightened. So therefore, the decision was made to continue to work from home until further notice, eventually being for more than 12 months due to the infection rate and hospitalisations.

At this time Day Service offered telephone/email support. We ensured as a team that we were taking the necessary measures to keep all our members safe and supported. We continued to work within the parameters of our service delivery, respecting and adhering to the guidance from the Government.

All Members were contacted via a phone call to inform them of the current working situation and that no face-to-face support will be available for the foreseeable future. All interaction will be via text/telephone or email. It was important that we maintain regular contact with our members especially those that live by themselves and have no close family. We needed to ensure that members understood what has been put in place by local council and Government and are adhering to it. Several of our members were clinically extremely vulnerable and shielding. We were very grateful for the support of Anna Rothery and Jo Anderson who helped provide cooked food deliveries to our most vulnerable.

Also, 17 Members took part in a Qualitative Research Project with Liverpool University, Jo-Anne Puddephat helped support them and thanked them for their lived experiences they shared.

It was important that we did what we could to reduce the social isolation people would be feeling so both Chloe and I were to spend as much time as necessary calling members and just having general chit chats with them as we would of if we were in a group setting at Kuumba Imani. Right now, the emotional aspect of our role is just as, if not more, important than the practical support because people on their own feel lonelier than before.

Our communication tool kit set out ways in which members could send or drop post to 91 Upper Parliament St, stay in touch electronically by email, use the normal text messaging to our work mobile in office hours. We also set up a WhatsApp for Members to speak directly to their Key Worker on a mobile phone. This tool allowed us to break down barriers to inclusion, attempting to make the digitally excluded included as well as the practical and emotional support members are used to receiving.

This is an extremely difficult time for all, staying safe means looking after your mind, heart, and soul too and the only way we will do this is by supporting each other and staying connected. This was a crucial foundation Mary Seacole House has always considered important and would continue even in a Pandemic.

We encouraged participation to online free activities that members could do in their own home using the internet, which could help to keep their mind and body active, keep themselves and family entertained possibly. Our In-house online activities with MSH, has grown and grown working with BAMER Family Service, we have something every day for our members to access. We were supported in this endeavour by BUS & Rotunda who supported members by offering free training and a device. Family Service also gave out free tablets to enable members to access digitally.

One of the things that we have continually worked on is how we can better utilise alternative platforms for working with members, i.e., Twitter, Facebook & Instagram. I am aware that this is something that we have not considered in the past as greatly important, as members saw us face to face but now it is different with all the changes to working. But as we have all realised with the current situation how important this is in relation to staying connected.

What is important to us is how are our members managing their mental health/what specific processes are in place for medication/contact with other mental health professionals, so we have been integral in helping our members stay connected to their GP Practice, DWP, CPN and Psychiatrist etc, through phone call consultations when needed. Staying connected to loved ones also has been encouraged and attempting to manage their diet, hygiene, and physical health. We have joined our Family Service for health chats, as well as Diabetes awareness classes and Covid Q&A with Dr Laura Stirrat.

As a mental health charity, we were conscious of people who may self-harm and now could be worse because of the current climate or any other triggers that they may have. If a safeguarding referral was needed, we have requested Welfare checks from the relevant services, thankfully everyone has received the relevant support around their mental health.

How people keeping busy is important to us and by leaving the house and going for walks around their local park to destress, increase their fitness and a reason to leave the house for their 1-hour exercise as suggested from the Government has been reiterated by staff at our virtual Coffee Mornings on Wednesdays on Zoom.

As an organisational perspective our priority is to keep members safe. Therefore, it is important that we continue to inform people the importance of social distancing, hands, face, space and ventilate.

Under the current climate we will not turn anyone away who wants to make a referral. We have been getting referrals in relation to mental health support and have dealt with them as best as we can under the work restrictions. The landline is being managed by staff should anyone wanting to speak to staff.

I know times are very difficult and everyone is probably having a difficult time from being stuck at home so much, however, the flexibility and dedication shown by the team to our members across all the departments has been truly amazing. Members who are probably finding this uncertainty really unsettling, Mary Seacole House being the fantastic charitable organisation it has always and always will be, will continue to support our members as best we can.

We were fortunate enough to be approached by 'Men Behaving Dadly' who kindly gave us their allotted foods from LFC to disperse to our most vulnerable members, who were very appreciative upon receiving 25 cooked healthy meals for over five months and were kind enough to offer Christmas hampers to members. So, thank you to them.

We also altered our way of working over the Christmas period, so that staff would be able to support our members through what could be a difficult time.

Our long-standing volunteer Michelle worked with our Art group online and the Royal Standard Gallery to produce some fine pieces of art relating to the pandemic to be displayed online on their website.

We unfortunately lost a long-standing member in December 2020 and his death came as a shock; however, we remind ourselves of what a lovely gentle, kind and funny member he was. May he rest in Peace.

Day Service have 3 staff, Emily Chloe, and Julie. We offer online activities, Art Mondays, Coffee Morning Wednesdays, and Bingo Fridays, with a monthly 'Have Your Say' meeting. Also let's not forget Family Service online activities, Bollycise, Diabetes Awareness, Dr Laura Covid Q&A and Esol.

Day Service wish everyone reading this a healthy year ahead.

Julie Roberts

Health & Wellbeing Worker Report

Mary Seacole House has continued to provide support for members during the pandemic. Members have received support within groups and on a 1-1 basis through phone calls and Zoom sessions. In November 2020, we began to deliver online activities for members on Zoom. This has included Art, Bingo, Health & Wellbeing sessions, and Coffee Mornings. The introduction of Zoom within the service has helped to reduce social isolation and support members to cope with the ongoing lockdowns by providing a space for individuals to discuss their experiences during this time.

It is important to acknowledge that several members have had difficulty accessing online activities due to a lack of facilities or knowledge around technology. We have worked with members and other agencies to offer relevant support and training, such as Imagine Independence who offered 1-1 support sessions to teach individuals about how to use technology. However, not all members have found that they are able to engage in these services due to barriers surrounding mental health or age which has highlighted the importance of face-to-face contact for our members.

Our Art Group is currently involved in a project to produce artwork for an exhibition which will be displayed in the Royal Standard Art Gallery. The project was commissioned by the gallery as part of the Utopia Series to support the Black Lives Matter Movement and Mary Seacole House were chosen to highlight the importance of our work with BAME groups within the community. Members were asked to complete artwork for an online exhibition in October and were encouraged to explore their feelings around the Black Lives Matter Movement and other relevant issues such as wellbeing and the effects of lockdown through collages using recycled materials such as newspapers and cardboard. The collages were displayed on the Royal Standard Gallery's website as postcards which were envisioned to be sent out to a future generation. The work provided an important insight into our members' lives throughout the past year.

In January, Michelle Pratt delivered 5 weeks of guided Art sessions on Zoom in which she demonstrated creative techniques that the members could use for the exhibition. The techniques that were learned included weaving, transforming everyday objects, printing, collaging and abstract painting. Members were also encouraged to develop their own ideas about how they can incorporate recycled materials within the pieces. These sessions provided our members with the opportunity to explore their creativity in new ways. Mary Seacole House has been invited to the Royal Standard Gallery to continue with our artwork, we hope to attend later this year and complete the project together as a group.

Over the past year we have spent time developing the Youth Project further. Through research we have found that one issue young people struggle with is uncertainty surrounding their futures. This has been intensified by effects of the pandemic such as job shortages, lack of training opportunities and disruptions to education. We are evolving our project to address the needs of young people practically and emotionally by aiming to provide opportunities to develop confidence, resilience, and skills. We have also set up a Mary Seacole House Instagram to advertise our services and expand our reach to a younger audience.

The prominence of the Black Lives Matter Movement last summer, provided further evidence to show that work needs to be done to ensure that equity exists for everyone.

Mary Seacole House plays an essential role in supporting those from marginalised communities who are suffering with their mental health and other aspects of their lives. It is important for us to provide a safe and supportive environment for those experiencing issues of racism and discrimination and to oppose systems that support inappropriate practices within services specifically those involving mental health.

The past year has highlighted the importance of prioritising emotional and mental wellbeing. It is clear that the effects of the pandemic will be felt for a long time. Mary Seacole House has again provided valuable emotional and practical support for those who are vulnerable within the community, and we hope to continue providing this support where needed to minimise the impact of the pandemic and the lockdown policies.

Chloe Torkington



Community Support Worker Report

This year has provided a challenge, which through the support of the organisation, we have continued to grow, learn, and adapt. There has been the difficulty of navigating through a pandemic and learning to adapt. However, it has been a great year for Mary Seacole House, as we continue to provide valuable and needed support to our members within the community.

As I have adapted in my role this year in working from home, I have had a great opportunity to get to know members within day service better. I have expanded my keyworker list throughout this year, allowing me to challenge myself in providing emotional and practical support whilst also managing a case load of members. The support provided has been undertaken over the phone or over other forms of technology such as zoom. This element of the role has been an exciting new challenge, and with great levels of support within the staff team and regular training opportunities, this has been a great opportunity for growth in my professional development. I have undertaken some useful training this year from a range of local organisations, including Merseyside Youth Association, Citizens Advice Bureau and Open-Door Charity. The knowledge and skills I have learned from these training opportunities has been insightful and beneficial in my professional development as a community support worker.

Additionally, throughout this past year, I have had the opportunity to be involved in the facilitation of online zoom activities of which many of our members have attended over this last year. Once again, this has been a challenge for our members, of which many have taken in their stride and adapted to an online approach to activities. We have had a range of activities which have included coffee mornings, bingo, art and health and wellbeing sessions which have had great attendance and enthusiasm. It has been encouraging to see the positive impact that online sessions had on mental health and reducing loneliness in our members. Furthermore, I have had the opportunity to coordinate the Chair Based Exercise zoom class during the last quarter as facilitated by Healthiness Ltd, a local organisation within Liverpool.

I have continued to focus on my professional development through regular developmental meetings with the Operations Manager, Reihana Bashir. This has been a great opportunity to discuss and ask any questions about my role and identify any training needs. This has also been beneficial in being able to further my learning within the organisation. As a member of staff who is still building on my knowledge, the opportunity to share concerns and ask questions has been beneficial in improving my knowledge and ability to provide emotional and practical support to our members within the organisation.

This year, we have been continuing to develop our youth project for Mary Seacole House with the goal of launching it during the summer of 2021. This project aims to meet the needs of BAME young people in the community by providing a personal and social development course, in collaboration with other local organisations. We have been building relationships with other local agencies, to build up our network for the project and discover where the needs are in the community. Further to this, we have expanded our network using social media by developing creative content for Instagram, with the target of reaching young people. The development of the Instagram has led us to a whole new wider audience of people and allowed us to focus on creativity.

This last year saw the prominence of the Black Lives Matter's movement. An important movement which has highlighted the inequalities that exist today within society. This has been an opportunity for Mary Seacole House to share and educate to raise awareness of these disparities within society.

Using social media, we have shared tools and information on how to support the movement and we shared information on black history. Finally, while the past 12 months for us at Mary Seacole House have presented new challenges to us due to the ongoing pandemic, it has highlighted the need for the service more than ever. I feel privileged to be able to provide support to members who all come from different walks of life, cultures, and backgrounds. Through this year of difficulty, our members have shown resilience and while the impact of this pandemic may be long lasting, we hope to continue to provide our valuable support to our members.

Emily Toole

Day Service Volunteers Report

This past year our volunteers have contributed a tremendous amount of time and skills to us. Due to the covid 19 pandemic we have not been able to operate in the same way we were before, we are so proud of our volunteers and the way that they have adapted in these difficult times.

We started the year by creating a volunteers WhatsApp group where we could discuss any activities and share information with each other. Also, to check in on a personal level and chat as a group socially whilst we were in lockdown.

Volunteers have continued to support us in several different ways including delivering virtually; our art class and running projects at the class. One project was called POSTCARDS TO THE FUTURE working with the Royal Standard Gallery to produce artwork relating to the pandemic and the Black Lives Matter movement, they can all be found online at <https://www.the-royal-standard.co.uk/utopia-mary-seacole-house>. Our volunteer Michelle worked hard with members to create these pieces and we are very grateful for her commitment.

Michelle also helped members to keep engaged with art by creating step by step YouTube tutorials for them to watch and follow at home whenever they felt able to. Michelle enjoys sharing different techniques with members, she covered: Geode Art, Weave Art and Household Product Painting.



Although we couldn't acknowledge calendar days throughout this past year like we normally would through events, fundraising and promotion of our services at community stalls we are very much looking forward to getting back to these activities in due course and having great input from our volunteers at these activities as we usually do.

Another task volunteers support us with is informal interpreting and this work has continued throughout the pandemic and become even more valuable when sharing vital information and government guidelines that has been imperative to members mental and physical wellbeing. Our volunteer Ahmed has helped translate information to those members who speak Arabic.

To show gratitude for Volunteers Week we could not have our usual get together, so we created virtual certificates of appreciation and we are hoping to do an extra big celebration once all are able to and volunteers feel safe enough to attend.

One volunteer who was with us short term in 2020 said "Although due to the lockdown I haven't been able to volunteer for long, I love the sense of community at Mary Seacole House. It's lovely being able to see people from all walks of life come together to engage in activities and classes, I particularly like the coffee mornings and members meetings as it is a very relaxed and welcoming environment!"

Receiving feedback like this just highlights the importance of volunteering and how it should always be beneficial for both the charity and the volunteer. Once again thank you to our amazing volunteers for their continued dedication and contribution to supporting our service users and the overall development of Mary Seacole House, we appreciate all that you do.

We have lots of exciting opportunities for volunteers to participate in, here's just some that we provide;



Community Fundraising



Promotional Stalls



Run your own activities

If you would like to learn more and apply to become a volunteer with Mary Seacole House, please email vanessa@maryseacolehouse.com for an information pack.

BAMER Community Advocacy Service Report

The year 2020 was globally a challenging and tumultuous time for all; when the pandemic hit the UK in March, millions of workers began working from home— an unprecedented and ongoing phenomenon. We saw how the world had adapted its working practices to suit the new situation. Likewise, Mary Seacole House also endeavoured to think of new ways to continue delivering its services.

The Community Advocacy Service has continued working to support its clients and community under unprecedented circumstances. Facilitated by the rise of connectivity and communication technologies. From the start, our charity focused on making sure its workers were well-equipped to work from home.

We have continued supporting our clients with their mental health and wellbeing—covid-related anxiety and isolation. The situation exacerbated many of our client's mental health difficulties. Last year we had worked with over 100 clients offering Advocacy. Like millions, we have had to adapt quickly to the changing environment, learning a whole host of new skills (primarily digital) to take our support service online. For example, doing zoom and conference calls, utilising WhatsApp as well as, liaising with GP's and the secondary mental health services. Many of our clients have had the opportunity to have their own tablets, which enabled them to remain connected. Over the last few months, clients had access to attend online sessions with a local GP about the importance of COVID-19 vaccinations.

Due to Covid, we have increased our support and have been working alongside the Family Service and other public sectors in terms of promoting Covid-19 Vaccinations. Together with Liverpool City Council, Public Health England and the NHS, Mary Seacole House translated vital COVID19 information into URDU. We have also put videos together to share accurate information and coordinate community support during the pandemic. Videos are available on Our Liverpool and Mary Seacole House Facebook groups.

It has been a privilege to support clients during the pandemic in attempting to manage and recover from the difficulties mental distress can cause. To help clients to access services online and to try and ensure they get the best from those services, as well as attempting to resolve many of the practical matters that often impact mental wellbeing, has been a privilege in this challenging time. As a BAME service that works with primary and secondary care, the issues our clients approach us with are varied. We are often asked for help with practical issues around debt, benefits, housing, immigration, employment, complaints, info on vaccination, access to some online activities such as ESOL and exercise classes, this helps folk feel connected with others as well as being able to learn new skills.

We have been attending meetings and appointments (mostly online/over the phone) and advocate on behalf of our clients in several varied settings, in both primary and secondary care, from meetings with psychiatrists and GP's, to housing associations, schools, social care, as well as benefit assessments. Finally, we would like to acknowledge everyone's hard work and dedication towards their work and clients during lockdown and ability to work under pressure and uncertainty it reminds us that people's capacity to cope and recover from adverse circumstances is often underestimated. As workers in the third sector, we should be realistic and not let the uncertainty stop the hard decisions. It is good to embrace change. Someone quoted "that the crisis is opening up a real opportunity for change and at a speed that is being driven by the external environment. The challenge for leaders is how to carry others with them at a pace such that they can take advantage of these opportunities.

BAMER Family Service Report

It is with great pleasure to report again that even with extremely challenging global circumstances with the COVID-19 pandemic, Mary Seacole House has continued to grow and serve the community. All our existing services, training and activities that were in place and active before COVID, have continued to run successfully, in addition to new ones using online platforms such as Zoom, WhatsApp and Messenger etc, and the take-up has remained extremely high. In fact, we are now supporting far more service users than we were previously, as capacity for places on activities are not limited by aspects such as space and time but allows us to accommodate more people. This has enabled us to continue what we consider an invaluable service providing much needed and often relied upon help and support to all our families. Equally the services have been able to reduce the feeling of social isolation by promoting the use of online platforms and having the ability for people to join in with online activities, chat and participate in sessions.

This Family Service encompasses both emotional and practical support. We support our families within a multitude of vitally important areas including welfare benefits, housing, training, health and well-being, as well as being kept fully abreast of their rights as citizens and providing knowledge on how to access services.

We are now supporting people from more than fifteen different countries, and with countless many more dialects and languages. This has been made possible by all our wonderful volunteers, many of which are now qualified interpreters. This forms a big part of what we do as we support many different nationalities. During the Pandemic, the Volunteers have been very proactive in getting language translations, video and literature out to the community with Public Health and LCC to spread the information to encourage vaccinations and staying safe.

The service activities we provide remain popular and well attended. For example, our Conversational English group has remained popular with excellent attendance. From Monday to Friday, we now have back-to-back online Zoom classes with ESOL teachers running the busy classes very successfully. Our other project, the Bollywood Dance class, has had more than 30 attendees each week, a staggering increase from last session with feedback being extremely positive. Attendees stating that it has not only helped them to stay engaged with the community but has helped them to lose weight.

Indeed, health and well-being form a large part of our work. Our awareness sessions focus on topics such as healthy lifestyles and how to effectively combat diseases such as diabetes and heart disease. Our focus this year has been educating people on how to maintain a healthy weight and what simple changes they can apply to their lifestyle and diet, which will have the most impact. We have been fortunate to work alongside other agencies who support our work such as Diabetes UK.

Additionally, we have been helped and assisted greatly by Dr Laura Stirrat who helped raise awareness about how to keep yourself safe during COVID and educate and reassure people about taking the vaccine.

Achievements 2020 – 2021

Training:

Certificate in preparing to work in adult social care - 15 participants achieving Level 2 qualification.

Whams Project - 60 Women completed the training, womens health and wellbeing sessions

LETS Project - 35 women completed training and peer support group

Activities:

Homework group for younger people - Children had access to a Mary Seacole volunteer for guidance with their homework and studies.

Interpreting and translating WhatsApp group - Coronavirus and Vaccine information in different languages. The group was created from the very beginning of the pandemic and kept up to date with government guidelines.

Virtual Emotional support group - we have been very proud of this new group developed to provide support during lockdown., Service users had access to Mary Seacole staff and volunteers to speak about their mental health and receive support.

Health and Wellbeing virtual group with Dr Laura Stirrat - Group created due to lockdown restrictions limiting people's access to GP and other professional bodies.

Virtual Walking group - People were encouraged to go out and walk, while sharing their experiences with other members through a WhatsApp group. All participants were provided step counters, peer support group.

Finally, I would like to say a huge thank you to Liverpool City Council, John Moore's University, LCVS, Adult Learning Centre, EDUK8, Diabetes UK and all the people, services and funders who have helped us so generously all year and supported us in delivering this much needed and valued service. And of course, thank you to Mary Seacole House for giving us this opportunity to serve our community.

And last but by no means least, we need to give a massive thank you to all our volunteers for everything they have done to help us help all the families during this difficult time.

Kellie Rostron
Project Co-ordinator

Fouzia Hinchliffe
Service User Support Worker

Advocacy Development Officer Report

It is obvious that in the last year service delivery has changed a lot because of the covid-19 pandemic. However, it has presented the opportunity to look at alternative ways of working with people and utilise the underused technology that was already out there.

It has been invaluable to use the video platforms to attend meetings and speak to clients as well as the usual modes of communication we had previously used, and they have given people options to be more involved in cases where they have had difficulty before.

Last year I piloted training and had put several training days in place around Mental Health, Mental Capacity and Community Care. Unfortunately, we were unable to complete these as the pandemic took hold and meant they were cancelled. Once again though, I have put training sessions on Zoom and that has led to being able to access a wider audience.

The training will be available online but hopefully at some stage next year we will be able to deliver face to face and possibly a hybrid mixture of both.

We can provide lots of training in the areas stated above and related areas and will be doing so in the next year as training days available to all or bespoke training and consultation services to organisations.

One of the training commitments we had was to an organisation in Ireland (Cairde) who approached me last year to ask how to deliver culturally appropriate advocacy services. They had developed a training programme and wanted some advice in relation to the training and delivery of services when they had finished the training.

I was supposed to travel to Ireland to deliver a day's training but because of the pandemic that was impossible, so it was done in two half day sessions over Zoom. There was also a couple of follow up consultative sessions as part of the evaluation they are doing for the Irish government funders. So, we are now an international advocacy and training service.

There has also been a lot of research done in relation to the disadvantages and discrimination being suffered by people from BAME (Black Asian Minority Ethnic) backgrounds. These have involved discussion groups across the country as well as in Liverpool, again done using online video facilities, and delivering presentations to explain what we do and how we do it. I do hope that this round of research has a noticeable impact on society and goes further to eliminating discrimination and racism.

We are still engaged with the New Mental Health Act in particular the development and hopefully the delivery of the pilots that will be run to find the best models to deliver Culturally Appropriate IMHA services to our client group across the country.

My belief is that it would be more effective to have additional services, like Mary Seacole House, delivering these services as current providers have shown they are unable to provide a model of service that would be able to consider the needs of BAME people as they are part of the current status quo.

It would be a mistake to think that people can be trained to fully understand and incorporate this type of approach into their work straight away. It will take a long time to change attitudes and those biases that currently exist. The understanding and approach to working with BAME people needs to be embedded in what you do and that must be part of the ethos of the organisation and the people who work in it. Having said that we are set up to deliver training in Cultural Competency to people and organisations who take this seriously and want to deliver a service that would include all.

We are also able to provide consultancy to organisations on this area to help them better work with their clients.

The Advocacy Service continued to take referrals from many areas and particularly at the start of the lock down lots of people were referred through Community Mental Health teams although many were a little too pre-emptive as they had not reached the point where they would need an advocate.

That being said, I was able to provide a consultative service to the professionals with support and information to help them work with their clients.

Other referrals have been made and received via our advocacy partners who provide statutory advocacy services (Independent Mental Health, Independent Mental Capacity, and Independent Care Act Advocacy).

I am hoping that there will remain a commitment to our advocacy service and that we will be able to support people from BAME Backgrounds going forward.

I would like to thank Martin Walsh for all the work we have done together, his generosity and the training he has delivered for us.

I would also like to thank all my clients for their time and helping me to develop my knowledge in areas I have worked on with them and the knowledge they have given to me.

Simon Torkington

TRUSTEES REQUIRED

Granby Community Mental Health Group Board of Trustees wants to recruit people to join them. If you have an interest, please see below.

Granby Community Mental Health Group – Mary Seacole House is a registered charity and company limited by guarantee. The overall aim of Mary Seacole House is to provide services to BAMER people who are experiencing mental illness. The area in which we primarily operate has a high black and racial minority population and the Group's client base and range of services reflect this.

Granby Community Mental Health Group – Mary Seacole House is aiming to enhance its current board of trustees by seeking the commitment of individuals who feel that they can make a significant contribution. Trustee role is to play a significant part in determining the focus and direction of the organisation.

Board members are unpaid and need to be able to dedicate an average of 2 hours per month to attend board meetings. We are particularly interested in people with, mental health knowledge, experience, tendering, strategic planning, governance, finance, fundraising, personnel management, legal issues, community matters and marketing experience, but on the whole if you feel you have something to offer please do get in touch.

For an application pack please contact Marie O'Sullivan on 0151 707 0319 or email: mo@maryseacolehouse.com

VOLUNTEERS REQUIRED

Mary Seacole House acknowledges the value and importance of trained Volunteers and the contribution they can make to the organisation.

Our philosophy for recruiting volunteers is outlined as follows:

To befriend and support service users using Mary Seacole House, provide encouragement, enable, and empower service users to lead independent and fulfilling lives.

To offer opportunities to contribute to the overall development of the service.

Opportunities to expand and develop your own skills and knowledge.

Regular supervision and ongoing training opportunities.

If you have any questions or queries with regards to volunteering please feel free to contact Miss Vanessa Banim on 0151 707 0319 or email: vanessa@maryseacolehouse.com

GRANBY COMMUNITY MENTAL HEALTH GROUP COMPANY LIMITED BY GUARANTEE

BALANCE SHEET as of 31st March 2021

| | 2021 | | 2020 | |
|--|---------|----------------|---------|----------------|
| | £ | £ | £ | £ |
| Fixed assets | | | | |
| Tangible assets | | 69,715 | | 60,048 |
| Current assets | | | | |
| Debtors | 21,094 | | 20,991 | |
| Cash at the bank and in hand | 315,032 | | 207,599 | |
| | 336,126 | | 228,590 | |
| Liabilities: | | | | |
| Creditors: amounts falling due within one year | (3,350) | | (3,350) | |
| Net current assets | | 332,776 | | 225,240 |
| Total net assets | | 402,491 | | <u>285,288</u> |
| The funds of the charity | | | | |
| Restricted funds | | | | 17,000 |
| <u>Unrestricted funds</u> | | | | |
| Designated funds | 214,435 | | 145,489 | |
| General unrestricted funds | 188,056 | | 122,799 | |
| Total unrestricted funds | | 402,491 | | 268,288 |
| Total charity funds | | <u>402,491</u> | | <u>285,288</u> |

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the board of directors and authorised for issue on 15 October 2021..... and are signed on its behalf by:

Karen Mello
Trustee

Kemi Otubu
Trustee

Company Registration No. 3204514

GRANBY COMMUNITY MENTAL HEALTH GROUP COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

For the year ended 31 March 2021

Current financial year

| | | Unrestricted funds 2021 | Restricted funds 2021 | Total 2021 | Total 2020 |
|---|--------------|--|--------------------------------------|-----------------------|-----------------------|
| | Notes | £ | £ | £ | £ |
| <u>Income from:</u> | | | | | |
| Donations and legacies | 3 | 69,176 | - | 69,176 | 10,287 |
| Charitable activities | 4 | 339,425 | 57,397 | 396,822 | 312,752 |
| Total income | | <u>408,601</u> | <u>57,397</u> | <u>465,998</u> | <u>323,039</u> |
| <u>Expenditure on:</u> | | | | | |
| Charitable activities | 5 | 274,398 | 74,397 | 348,795 | 361,364 |
| Total expenditure | | <u>274,398</u> | <u>74,397</u> | <u>348,795</u> | <u>361,364</u> |
| Net (expenditure/income for the year/ Net movements in funds | | 134,203 | (17,000) | 117,203 | (38,325) |
| Reconciliation of funds | | | | | |
| Fund balances at 1 April 2020 | | <u>268,288</u> | <u>17,000</u> | <u>285,288</u> | <u>323,613</u> |
| Fund balances at 31 March 2021 | | <u>402,491</u> | - | <u>402,491</u> | <u>285,288</u> |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The movement in funds detailed above complies with the requirements for a statement of changes in equity under FRS102.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ACKNOWLEDGEMENTS

All Members of Mary Seacole House
All Mental Health Day Centres
All MSH Volunteers & Trustees
All Community members who have supported us
All Consultant Psychiatrists who have worked with us
All CPN'S who have worked with us
All Social Workers who have worked with us
Adult Learning Centre
Anna Rothery - Lord Mayor of Liverpool
Asylum Link – Durani Rapozo & Ewan Roberts
Breege McDaid – Irish Community Care
B W Macfarlane & Co Chartered Accountants
BBFW
Build Up Stronger at Imagine Independence
Chinese Wellbeing
Citizens Advice Liverpool – Clare Radford
Claudette Graham (Liverpool University)
Claire Dallas – Dallas Consulting
Croft Housing – Gerard Wood
Deeper Life Church
Dr Laura Stirrat
EDUK8
Faran-Ebi Howard - Counsellor
Fiona Murray – Lloyds Bank Foundation
FRC Group – Maria Comer and Claire Donovan
Furniture Resource Centre
Granby Toxteth Development Trust
Andy Ireland - Healthiness
Healthwatch Liverpool
ICT Support Solutions
Imagine IF Trust – Stephen Robertson
In Kind Direct
Joanne Anderson - Councillor for Princes Park ward
Jo-Anne Puddephat - Liverpool University
Jodie Lloyd of Rotunda
John Archer Hall
John Moores University
Kuumba Imani Millennium Centre
L8 A Better Place
LCVS
Listening Ear – Sammy Ashley
Liverpool citizen Support Scheme
Liverpool City Council – Admissions Lisa Donovan

Liverpool John Moores University
Liverpool Public Health (Covid team)
Liverpool Social Care Partnership
Liverpool University
Lloyds Bank Foundation
Martin Walsh
Matty Ronneback
Men Behaving Dadly with LFC - Michael Jolliffe & John Kenwright
Merseycare NHS Foundation Trust
Movema Dance
New Beginnings – Michelle Roach
Northwest Ambulance Service (Patient Panel)
Onward Housing
Organisation Network (WWON)
Our Liverpool
Peter Edwards and Co Solicitors
Philharmonic – Nicola Hopson
Pine Court Housing - Wilson Lau
Plus Dane – Jody Lloyd
Police Crime Prevention Team
Quill Pinpoint Accounting Ltd
Raise advice team
Redcross – Christopher Deane
Refernet - Citizens Advice Liverpool
Refugee Women Connect – Comfort Etim
Riverside Housing - Lorna Jackson & Louise Jones
Rotunda – Jodie Lloyd
Royal Standard Gallery
The Brain Charity
WHISC
Your Housing

FUNDING BODIES

Liverpool City Council
Liverpool Clinical Commissioning Group
Merseycare NHS Foundation Trust
John Moores Foundation
Liverpool Community College
Liverpool Diabetes Pathway



Mary Seacole House

Contact

0151 707 0319
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Mary Seacole House_Liverpool



MSH_Liverpool



msh_liverpool