

MARY SEACOLE HOUSE
LIVERPOOL

2022-2023

ANNUAL REPORT 2022-2023

LATEST INFORMATION AND UPDATES
ABOUT MARY SEACOLE HOUSE

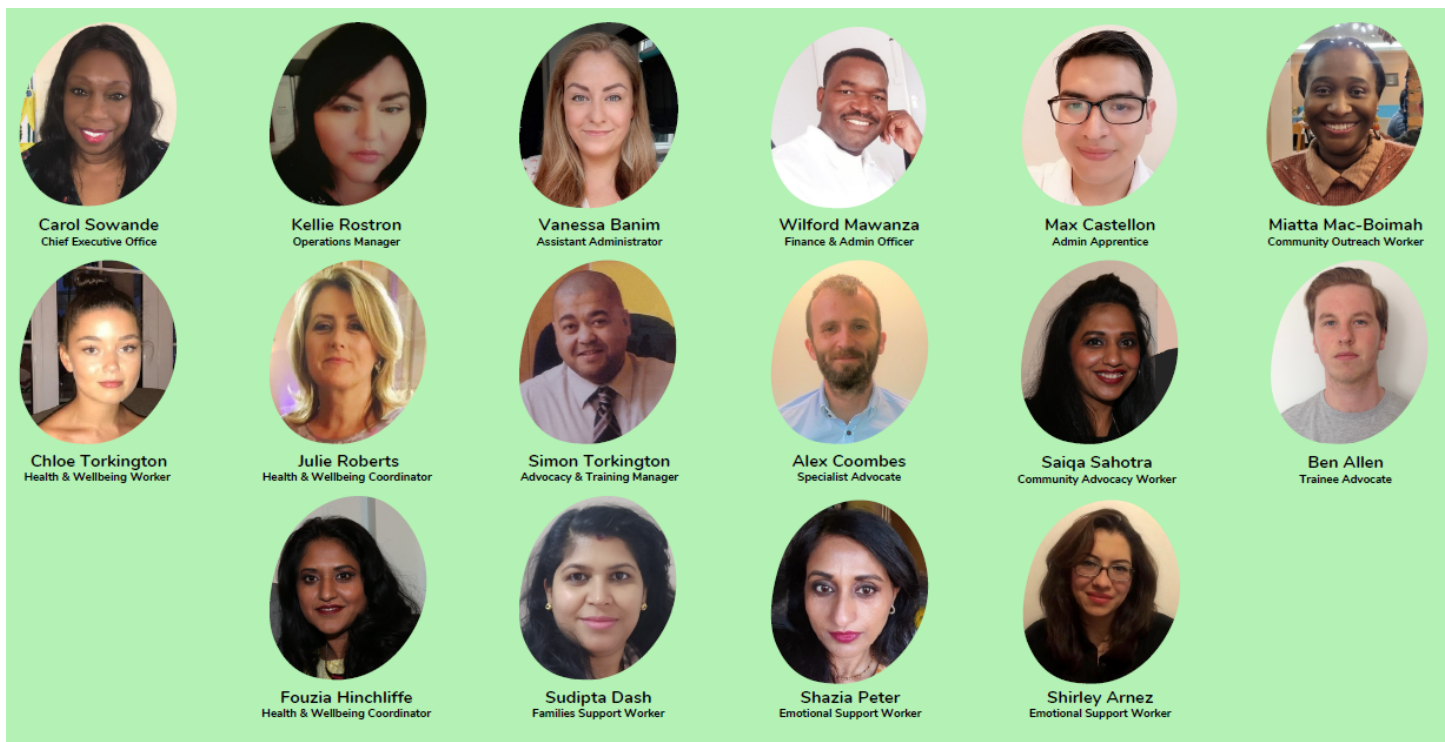


Mary
Seacole
House

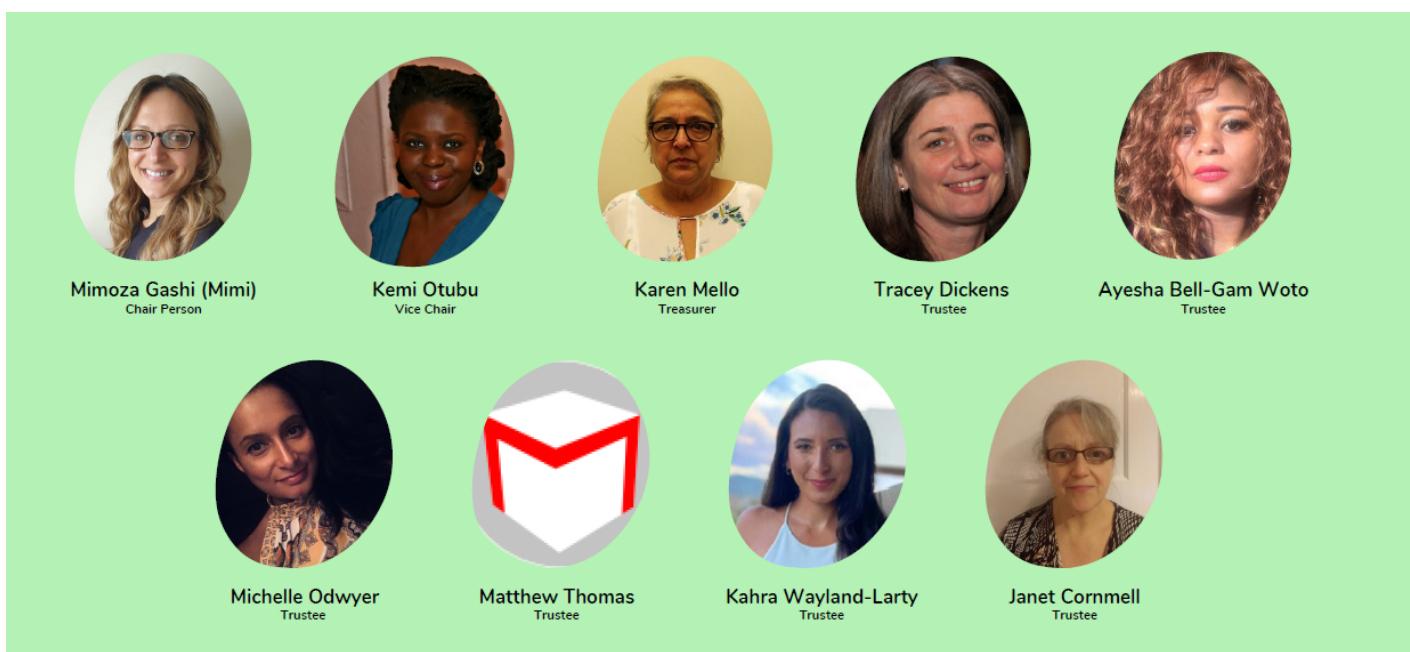
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VANESSA BANIM

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NISHA MUNDEKAD

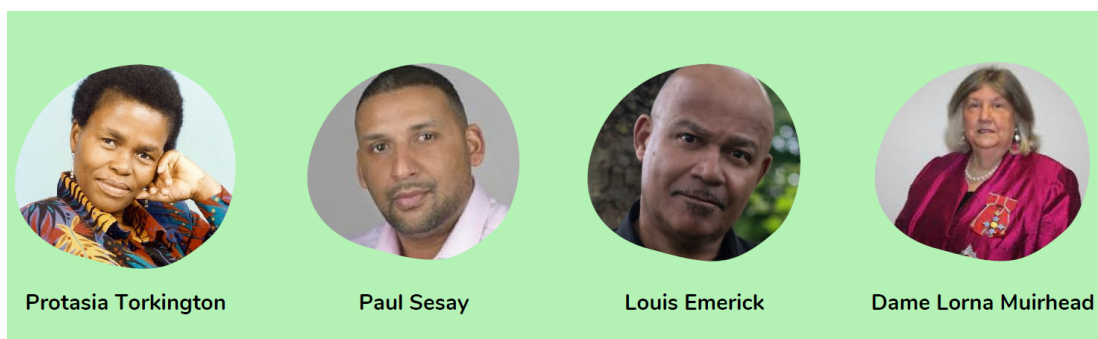
OUR STAFF



OUR TRUSTEES



OUR PATRONS



OUR VOLUNTEERS

A huge **thank you** to our volunteers!

Our volunteers are an incredible asset to our charitable work, without them our service users would miss out on gaining vital knowledge around health information which they have translated into appropriate languages.

We encourage volunteers to share their skills with service users and support and guide them in running their own activities and sessions. We also offer training opportunities for progression.

Volunteers can gain valuable skills working alongside staff members to solve the problems service users face, this also develops our volunteers confidence in speaking with people from all walks of life and diverse backgrounds.



Our volunteers help us with **Language support & ESOL**, running the **sessions, activities & projects**, offer administration **support to new members** to make a referral, helps in **Service User Engagement & Outreach**

ANN NEWTON
BEHNAZ GHANBARI
BENJAMIN GHORBANI
CELINE HAY
CHRISTINE SUTTON-SMITH
EDWARD SCRAGGS
EVA HINCHLIFFE
HALIMA EL ARBAOUI
HASHEM SALIM
HILLARY CLAY
HUSSNI ABDUL AZIZ
JANE ROEBUCK
JOSEPHINE WHEELER

JUNE WALSH
LUZ ROCA
MAHSHID MANSOURIARSHAD
MARTIN GEAH
MD RABIUL HAQUE
NAMITA SHALAN
NAIMA TAHIRI
NAZANIN HEIDARJAN
NISHA MUNDEKAD
SROOD KADER
SUPRIYA SHAW
TEEMAN ZAKI
USMAN SAEED



OUR IMPACT



The individuals that we support experience racism and discrimination in their daily lives. We have built strong relationships with them and take the time to understand the barriers they face when trying to access public services. Our service also addresses inequalities within mental health provision by representing the interests of service users to the health sector, social care sector, researchers, and other agencies. We support over 500 individuals and families across Merseyside each year.

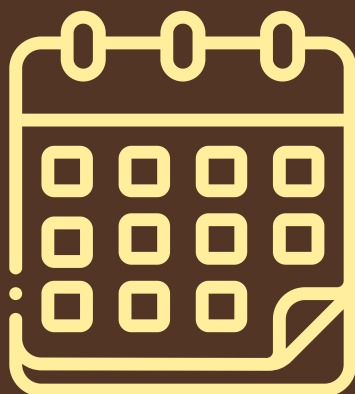
Mental Health is often misunderstood by Black, Asian, Minority Ethnic, and Refugee (BAMER) communities due to barriers with language, cultural sensitivities, and religious beliefs. As a mental health charity, we hope to educate and dispel myths surrounding mental health stigma. We do this through awareness-raising events and countless activities incorporating campaigns highlighting issues important to the individuals we support. We assist GP practices and other health organisations to become culturally competent, help to promote various health initiatives and campaigns and deliver our own mental health and wellbeing activities, improving health equity for our diverse communities.

We offer a person-centred holistic approach. With our emotional support, individuals trust that they are in a safe place when visiting Mary Seacole House. Over the years, we have highlighted the cultural barriers minority communities face and seen the huge demand for language support when accessing services. Read more over on our [Impact Page](#)

THE SAME RIGHTS, DIFFERENT NEEDS

OUR IMPACT

32 Yrs



Delivering services since 1991 and aspiring to make sustainable changes to improve more lives

>80 VOLUNTEERS



individuals, community groups and organisations help our service run smoothly

2960 HOURS



The time devoted by our volunteers to help us run daily activities



>600

Number of families we reached in the year

37

We cater to service users from 37 different countries



27

Our service users speak 27 different languages



7+

Service users from Christianity, Islam, Hinduism, Judaism, Sikhism, Zoroastrianism & more.



OUR IMPACT

350

Newly arrived asylum seekers, refugees, and local people have taken part in community learning.



80

The number of Individuals volunteered with us



50

People completed functional skills, digital skills, interpreting level 1, and other qualifications.



>10%

Of those who took part in community learning went on to paid work



70

People took part in our weight management program.



150

Men took part in a bicycle maintenance course, a bicycle group, football therapy, smoking cessation, and a walking group.



OUR IMPACT

150

Women took part in several training courses, and received emotional, practical, and language support. Many also attended numerous health talks.



300

Families were assisted in various areas such as welfare benefits, property pools, school admissions, debts, GP registrations, and dental care.



>30

Health talks covering dementia, diabetes, mental & physical health, and other areas of expertise presented by health professionals



Nearly 50

People received Covid 19 and booster jabs last year.



>12

Health & Care Research workshops done for NIHR in various languages such as English, Arabic, Persian, Tigrinya/Amharic, Hindi and Urdu



20

Number of new Community Research Champions created to network with the various ethnic communities

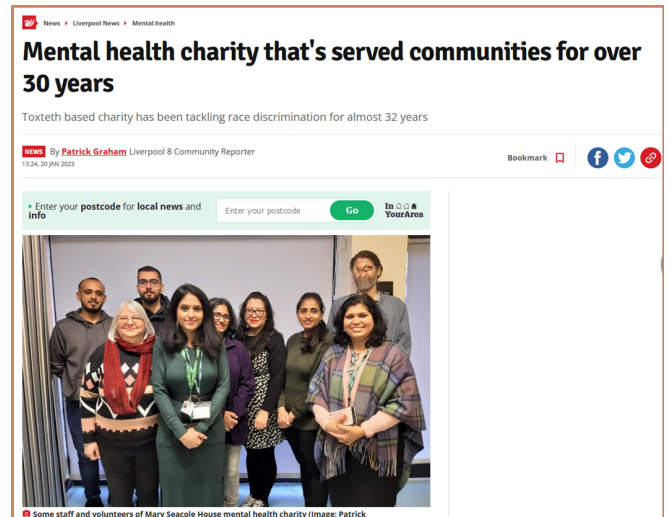


ACHIEVEMENTS

We won the **Be Free Campaign**
'Mental Health Change Makers'
Community Impact Award

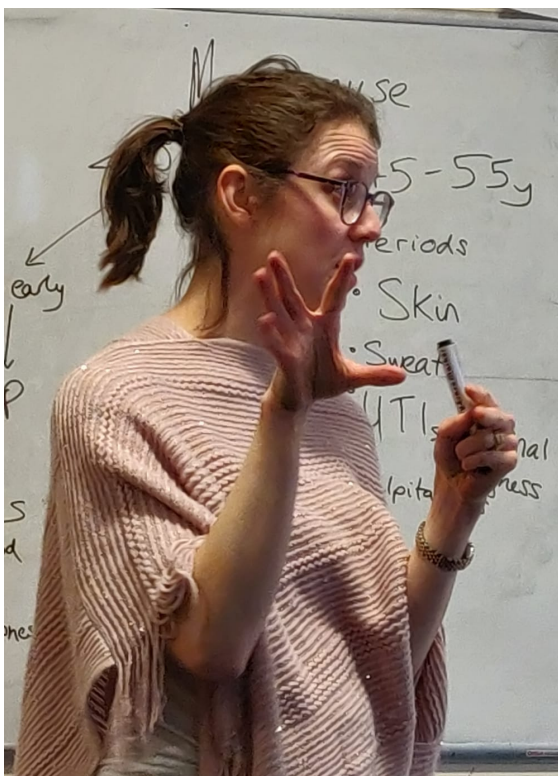


We were featured in
Liverpool Echo
Mental health charity that's
served communities for over 30
years



AWARENESS RAISING SESSIONS

We have acknowledged various different awareness days and health subjects throughout the year including **Mental Health Awareness Week, Brew Monday, World Mental Health Day, Diabetes & Dementia Awareness.**



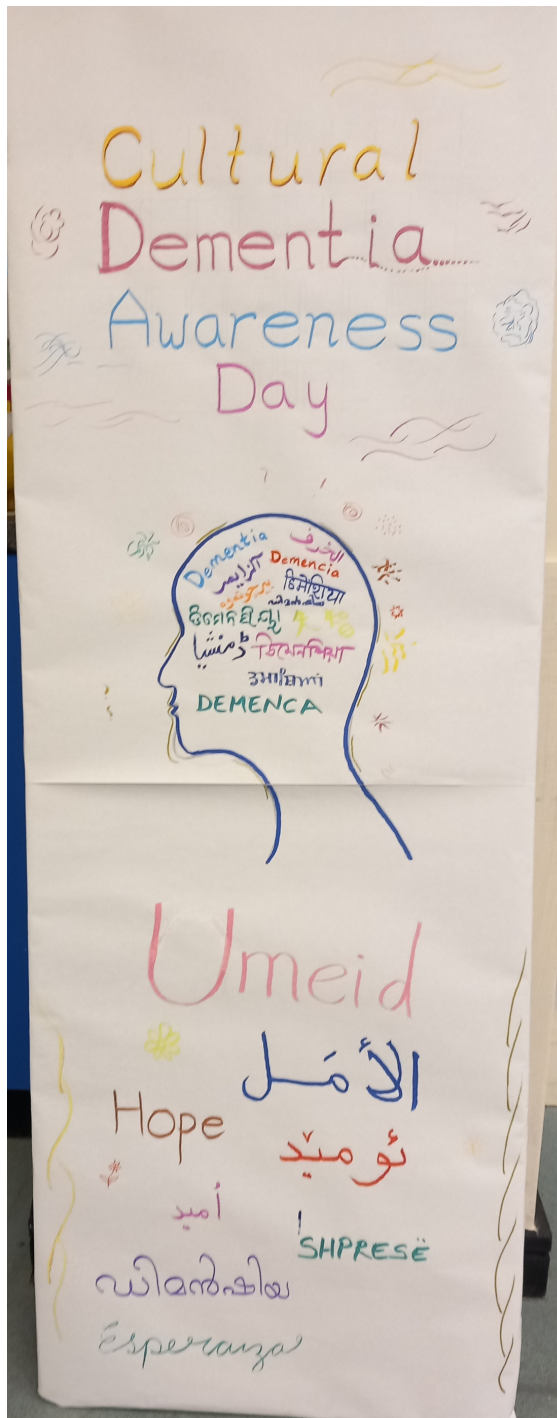
Dr Rachel Wiles came to our Women's Group and gave a talk on screening for early detection of women's illnesses such as cervical cancer & breast cancer. She also discussed menopause and its symptoms.

For Black History Month we teamed up with Anthony Walker Foundation to promote our services at John Lewis retail store.

We held a Community Advocacy event at the Kuumba Imani Centre sharing information on our own Advocacy services.

Our staff and volunteers supported Savera UK's International Women's Day event.

We held a **Hate Crime Prevention Workshop** in partnership with Stop Hate UK, Tell Mama UK, The Prevent Team at Liverpool City Council & Moulana raising awareness of Hate Crime and the rights of people seeking asylum across Merseyside.



We celebrated and acknowledged various different cultural days throughout the year including The Hindu Festival **Holi**, the **Queen's Jubilee**, **Christmas**, **Persian New Year Nowruz** & **Easter**.

We worked with and contributed towards The **NIHR** (National Institute for Health Research 'Clinical Research Network') as part of their Research Ready Community Programme tackling health inequalities. Over the year we have facilitated a number of workshops in various languages in partnership with NIHR, helping BAME communities understand the importance of contributing towards Health Research.

We were visited by the High Sheriff of Merseyside Lesley Martin-Wright, who came to offer her support for our Friday activities.

Mental Health & Wellbeing Activities

We have offered service users a multitude of activities which have greatly benefited their mental health & wellbeing including Peer Support Groups, Arts & Crafts, Photography, Digital Skills, Dental Hygiene and other Health information talks.

We have offered educational trips including visits to Port Sunlight & Walker Art Gallery.

Training, Education & ESOL

Volunteers & service users completed 8 weeks of learning with **Eduk8 Training** in the following:

First Aid / Mental Health First Aid / Basic Counselling / Food Hygiene / Health and Safety & Safeguarding.

One of our service users who didn't know the English alphabet when she first came to us, is now able to read with confidence after 10 months of engaging in our ESOL group. She said that coming to **MSH** makes her feel **happy and relaxed**.

We started a new partnership with **St Helens College** which offered **accredited ESOL Courses** to BAME people including Refugees, alongside our own informal ESOL groups.

We facilitated **Driving Theory courses** in partnership with **Granby Toxteth Development Trust**.

We also held an information session around Energy Efficiency.



We worked with **Victoria and Albert Art Gallery** and were given a guided tour of the **Arrivals/Departures** exhibition, by artist **Fion Gunn**. We then had a **workshop** with Pam & Vikki, service users built houses and wrote meaningful messages about their homes on them.



Mersey Care Engagement Team helped fund our **trip to Chester** to meet and get to know our service users, carers, volunteers and staff. 50 people enjoyed a beautiful day out.



We provided **cookery classes** with **Bay tree Catering** which taught service users how to utilise store cupboard ingredients, how to cut down on food waste by storing food correctly and using up leftovers.

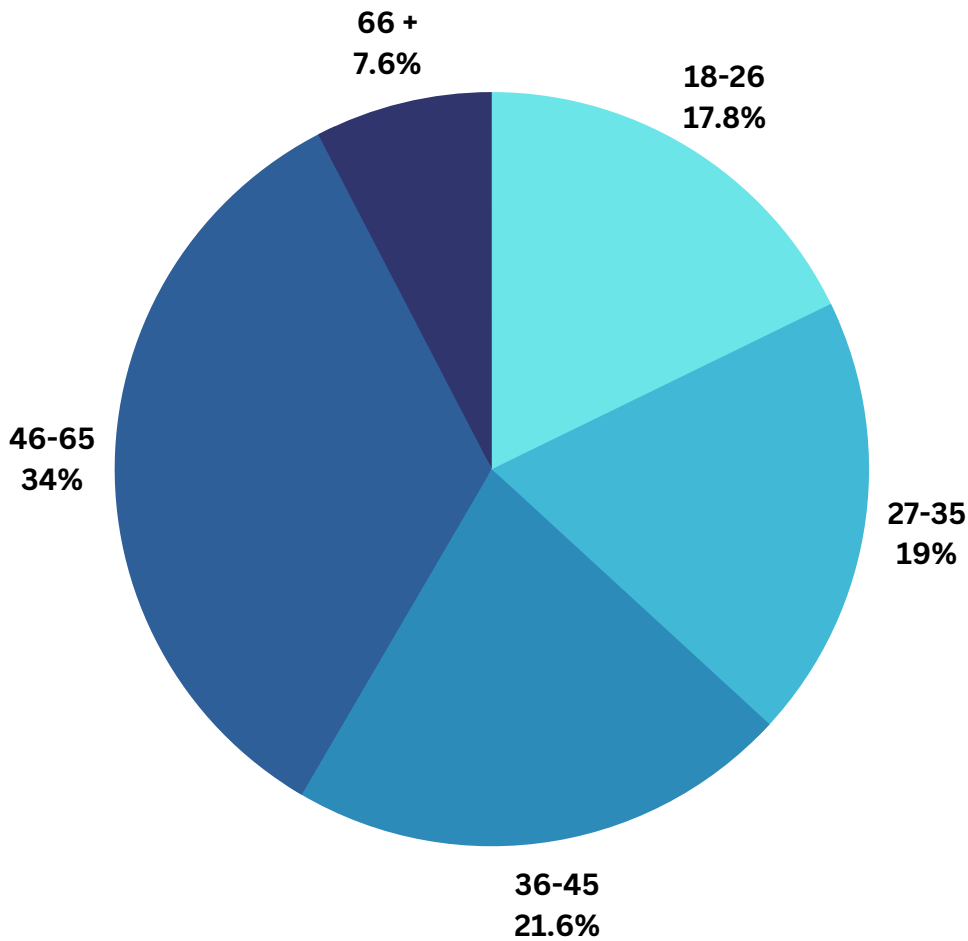


Service users and volunteers worked to improve Kuumba Imani Centre's outside space helping to keep it tidy and planting new flowers as part of the **Green Space Project**.

Staff and volunteers visited the Lake District thanks to funding from **Green Space**.

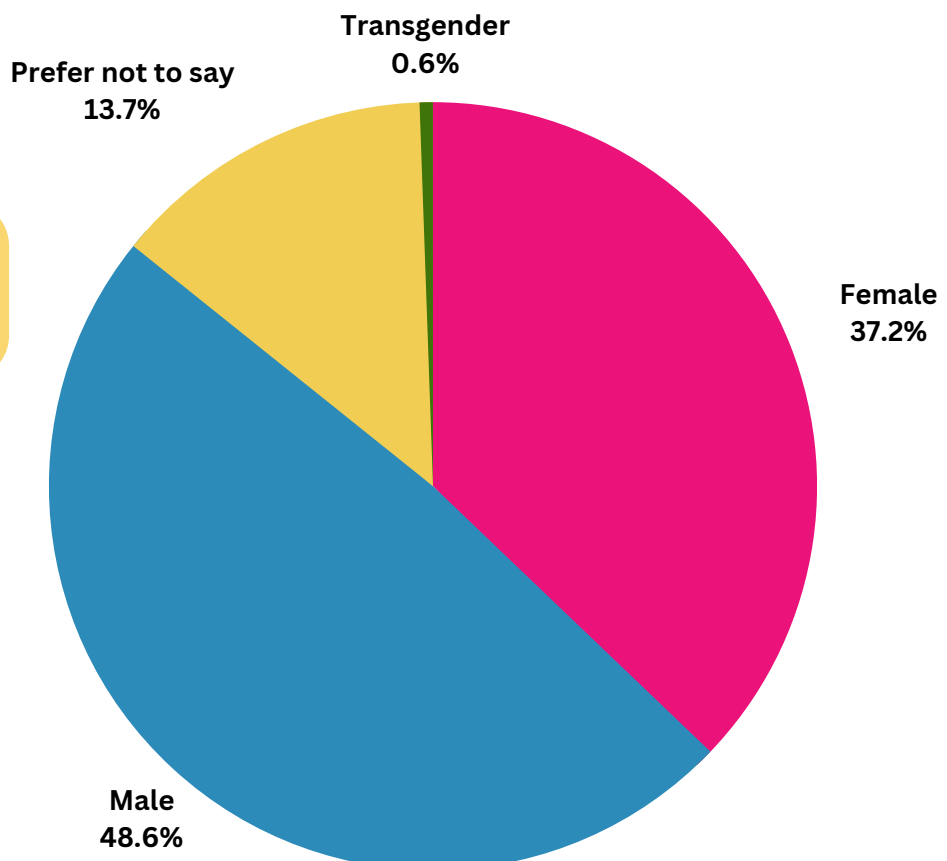
We have been working with **Liverpool Football Therapy** to enhance BAME participation in football sessions for improved mental health and peer support

Service User Demographics



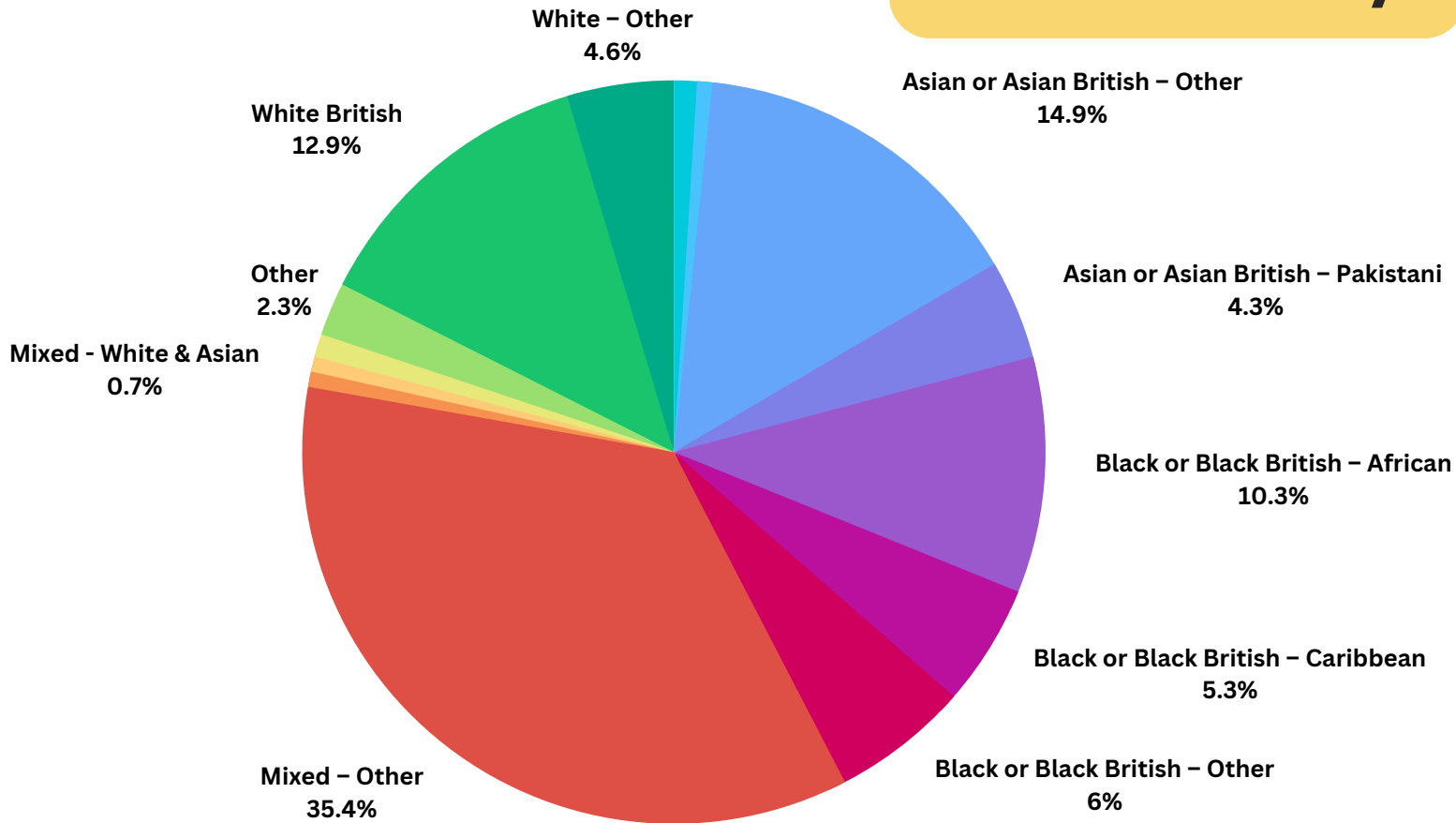
Age

Gender

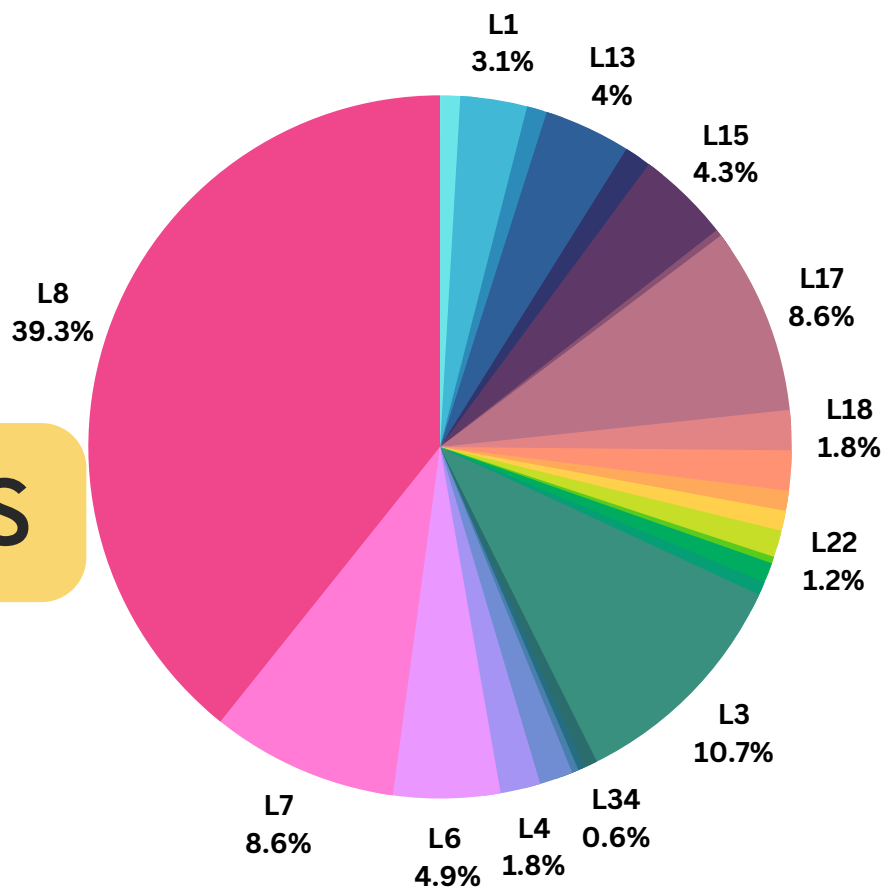


Service User Demographics

Ethnicity



Post Codes



A WORD FROM THE CHAIR

- MIMOZA GASHI

It's been a very busy year for MSH (Mary Seacole House). The service has been extremely busy with over six hundred plus service users and families accessing the specialist support we provide. Alongside this the trustees have been working together with the service including volunteers and service users in exploring ideas and emerging theme/topics regarding the new strategy plan and looking at our aims and values for the next couple of years. The strategy will be exploring various topics such as social media, fund raising, digital campaigning, influencing policy etc.

The vision and the aim of the charity continues to be focused around reducing stigma surrounding mental health in the BAME communities and alongside this, offering training and awareness through group work. The drop-in service together with the advocacy service has played a significant part in ensuring individuals have access to their rights and entitlements and are receiving the relevant advocacy support where necessary.

The collaborative partnership working continues to play a significant part in the development and growth to the service providing the organisation with various platforms for recognition in all aspects of the work MSH completes. Sourcing out new funding opportunities continues to be a challenge due to statutory funds being reduced, influenced and very much decided/dependent on the political climate/situation. Due to the success and increased demands of the service, we have been successful in securing funding which has allowed the organisation to exist and continue with the life changing support it offers to individuals.

Regarding the changes to mental health services and the funding cuts that Liverpool City Council are now proposing the trustees feel that the merging of Day Service and Family service will open new opportunities for both teams. It will result in increased synergies and efficient working as both teams can draw from each other's strengths to work towards delivering better results.

In an increasingly digitalised world, MSH has an opportunity to reach out to the world through increased social media presence. The weekly activities and periodical special events organised by us can be highlighted through the social media thereby increasing social media presence and awareness. In the present scenario, being prompt and active on social media can pave the way towards new opportunities and partnerships.

As the world recognise the need for better mental health and wellbeing activities, MSH can step in to offer for example BAMER specific counselling services. As a trusted service provider to the BAMER community in Liverpool, MSH is in a unique position to be able to deliver the services the users need. It is an opportunity to reinforce ourselves as the voice of Liverpool's BAMER community.

The BAMER peer support group offers ample opportunities to connect and network with the community at various levels. It also helps in understanding the needs of the community, how to address the gaps in accessing services and how to help empower the people. The peer support group has done wonderfully well as a preventative and early intervention service.

The organisation continues to challenge policies alongside other partner organisation's and seeks to challenge any national policy or domestic laws related to Mental Health. This is proactively addressed through various channels and networks. The organisation is a member of several meeting groups such as Merseyside coordination group, Merseyside coalition, Primary Care Networks etc.

Thank you and welcome.

The trustees would like to say a special thank you to the staff, volunteers and service users who support and stand in solidarity in everything that we do and your hard work and dedication, your passion to help those we support are evidenced in the outcomes that we see. Service users, thank you for allowing us to be part of your journey and trusting us with your information, this is hugely appreciated.

We also welcome new members of staff to the team and to those who have developed and grown in their role, excited to see what the future will hold for you with MSH.

Thank you to all the trustees for your support and guidance you continue to provide for the organisation.



A WORD FROM OUR CEO

This year, Liverpool City Council, our main funder, contacted MSH (Mary Seacole House) and the other relevant mental health services to discuss a 30% reduction in funding and what impact it would have on our services. The response from MSH is that we would not be able to survive a funding cut as we already subsidise the funding that we receive from the City Council. The conclusion was the continuation to fund MSH services at the current level of funding with no cuts for the next two years, but we would not receive any uplifts either.

It is further proposed that between now and the end of the two years, we will continue to collaborate with stakeholders and other mental health day services to complete a system-wide review and redesign of mental health services. This should enable MSH to continue to offer services whilst working with stakeholders across the city. The overall aim is to develop systems to co-design a future mental health prevention pathway from April 2025.

The year has also been a little stressful for all due to the rise in the number of referrals we have received. It has left us in a bit of a dilemma regarding space to accommodate service users who want to participate in training courses and health & well-being sessions. However, this did not stop us from continuing to deliver our services at the highest level.

STUDENTS/VOLUNTEERS/APPRENTICES

This year we have supported 3 student placements. We ensure that the students receive all the support and training to help them during their placements with us. We have also trained volunteers and apprentices to gain the skills and confidence to apply for jobs and carry out volunteering for MSH and other services.

CAROLYN SOWANDE
CEO

STAFF

As always, the staff have been working extra hard to support our service users and family members alongside a range of other pressing issues they are dealing with. All our staff have access to e-learning and can log and keep up to date with any training they have attended, ensuring that all those working with and supporting service users receive specific training in addition to the recommended statutory training courses.

They can access any training and development courses they feel are appropriate to their role, and a lot of the courses are free to us.

SERVICE USERS

As previously mentioned, the rise in the number of referrals that we have been receiving has been extreme. It is primarily from Refugee and Asylum Seeker communities suffering from various mental health traumas and post-traumatic stress disorder. We try our best to accommodate all referrals, but unless we start to receive funds to help support this service, we will have no option but to start turning people away, which is something that we don't want to do.

MSH is growing into a vast, evolving organisation. There is little doubt that the current state of the economy will result in even more people requiring our services. We currently support 600+ people per annum, some have very complex issues, while others have minor problems, but our staff ensures that everyone gets the right level of support relevant to their needs.

DEVELOPMENT

Our Strategic Business Plan proposes a new vision and set of beliefs and values. These have been developed after listening to service users, staff, trustees, the community, and other stakeholders. The Strategic Plan aims to navigate MSH through the next three years in a way that will allow it to grow continuously and deliver even more effective services to those experiencing mental health and well-being difficulties.

Also, our strategic approach is to professionalise further and grow our services through improved research, targeting, and reporting on impact. We are also looking into diversifying our income through a marketing approach to engage corporate organisations, companies, and major givers. This requires a shift from funding solely by the local authority and application-based fundraising to more relationship fundraising through tender contracts and building relationships with corporate organisations.

MSH wants to establish a BAMER Mental Health/Multi-Agency Well-being Hub, identifying a new building that is 'fit-for-purpose' and to be recognised as a leading provider of Mental Health & Well-being services in Liverpool for BAMER communities. We also want to reach a wider demographic range of clients to deliver earlier help addressing mental well-being.

FUNDING

During the year, we have been successful with several small project bids, which have further expanded our range, quantity, and type of work that we are undertaking to offer additional health & well-being activities. A key aspect of this expansion has been our increased partnership working with other mental health and well-being services.

As you will see from the individual staff reports, a lot of remarkable work has taken place throughout the year.

A big 'Thank You' to all those who have funded us, made donations, fundraised for us, and supported us non-financially and continue to support us and the future development of our services.

NETWORKING

The year has seen our network grow tremendously, but I'll leave that to other staff members to report on.

FUTURE

Finally, this will be my last report as I will be retiring later this year. It has been an absolute privilege working for MSH and a joy working alongside colleagues past and present and, above all, my relationships with the service users and family members. I will miss the relationships with the trustees/directors along the way, and I would like to say thank you for all the guidance and support I received from them.

I will miss all our community allies, especially those from CCC (Care Community Culture) and Kuumba Imani Millennium Centre, we have had excellent relationships over the years. Forgive me all those others I haven't mentioned, as the list would be too long. I have made many friends and acquaintances along the way, and it is now time to pass the baton onto a new leader to take this outstanding organisation into the next phase.

I hope it reaches where it needs to be; a 'Flagship' organisation, a mental health and well-being resource hub, primarily to offer practical and emotional support, training, and guidance to our BAMER communities.



HEALTH & WELLBEING COORDINATOR'S REPORT

FOUZIA HINCHLIFFE

We are proud to be currently supporting over 600 service users from many countries, including Eritrea, Iran, Albania, Kurdistan, Sudan, Ukraine and many more. In the last year, we have received countless more referrals from countries such as these. The triage we have implemented has proven very effective in addressing urgent issues that our service users present. Through this system, we are able to identify the specific needs of each service user and refer them to other professionals such as GPs, dentists, physiotherapists, housing organisations, or our community advocacy service. We also have a waiting list for those who are interested in joining activities or peer groups that offer emotional support, as well as training or ESOL.

Our sessions are designed to tackle various issues such as health and well-being, mental health awareness, staying active, and healthy eating. We encourage our service users to take charge of their own health by providing numerous talks on topics such as diabetes, dementia, heart disease, cancer, and obesity. We are proud to say that since last September, over 70 people have participated in our weight management program and have not only prevented further weight gain, but have also greatly improved their health conditions.

We are currently prioritising projects that focus on ESOL/functional skills, digital skills, and other forms of training. These areas are highly valued by organisations everywhere, and we're proud to be upskilling both volunteers and service users. Our ESOL program supports individuals to the extent that they can now enroll on to college courses. We have approximately 70 people attending our language courses and collaborate with various support agencies to provide functional skills and assessments, as well as it also leading to paid employment. While many of our newly arrived service users possess impressive skills, they often require additional support to build confidence in utilising them. We offer training and courses to facilitate this process, which not only helps with future employment but also promotes peer support and reduces social isolation. There has been a rise in health problems and mental health decline. Additionally, people are facing increased debt due to rising utility and food prices. Many individuals are struggling to complete online welfare benefits forms due to language barriers. Furthermore, there is currently a backlog of housing issues, making it difficult for people to find suitable accommodation in their desired locations.

Many individuals are experiencing social isolation as a result of immigration difficulties, which prevent them from seeing loved ones. We provide assistance to those who require aid with managing their health and nutrition. Additionally, we offer language support to those who require it. We strive to provide emotional support, but due to high demand and limited resources, we are only able to offer limited one-to-one support. We collaborate with advocates to address singular concerns as they arise. Lastly, we are still both encouraging and advising, that members of our community receive Covid-19 vaccination.



BARRIERS/CHALLENGES



The staff are facing language barriers and currently relying on volunteers to assist. However, at times, volunteers may not be available due to their personal situations, or the staff may face difficulty in finding someone who speaks the required language. We offer emotional support through two part-time staff members who provide one-to-one and group-based practical assistance. Additionally, we offered a counseling course to our staff and experienced volunteers to aid vulnerable members of our community.

We have received funding, but we still need to find a bigger venue to accommodate the growing number of participants and make it more cost-effective. Our volunteers and session workers are amazing, but we require additional staff to manage the sessions and free up time for other tasks. The influx of newly arrived and newly settled has provided us with a lot of new issues and referrals to the service for emotional support/language support and having no other services to support them on a daily basis with their issues.



NEW PROJECT - IMAGINE INDEPENDENCE (YOU CAN DO IT)



72 individuals engaged and 33 family members took part in 10 weeks of health and wellbeing programs. We delivered sessions around health checks; physical and mental health awareness sessions; weight loss programs; smoking cessation, oral health, and exercise programs including fixing and riding bicycles. Art and craft, sewing groups and coffee mornings were so popular and well-attended. All the sessions have provided people with relaxation, the ability to express themselves and feel connected with other members of their community.





HEALTH & WELLBEING WORKER'S REPORT

CHLOE TORKINGTON

It continues to be a privilege to work within the team at Mary Seacole House. This past year has provided many rewarding and challenging experiences for our organisation. We continued to provide emotional and practical support to our service users including support with housing, benefits, debt, education and volunteering. Our activities have offered a safe space for Service users to support one another and to help reduce social isolation.

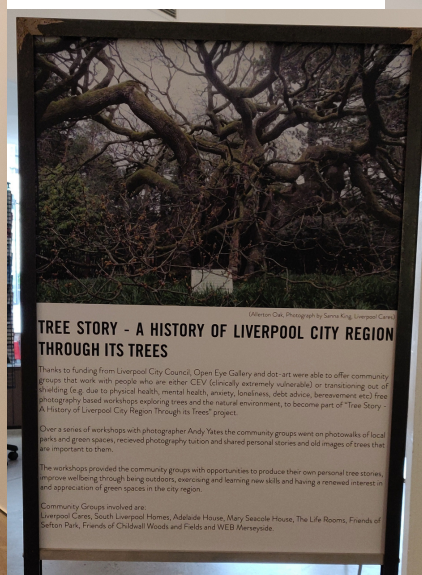
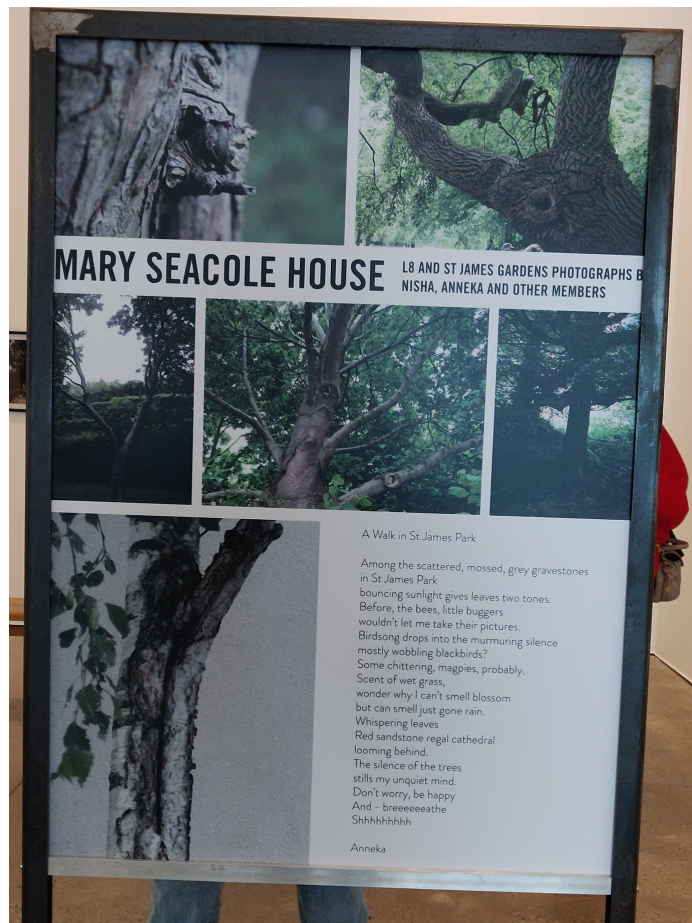
The **LETS Project** took place across 6 weeks in Summer 2022. It was an opportunity for our service users, primarily those from asylum seeker backgrounds to explore Merseyside and Cheshire. This experience enabled the participants, many of whom attend our ESOL groups to develop their English skills and to build a sense of community among their peers.

Our day trips included Chester Zoo, Port Sunlight, Lady Lever Gallery and Museums within Liverpool

TREE PHOTOGRAPHY PROJECT



In June 2022 we participated in the **Tree Photography Project** which was delivered by **Open Eye Gallery and dot-art**. The aim of the project was to tell the story of Liverpool through its trees. The project enabled service users and volunteers to develop their creative writing abilities and to learn new photography techniques. **Mary Seacole House's** contribution was displayed in the **exhibition at the Open Eye Gallery**.



BRANCHING OUT



The **Branching Out Project** was a 5-week project in Autumn 2022 based at the **Reader Organisation in Calderstones Park**. Each week focused on one of the 5 Ways to Wellbeing from 'Connecting' where service users participated in shared reading to '**Taking Notice**' which involved forest bathing and bird watching. Through this project they were able to explore coping strategies which could be used to maintain their mental health moving forward.

We were invited back to **Victoria Gallery** this year to view the **Arrivals/Departures** exhibition by artist **Fion Gunn**. The exhibition looked at themes such as global migration and displacement which resonated with both service users and staff. The gallery also held a workshop for our art group, service users created houses which represented their own lives & stories.

I would like to give a **special thanks** to our **volunteers** who supported with many of these projects helping to make our activities more accessible by offering their skills such as translating, insight and time which enables us to reach a wider community of people. It is important for us to acknowledge their hard work and dedication to our organisation.



FAMILIES SUPPORT WORKER'S REPORT

SUDIPTA DASH

Over the past year, I have been able to support our BAME community in various ways as part of my role as Families Support Worker. I provided practical and emotional support to **over 100 service users**, personalising the support to cater to each of them specifically. These service users represented the incredibly diverse community we support at MSH who have an equally diverse range of issues affecting them. Many of our service users come from situations where they were unable to voice their concerns, thus making it a priority for me to make sure they felt heard and not just treated as an inconvenience.

I have assisted the service users with applications for the Department of work and Pensions regarding welfare benefits such as **housing, PIP, Property Pool**, helping with **universal credit** and other benefits. I helped them with their **utility bills, debts, school appeals or complaints**, triaging to the correct teams or external organisations if and when required. I also accompanied service users for their **medical appointments** or **immigration appointments**.

I provided emotional support like befriending calls, listening patiently, and trying to resolve problems. I was also responsible for supervising groups, events, attending conferences, team meetings, and workshops of other organisations.



OUTREACH WORKER'S REPORT

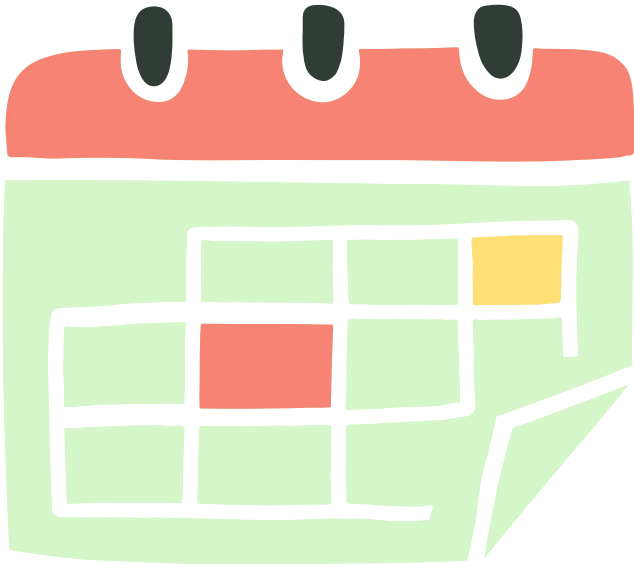
MIATTA MAC-BOIMAH

It's been an honor to become a part of the well-established family that is Mary Seacole House, working as the Outreach worker. This has allowed me to access the community in raising continued awareness, of the important work we do, in challenging injustices faced by people from the BAMER community, in reinforcing our motto of **'Same rights, different needs'**, to empower our service users, when it comes to advocating about Mental Health and well-being, and ensuring that all needs are met. My role has led me to **universities**, doing **presentations** to upcoming practitioners within the fields of **Social Work, Health and Wellbeing, and Social Sciences**, to discuss the importance of **cultural competence**, and **practicing** in an **anti-oppressive** manner. have also been out in the community to **engage** with and **raise awareness** of **MSH**.

You would have seen me at events such as the advocacy event we had in July 2022 at **Kummba Imani**, or at **John Lewis** celebrating **Black History Month**, or at the weekly hub at **Fire Fit**. I have also met with the early intervention teams at **Baird House**. You might have heard my voice on **BBC Merseyside**, raising awareness, and promoting our **fundraising** event that was held at **Wavertree Tennis Center**, or at the **Pakistani Centre** celebrating **International Women's Day**.



OUTREACH WORKER'S REPORT



35 EVENTS ATTENDED



100 PEOPLE REACHED

This is just an overview of what I have been up to within the last year. Please keep an eye out for me whilst out and about, as you might find me at the GP services or Hospitals raising awareness. Please feel free to come and say hello and discuss in confidence what your worries and concerns are. I will listen and our team at MSH will empower you to get the support and assistance you need, to ensure that your mental health and wellbeing needs are met.

ADVOCACY HUB REPORT



172

Clients each Month

18

Referral Sources/Month

21%

Self-referrals

ADVOCACY HUB - HIGHLIGHTS FOR THE YEAR

SIMON TORKINGTON - ADVOCACY & TRAINING MANAGER

ALEX COOMBES - SPECIALIST ADVOCATE

It has again been a rewarding, challenging and complex year within the Mary Seacole House Advocacy services. We now have five members of staff working under 2 Advocacy contracts. Working in Partnership with **NCompass** to provide **non statutory advocacy** to the Liverpool area and working in partnership with **Merseycare** to providing specific **BAMER advocacy**.

We still deliver the **mental health advocacy** that MSH has historically provided such as advocating at **psychiatrist appointments, care plan approach reviews, social services assessments** as well as **challenging inappropriate practice** within the mental health system. We have endeavored to ensure our focus on the issues of race and ethnicity within mental health and its systems remain at the core of the work we do.

We are continuously approached for support on many other matters. We attempt to **help, advocate for and support clients** navigate health and social care systems. From housing to children's social care, to financial matters, to employment, to problems in primary care such as GP services, to **Care Act assessments** to name but a few.



ADVOCACY HUB

It is often the micro aggressions of racism and the structural inequalities in society that make our roles both challenging and varied. If mental health is still dominated by the bio/psycho/social model of mental health, it is predominantly 'social' aspect that we find ourselves advocating on.

Our roles as advocates intrinsically remain the same. To ensure our clients' voices are heard. To ensure their rights are upheld and to support clients in achieving their entitlements in relation to their mental health. Continuously the dominance of the Eurocentric model of mental health can add to the challenging nature of the work we do.

I would like to thank my colleagues at MSH for their support with these matters. I recognize everyone is extremely busy, but I fully appreciate the support they offer me. In the forthcoming year I look forward to continuing to advocate on our client's behalf. As the world has almost returned to normal the opportunity to meet clients face to face and attend meetings and appointments is something we look forward to. It will allow us the opportunity to ensure our clients' voices are heard



Finally, I would like to express my gratitude to all the people who I have advocated for.

It is a privilege to listen to people. It is often humbling and reminds me of peoples capacities to cope and recover from adversities.

COMMUNITY ADVOCACY REPORT

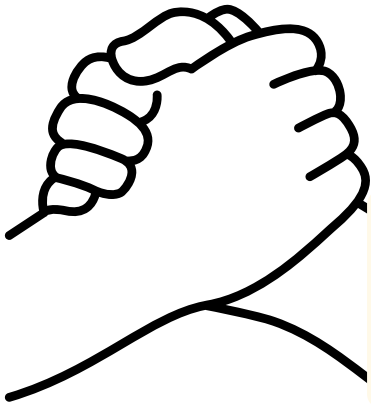
SAIQA SAHOTRA & BEN ALLEN - COMMUNITY ADVOCATES

This past year our roles as Community Advocacy workers have been both exciting and challenging. The service has worked with **over 150 clients** and continues to support its existing client base. Most of our clients needed support to get their voices heard as they could not speak for themselves due to language barriers. They face double jeopardy in maintaining their mental health, on one hand **facing social isolation and exclusion**, and on the other hand **facing barriers to accessing services** based on cultural inappropriateness, geographical distance, and lack of community credibility. We have identified these factors through our tireless efforts in providing advocacy support which was culturally appropriate to members of BAME communities.

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, education, pieces of training, volunteering, complaints, info on GP surgeries, getting registered with them and attending appointments.



2022 - 2023 ADVOCACY HIGHLIGHTS



We **built relationships** between mainstream groups and black and minority ethnic communities to establish a network.



We **worked collaboratively** and innovatively with organisations that provide services to our clients, including housing associations, DWP, Social Services, employment services, MSH family service and many others

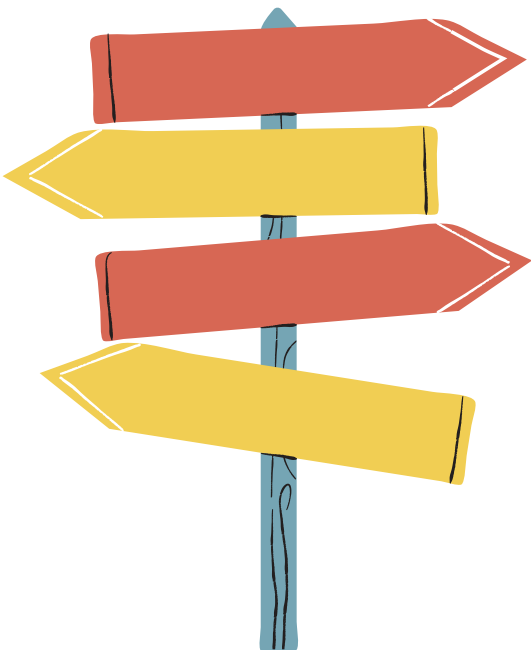


We **actively sought out** groups and organisations working locally, highlighting their work, and endeavouring to support and sustain them.



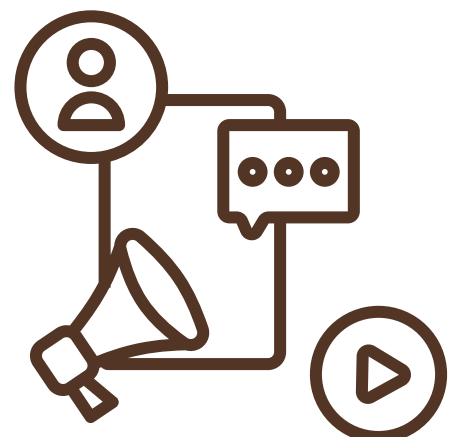
2022 - 2023 ADVOCACY HIGHLIGHTS

We have helped individuals to develop a range of natural supports, including **self-advocacy**, to assist them towards independence and social inclusion as an exit & alternative.



We have **signposted** clients to other specialised services, working alongside them to achieve a positive outcome.

We have **promoted access** to the service for individuals in a range of community-based settings using new marketing materials and outreach work.



LOOKING FORWARD TO THE FUTURE



We will continue with our **Community Mapping process** to engage with more communities and ensure our service is reaching all ethnicities as the demographic changes and we will actively try to expand our reach to ensure we connect with all groups locally in Liverpool.

We will also **translate our information** into different languages such as Polish and Ukrainian along with our ten other languages and continue to expand our reach to other community groups including Gypsy, Roma and Traveler communities

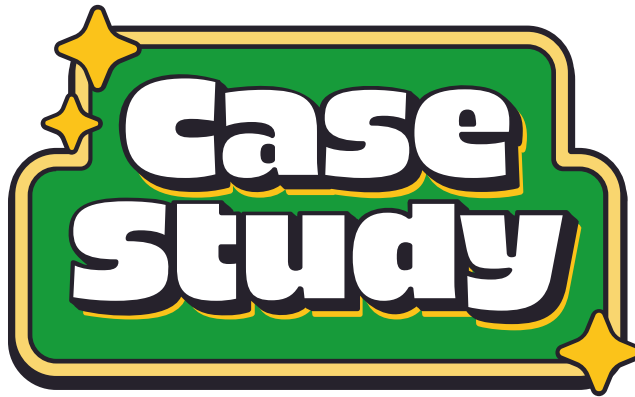


We will **provide Advocacy sessions** or pieces of **training** with a focus on Self advocacy amongst clients to create independence and empower them to speak for themselves

We will **increase access for local communities** to refer to our service, attending various events which will promote our work.



ADVOCACY CASE STUDY



Our client was going through pre court proceedings for looked after children. She needed to meet with the court appointed guardian but was not comfortable going alone as she did not trust the guardian and did not think that her views would be listened to at the meeting. We agreed that we would attend this meeting and any future meetings with professionals.

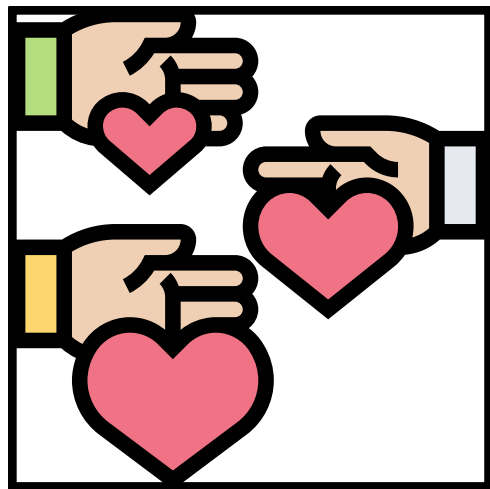
We attended the meeting as advocates to ensure that the client had ample opportunity to speak and that her views were being heard.

The meeting resulted in a positive outcome as all parties agreed on steps to take in order to start a reunification plan to bring the kids home, including taking part in therapy.

We would like to acknowledge our colleagues and line managers for their hard work and dedication towards achieving our goals this past year. We would also like to express our most profound appreciation to all those who gave us inspiration and opportunities to complete another productive year at Mary Seacole House.

SAIQA SAHOTRA & BEN ALLEN

FUNDRAISING



This financial year we have received a total of **£2,413.61** through our Just Giving Page in individual donations.

Thank you to everybody who has supported our work this past year by fundraising and donating, you are all amazing!

Huge thank you to **Used Bicycles UK** for donating **£300** in customer tips.

To **Kemi Otubu** for donating **£50** from a percentage of her bracelet sales.

To **Liverpool Raptors** at The **University of Liverpool** for donating **£260** from their Super Bowl event and to the **general public** who so generously donated their used Bicycles after a social media call out

Very special **Thank You** to **Leon Jakeman** who organised an incredible **Fundraising Fitness Day** in aid of Mary Seacole House, the event was held at Wavertree Tennis Centre in partnership with **Lifestyles Fitness Centres** for **World Mental Health Day 2022**.



We had free activities including Spinning, Lifestyles Games, Zumba, Yoga, Indoor inflatables and fundraising activities including Refreshments, Cakes, Handmade bracelets & Plant pots.

£1,235.84 was raised by Leon's donations page and all who attended the event.

FINANCIAL STATEMENT

Draft Financial Statements at 09 October 2023 at 09:43:52

**GRANBY COMMUNITY MENTAL HEALTH GROUP
COMPANY LIMITED BY GUARANTEE
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

FOR THE YEAR ENDED 31 MARCH 2023

Current financial year

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
	Notes				
Income from:					
Donations and legacies	3	57,754	-	57,754	56,834
Charitable activities	4	384,052	84,801	468,853	390,386
Total income		441,806	84,801	526,607	447,220
Expenditure on:					
Charitable activities	5	392,865	85,808	478,673	409,407
Total expenditure		392,865	85,808	478,673	409,407
Net income/(expenditure) for the year/ Net movement in funds		48,941	(1,007)	47,934	37,813
Reconciliation of funds					
Fund balances at 1 April 2022		426,620	13,684	440,304	402,491
Fund balances at 31 March 2023		475,561	12,677	488,238	440,304

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.

FINANCIAL STATEMENT

Draft Financial Statements at 09 October 2023 at 09:43:52

GRANBY COMMUNITY MENTAL HEALTH GROUP

COMPANY LIMITED BY GUARANTEE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)

INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Prior financial year				
		Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes			
<u>Income from:</u>				
Donations and legacies	3	56,834	-	56,834
Charitable activities	4	349,688	40,698	390,386
Total income		406,522	40,698	447,220
<u>Expenditure on:</u>				
Charitable activities	5	382,393	27,014	409,407
Total expenditure		382,393	27,014	409,407
Net income/(expenditure) for the year/				
Net movement in funds		24,129	13,684	37,813
Reconciliation of funds				
Fund balances at 1 April 2020		402,491	-	402,491
Fund balances at 31 March 2022		426,620	13,684	440,304

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.

FINANCIAL STATEMENT

Draft Financial Statements at 09 October 2023 at 09:43:52

GRANBY COMMUNITY MENTAL HEALTH GROUP COMPANY LIMITED BY GUARANTEE BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	10		68,108		69,917
Current assets					
Debtors	12	25,529		25,563	
Cash at bank and in hand		398,417		348,292	
		423,946		373,855	
Liabilities:					
Creditors: amounts falling due within one year	13	(3,816)		(3,468)	
Net current assets			420,130		370,387
Total net assets			488,238		440,304
The funds of the charity					
Restricted funds	14		12,677		13,684
<u>Unrestricted funds</u>					
Designated funds	15	214,435		214,435	
General unrestricted funds		261,126		212,185	
Total unrestricted funds			475,561		426,620
Total charity funds			488,238		440,304

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 2023.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

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 and are signed on its behalf by:

.....
Karen Mello
Trustee

.....
Mimoza Gashi
Trustee

Company Registration No. 3204514

THANK YOU TO OUR PARTNERING ORGANISATIONS

Agencies

- Adult learning – training
- Bridge 2 – support/shared services
- CAB – funding
- Cancer alliance – health sessions
- CCG – ongoing projects
- Dementia UK
- Diabetes UK – sessions
- Distance learning - training
- EDUK8 – training
- Fire fit – exercise sessions
- Foodbank – direct referral pathway in place which is now electronic.
- Giving world – free items for service users in need – household/cleaning/clothing
- Go active LCC – exercise
- Greggs – free food items
- Hillsong – support/shared services
- Merseyside Sports Partnership – funding/activities
- PCN – health sessions and training
- Probation service – painting at 91
- St Andrews – Church that have been providing additional financial support for clients.
- Trussell trust – foodbank

Meeting Groups

- Baobab
- CCC - cancer alliance work
- Dementia Alliance
- Fairer Access to Justice – involved in this group. Recommendations have been made in relation to ring fencing money for BAMER specific service. It also about working in collaboration.
- Fairness and Social Justice Advisory Board – United Response Panel
- Health and Wellbeing agency meeting group with LCVS to discuss what we offer and engage with other agencies to ensure services are not duplicating work and can work together to share services.
- LCC refugees and asylum
- Liverpool Access to Advice Network
- Liverpool city Council regarding Covid updates and community engagement.
- Merseytravel employer engagement – this discusses what's happening at local level, funding opportunities, and working together.
- NWS – involved ongoing work with Northwest Ambulance Service around public safety specifically around the BAMER specific communities.
- PCN – health around BAMER communities and accessing services.
- Skills for care – who provide funding opportunities for training for both staff and service users.
- VCSE Health and Wellbeing Alliance Steering Group

THANK YOU!

A big **thank you** to our funders and awarding bodies. We are extremely grateful for the funding we receive to continue our vital work which benefits so many diverse communities.

THANK YOU!

If you would like to fund our work please get in touch



Liverpool
City Council



INVESTORS
IN PEOPLE

LLOYDS BANK
FOUNDATION
England & Wales



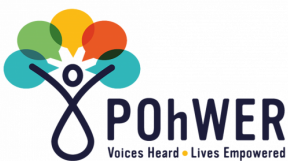
Mersey Care
NHS Foundation Trust



ASDAN
Registered Centre



openawards



POhWER
Voices Heard • Lives Empowered

The
Henry Smith
Charity



Decade of
Health &
Wellbeing

n|compass
towards a brighter future



CONTACT US



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