



Providing services to the
community since 1913

manorgardens
for health and wellbeing

Manor Gardens Welfare Trust Impact Report 2016



Just some of our staff and trustees



The Manor Gardens Welfare Trust (also known as Manor Gardens) works with people to help them change their lives for the better. Our services promote mental and physical health and wellbeing and increase social inclusion.

This impact report is a compelling testament to the way Manor Gardens works with people to find mutual support and solutions to the health and social care challenges we all face.

Proudly following the tradition of working with and for the most deprived and vulnerable in our community, it is clear that the work of Manor Gardens makes a difference for so many people and

contributes significantly to social cohesion and community wellbeing.

It is the dedication and commitment of the Board of Trustees, staff and volunteers that makes all this possible and I am pleased to take this opportunity to acknowledge my appreciation and respect for all the tremendous work they do.

In delivering the Inaugural Manor Gardens Lecture in 2013, Sir Keir Starmer QC MP and Shadow Brexit Secretary characterised the driving purpose of Manor Gardens as: 'The will to provide vital support and assistance to those in need, which is practical and effective and which, broadly speaking, is unavailable elsewhere – and to bridge the gap between state provision and local need by working with others while remaining staunchly independent and committed to the voluntary ethos.'

For me the distinction of Manor Gardens is that we have always put individuals and compassion at the centre of what we do. In an uncertain world it can all too easily feel to people like they are ignored, that their voice doesn't matter and that no one cares. Manor Gardens, through our services, partnerships and networks, gives people the support, respect and confidence to take control of their lives. Community wellbeing is impossible without individual wellbeing. Individual wellbeing is impossible without social co-operation and solidarity.

As the CEO of Manor Gardens I am in the enviable position of daily being inspired by the people we work with and the work we do. As we look forward to extending the work of our Wellbeing offer in the year to come I hope you too can be inspired by our stories in this Impact Report.

Phillip Watson
Chief Executive

In 2015-16

We reached **8,331** beneficiaries directly.

We worked with **332** volunteers.

We attended **1,408** outreach events.

We trained **3,470** people at workshops.

Around **70%** of our beneficiaries are from BMER communities.

We worked with over **100** partners.

Volunteers

Abeer Khalid
Aderonke
Ogunyinka
Afsaneh
Ghashghaenia
Ahmed Al Ahmar
Alexandra
Salinasova
Alice Carta
Amy Araia
Anita Khalil
Anna Capone
Arzu Sahan
Baghdad Mebarki
Behnaz Paknahad
Jabarooty
Beser Canpolat
Bonthle Makati
Céline Akunjee-Sion
Chiara Migliore
Christy Monigha
Eliane Dieny
Ezinne Obi Oriaku
Fatima Zahra Habri
Fatoumata Jallow
Fatoumo Nuur Ali
Genet Taye
Giulia Montaruli
Habibat Oke
Hadiat Bakare
Hagir Ahmed
Hanan Babikir
Henrietta Olusola
Matthew
Hinda Hashi
Ifrah Muse Yusuf
Irina Verchenko
Ismail Arian
Jabir Umran
Jandira Da Cruz
Fernandes
Jaroslaw Panek
Jenny Soledad
Maller Flores
John Devlin
Joyce Goodwin-
Tamina
Kamal Ahmad
Karen Merivot
Khadija Idris
Kolado Landoure
Kristina Kalpokaite
Layla Tabakchali
Leila Mouloudji
Leyla Jamaac
Lily Videnova
Lina Abou Wadde
Lydia Sulis

Health Advocacy Service



A friend indeed

Taus came to England as a refugee from Chechnya in 1997. 'I was suffering very badly from stress and was very glad when I saw someone who spoke my own language,' says Taus. 'I felt she knows me. I grabbed Manor Gardens and wouldn't let go!'

That person was Naila, a volunteer interpreter from Manor Gardens and herself a refugee from Azabajan. 'I came over in 1999 and ended up on a Manor Gardens interpreting course,' says Naila. 'I was a doctor in my own country but I found interpreting very rewarding. It was sad hearing awful stories but I felt I was supporting people to feel happier.'

The ten-year bond with Taus is special. 'I first met her for a GP appointment,' says Taus. 'I have a lot of health problems and Naila goes with me on all my appointments. She knows my condition and I feel easy with her which reduces my stress.'

Our service helped Taus in many ways. Staff wrote letters for her, found her a solicitor and, when her bag was stolen at a hostel, helped her replace her identity papers and bank cards. 'It was so stressful at the hostels,' says Taus. 'Manor Gardens helped me with everything.'

'Manor Gardens helped me get a job,' says Naila. 'They gave me references and advice and now I work as a part-time administrator. Fortunately, I still have time to volunteer.'



Supporting refugees

We work with refugee, migrant and newly-arrived communities to help them improve their health and wellbeing by providing individual advocacy, bilingual interpreting, community workshops and volunteering opportunities. We work with people to address their language and cultural barriers and ensure that their needs and experiences are understood so they can be healthy and safe.

“ It was like having an angel watching over my shoulder. I wish I knew this service from the beginning. When I found you all my life became more manageable. You made me realise how important it was to have a door to knock on. ”

We have **85** volunteers and worked with **3,396** people during the year. We worked with people individually and in groups and put on workshops. Our FGM work trained **1,899** professionals, supported **52** individuals and reached **587** people in the community.



Tackling FGM

We have continued to tackle female genital mutilation (FGM), training professions in all aspects including the emotional and psychological implications of FGM. We've raised community awareness through events and supported women affected by FGM in therapeutic groups at our Dahlia Project. 'I was very scared how the community would react,' says one participant. 'Now I think I've saved a lot of girls.'

Mai Kanyi
Maimuna Sow
Mariam Hersi
Marina Barbulat
Marina Mezei
Mariusz Czajewicz-
Nowacki
Marso Abdi
Marta Khabalaeva
Marufa Chowdhury
Mary Mundi
Masanga
Maxamed Maslax
Messeret Amde
Milene Dziuk
Mohamed Osoble
Monika Hlavinkova-
Townsend
Monique
Ebrahimnia
Mutiat Ariyo
Nadzeya Shysko
Nahar Ramadan
Naila Ahmadov
Naima Brazi
Natasha Salaria
Nicole Assamoua
Orianatu Pujeh
Oriane Titeca
Patrycja
Chmurzynska
Peter Barr
Philo Mpassi
Ponki Miah
Princess Max-
Onyeukwu
Racheal Dzumbira
Renzo Zadchino
Reyhane
Mustafoua
Rodrigo Simonine
Roohollah Amirian
Rosa Guilarte
Ruth Tsegai
Saleh Mohammed
Idris
Sally Gbakalé
Sam Mohamed
Samuel Rollison
Sayed Khaleqi
Sedi Askari
Shadia Ibrahim
Shawbo Mohamad
Silvia Sturza
Susanna Davies
Veronica Adegoke
Yehoshua
Nwobodo

Volunteers

Brenda Barcellos
Cecilia Yankson
Charity Telford
Colin Levy
David Oliver
Devika Banerjee
Eula Harrison
Frances Grace
Gul Kocak
Isla Rippon
John York
Jonathan Marks
Jonathan Orna
Josette Punter
Marie Moss
Maura Griffin
Michele
Pouyioukkas
Noel Ryle
Prem Baboolal
Saqib Ahmad

Mental Wellbeing Service



Championing good health

Marie came to Manor Gardens about five years ago to find out more information to help her with her mother's sudden depression following an operation.

'She wasn't herself and I felt helpless. The information helped me understand what she was going through and I was able to support her. I became a Mental Health Champion and I'm still one today! I work on a busy reception and meet lots of people every day who have difficult lives. I leave out leaflets on reception so that people can take them – people are very private but they welcome being able to take information away with them. I've organised events at work and talked to colleagues and friends to break down the taboos.

'One customer said the leaflets were brilliant and took some away for her friends. I get a great response when I take part in events and everyone knows I'm a Champion.

'My mum's much better now – it's a transformation. I hope my work as a Champion will now help others too.'



Breaking down taboos

Our Mental Health Champions Programme recruits people from all walks of life in Islington to promote positive messages about mental health and wellbeing. Drawn from all of our local communities they tackle stigma and raise awareness at events in community settings, libraries, job centres and anywhere where people would not normally access information about mental health.

“ At a Mindfulness taster session one of our Mental Health Champions held in the Arsenal Centre, one of the participants said: ‘I will try this at home, I feel more relaxed. I think this will help with my depression.’ ”

We reached **1,137** people in Islington with information about mental health. We recruited **33** Mental Health Champions and engaged with **26** organisations. We attended **54** events. The service merged with Community Kitchens in January and became the Wellbeing Service.



Events and outreach

We tapped into national awareness days such as *World Mental Health Day* in October and *Time to Talk* in February to raise awareness in our community about mental health.

We held events at Manor Gardens to get people talking about how they were feeling. We have also facilitated workshops where Champions shared their own lived experience of mental health in powerful testimonies.

Alba Albalayz
Amanda Zixin FU
Anna Muraglia
Chloe Stevenson
Emily Winfield
Gill Watson
Hagir Ahmed
Hiroko Kodama
Kehinde Balogun
Li Yutong
Lia Bardisian
Marie Moss
Milena Rola
Niloufar Lamakan
Plernta
Sukjarernchaikul
Richard Perry
Ryan Perry
Suzie Lust
Sylvia Dubois
Trudi Zimmermann
Xiang Li
Yang Wenwei
Yang Lixuan
Yu Yu Lin
Zhehui Xiao
Zheng Xueyin

Volunteers

Funke Santos
Joana Hebil
Shawbo
Mohammed
Stephanie Jenkins

Community Kitchens



Inspiring them young

Thanks to a grant from BBC Children in Need our Community Kitchens Project was able to put on a range of cooking sessions for young people from the Andover Estate in North Islington, a very deprived area of the Borough.

The children from a mix of backgrounds got straight on with making sweet and savoury pancakes, learning chopping skills, how to measure quantities, how to adapt recipes and how to cook the mixture.

Levels of concentration were high even though some of the kids could barely reach the counter. But as soon as the pancakes were ready and they had all eaten several, the children were able to rush around the hall and let off steam.

When they were letting the batter rest the children also had the opportunity to listen to the tutor explaining how our hearts work and how we can keep them healthy.



Promoting physical health

Helping people learn to cook and eat well is at the heart of our work. We've run sessions for people who are losing their eyesight and we regularly run courses for people with learning difficulties. Whether it is a 'cook and taste' session or a ten-week course participants get hands-on training and learn skills for their daily lives. Carers also learn about eating healthily and can design better menus.

“One support worker commented: ‘The course was a breath of fresh air. All the service users were made to feel involved – even the non-verbal participants were interacting with the trainers and other participants by the end and showing they were happy with nods of the head.’”

We worked with **665** people over the year, 33% of whom were under 16. Our **17** Food Safety Courses were attended by **145** people. We partnered with local community centres, Moorfields Eye Hospital, Urban Wild Places, NCS Challenge and local primary schools.



Training for work

Our Food Safety Courses are a continuing draw for people who want to get into work in the food industry, a growing sector in Islington. We teach Level 1 and 2 and have a 93% pass rate.

‘I have gained more knowledge about handling food safely,’ said one participant. ‘The learning was fun and not too overbearing!’ All the courses are accredited and run in conjunction with Islington Adult and Community Learning.

Volunteers

Alison Magloire
America Pires
Angela Tye
Ann Field
Anna Thomson
Annette Bonneau
Avril Baker
Bronwen Morgan
Chloe Cooke
Clare Finney
Clare Wadlow
Connor Gadd
Daniel Knight
David Pashley
Davide De
Francesco
Emily Leefe
Emily Winfield
Francina Saltos
Chacon
Grace Sylvester
Guy Porter
Helen Drummond
Iain Stenson
Irene Otero
Jason McQuillen
Jenni Chan
Jennifer
Hanagarth
Jenny Todd
Joanne D'Souza
Jordan Frieda

The Friendship Network



A tower of strength

Clara has had Friendship Network befrienders for many years. 'The most inspiring one was America,' she says. 'The things she taught me about the computer – I'm glued to it! She taught me the dos and don'ts and I can now email and do Facebook. It's great, I can connect with my family in Canada, Jamaica and New York.'

Clara's befrienders usually spend two or three hours with her. 'They are more like family than a volunteer,' she says. 'My new volunteer Lorna is a comedienne. We have good chats and lots of laughs. She's getting to know what I like and is a tower of strength.'

Clara, who is nearly 80, has a lot of pain in her back. 'I live with my husband but he had heart surgery and is not at all well. I go to a class at the local gym twice a week and church on Sunday, if I'm not in too much pain. I want to remain independent for as long as I can and try to do a little at a time to keep my mind active.'



It's nice to get out

'I've had a befriender from the Friendship Network for about 10 years now,' says Peter. 'I didn't have one for a while but this summer my social worker put me back in touch and now Jenny has been visiting since then.'

Peter likes it best when he can get out, with a little company. 'It's good to chat and share interests,' says Peter. 'But I like to go out shopping or just go round the park. I still keep in touch with one of my former volunteers and we even went to Amsterdam together!'

Peter also goes on trips with one of his friends. 'We have been to lots of concerts. The last one was Bruce Springsteen, but I've also seen Bob Dylan.'

'I've been very lucky with my volunteers and I've been given a lot of friendship. But I'd still like to have more trips out.'

Making Friends

The Friendship Network supports older people who are lonely and isolated by matching them up with a befriending volunteer. We visit them and phone them at a time that suits them as well as signposting them to sources of support and helping them with queries. We also occasionally arrange trips out and hampers at Christmas.

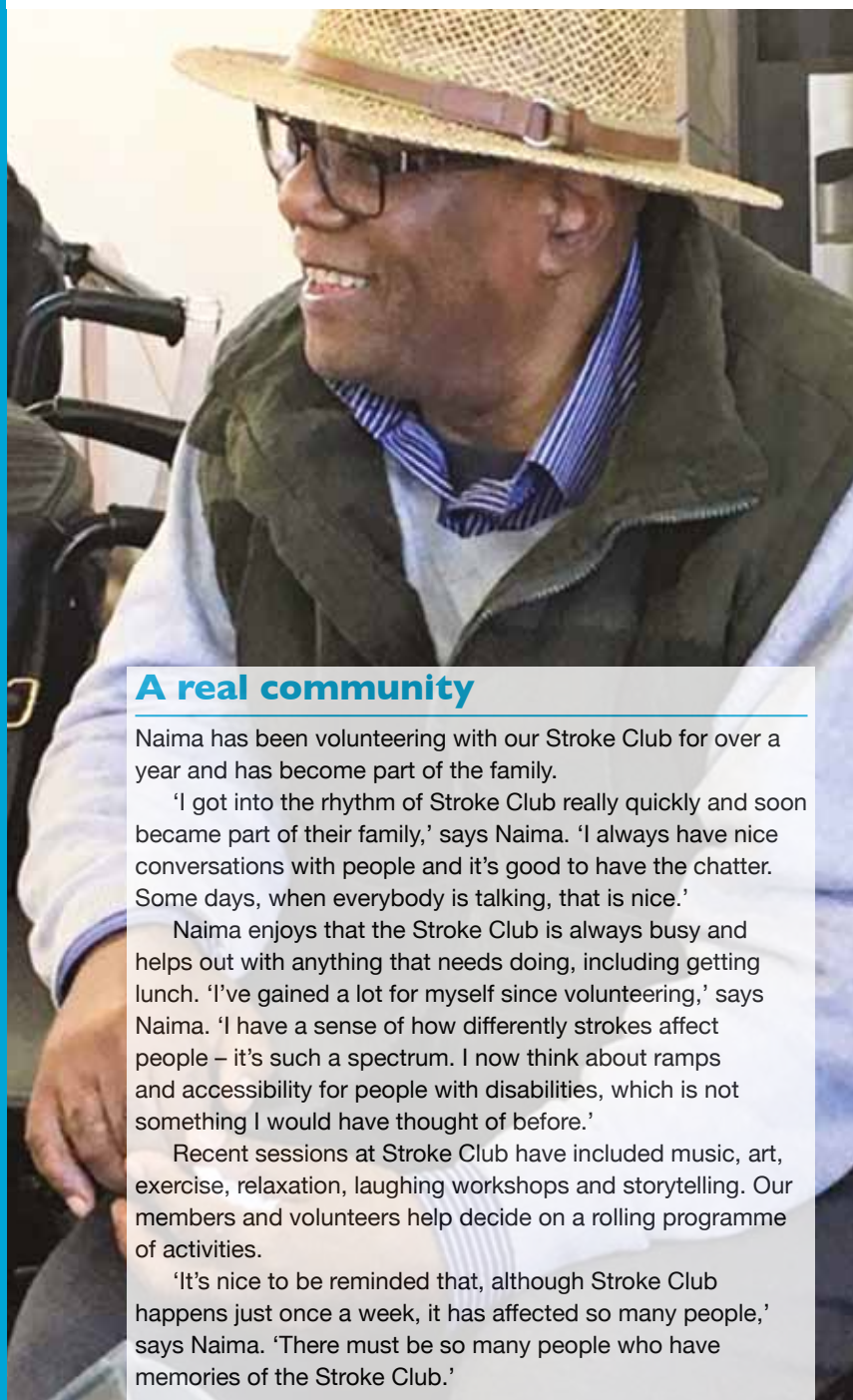
Many of our members can't get out on their own so our volunteers provide a vital lifeline.

The Friendship Network supports **70** older people each year. We have **62** befriending volunteers and provided **140** personalised Christmas hampers to older people in Islington last year. Our volunteers have on average **230** contacts with our members a month.



Julie Evans
Juliet Summerscale
Kalim Ahmed
Kate Johnstone
Kerry Wickens
Kirsty Hall
Lizzie Frost
Lorna Fletcher
Lucy Ellis
Lucy Piscina
Lynn Corke
Marian Tanase
Mathew Pearman
Michael Sugrue
Natasha Hudson
Niloufar Lamakan
Peter Anderson
Pui-ying Chow
Richard Gill
Roger Guedalla
Rona Topaz
Sally Newland
Sarah Belfield
Sarah Govan
Suzie Lust
Thierry Florit
Toni Stait
Tracey Boothe
Valerie Iles
Yasmin Hubbard

- Abubakar Wiredu-Mensah
- Aida Abdel Wahed
- Brenda Barcellos
- Bridget Seng
- David Oroman
- Dimitris Athanasiou
- Guillem Singla Buxarrais
- Hagar Ahmed
- Kai Xiang Lim
- Mandy Robinson
- Maria Falzetti
- Naima Ahmed
- Rachael Goodhand
- Rona Tapaz
- Sally McDonell
- Tracy Ann Logan-Brown
- Victoria Eriemo



A real community

Naima has been volunteering with our Stroke Club for over a year and has become part of the family.

‘I got into the rhythm of Stroke Club really quickly and soon became part of their family,’ says Naima. ‘I always have nice conversations with people and it’s good to have the chatter. Some days, when everybody is talking, that is nice.’

Naima enjoys that the Stroke Club is always busy and helps out with anything that needs doing, including getting lunch. ‘I’ve gained a lot for myself since volunteering,’ says Naima. ‘I have a sense of how differently strokes affect people – it’s such a spectrum. I now think about ramps and accessibility for people with disabilities, which is not something I would have thought of before.’

Recent sessions at Stroke Club have included music, art, exercise, relaxation, laughing workshops and storytelling. Our members and volunteers help decide on a rolling programme of activities.

‘It’s nice to be reminded that, although Stroke Club happens just once a week, it has affected so many people,’ says Naima. ‘There must be so many people who have memories of the Stroke Club.’



Life after a stroke

Our Stroke Service has been supporting and befriending stroke survivors for over 30 years. We also raise awareness of all aspects of strokes, including how to recognise one and the risk factors. Our service is there for survivors, their families and carers and gives one-to-one information, support and advice to enable them to live with their disabilities. We are there for as long as you need us, even if your stroke was years ago.

“I really enjoy coming to Stroke Club. There are lots of activities on offer. It is always nice to get out of the house and talk to people. You get a chance to talk about your problems and get things off your chest which is very good.”

Our Stroke Service has **17** volunteers and supported **267** people during the year. We worked with **20** carers and **15** students on work placement. Our Stroke Club has **15** regular members.



Stroke Club

Our Stroke Club welcomes stroke survivors and their carers every week to play a full part in our community as well as to take part in a range of fun and interesting activities.

The club runs every Friday between 10am and 3pm and is fully accessible. Some of our volunteers have survived strokes themselves and now help out. Stroke Champions are always on hand to ensure everyone can take a full part in activities.

Preschool



Support for everyone

When Sonny came to Preschool he had only just been diagnosed with cerebral palsy. 'I didn't know what to do and you all rallied around and picked me up,' says Sonny's mum.

'I remember playing all the time,' says Sonny. 'I never listened! Sue helped me move my legs with exercises. It was quite hard but it helped.'

Sonny now goes to mainstream primary school. 'I like to play games with my friends and football,' he says. 'We have just started a new team so it hasn't got a name yet. I am also going to play on the England Cerebral Palsy Team and for the Tottenham Academy.'

'You helped me put an exercise programme in place and understand it,' says Sonny's mum. 'Without your support we wouldn't be the family we are now.'



A good start in life

Our Preschool offers daily child care and Early Years Services to 24 children aged between two and five. Our children are given a fantastic grounding in learning, development and respect for each other. Children represent our diverse local community and speak 13 languages between them. We were rated by Ofsted in May 2016 as 'Outstanding in all areas' – a reflection of our outstanding staff and setting.

“ The Manor Gardens Preschool will always have a special place in our hearts for the great warmth and positive energy that we, and our children, have enjoyed so much. ”

Our Preschool encouraged **99** children between two and five into learning. **72%** of the children came from BAMER backgrounds and **54%** had English as their second language. We supported **7** work experience students from one week to three months.



Outstanding work

Being rated as outstanding in all areas by Ofsted was the culmination of months of work by our dedicated Preschool team. The areas rated as outstanding are

- Leadership
- Personal Development
- Learning
- Outcomes for Children

Admissions to Preschool are taken throughout the year, places permitting. Call 020 7561 5261 for more information.

Reception Volunteers

- David Caleb Kotey Neequaye
- Frances O'Connell
- Ilesha Wright
- Kiya Kidane
- Lauren Shoyoye
- Samantha Nethsinghe
- Shelia Breathnach
- Sara Osman
- Sarah Sinclair

Finance Volunteer

- Mehari Gebresilassie

Players

All Change
Islington Museum
London
Metropolitan
Archives
Kat Francois
Marysa Dowling
Mila Sanders
Suzanne Lee

Abira Hussein
Naomi Money
Jemima Wilson

Oral histories of
women from the
Turkish, Somali,
Caribbean
and British
communities
around Manor
Gardens

Em Fitzgerald All Change

Dispensing Wisdom

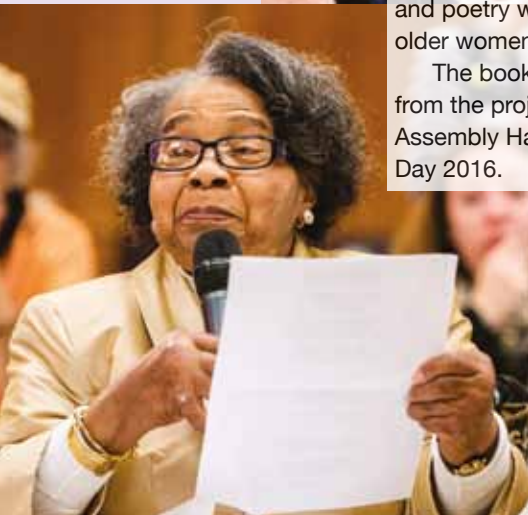


History of real women

The history of healthcare in women's lives over the last 100 years was the subject of our Heritage Lottery Young Roots Project *Dispensing Wisdom*.

After months of research and creative activity the participants staged a performance and exhibition at Manor Gardens. The drama and poetry were inspired by interviews with older women and visits to our archives.

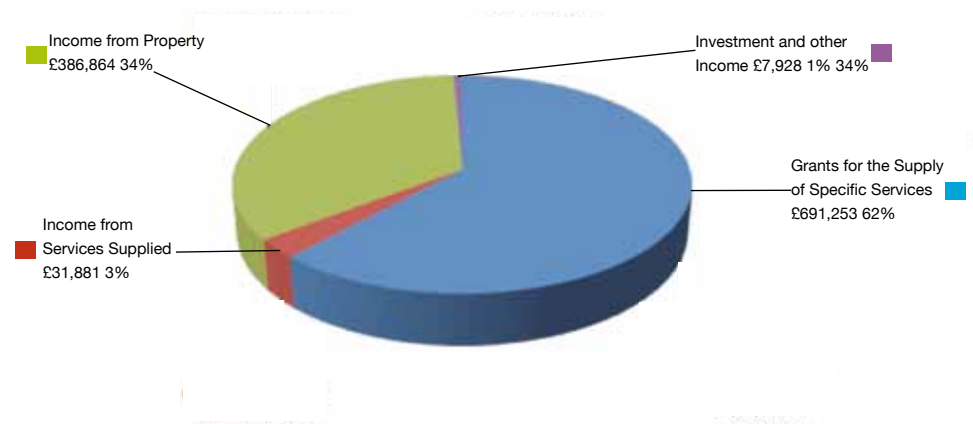
The booklet *The Dispensary* which resulted from the project was showcased at Islington Assembly Halls to mark International Women's Day 2016.



Income and Expenditure 2015-16

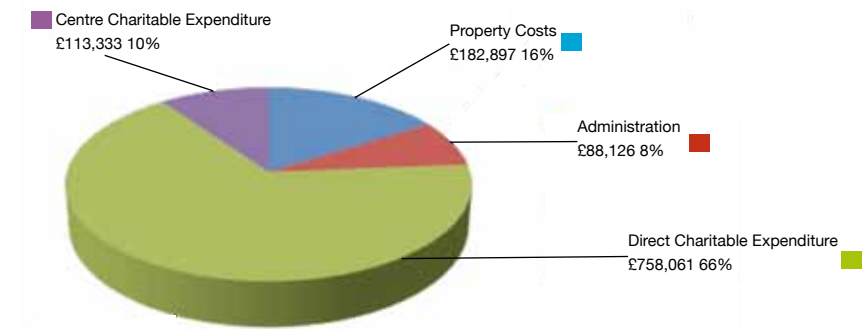
Where the money came from

Grants for the Supply of Specific Services	£691,253
Income from Services Supplied	£31,881
Income from Property	£386,864
Investment and other Income	£7,928
Total	£1,117,926



Where the money went

Property Costs	£182,897
Administration	£88,126
Direct Charitable Expenditure	£758,061
Centre Charitable Expenditure	£113,333
Total	£1,142,417



Principal Funders/Donations in 2015-16

Manor Gardens Welfare Trust is very grateful to its donors and funders, without whom we would not be able to carry out our vital work.

BBC Children in Need
Caroline Pridgeon and Elizabeth Erickson
Comic Relief
Heritage Lottery Fund
Islington Public Health
Kate and Daniel Murray
London Borough of Islington
London Borough of Newham
NHS Camden CCG
NHS Islington CCG
Santander
Sobell
The Baily Thomas Charitable Fund
The Douglas Scarff Trust
The Henry Smith Charity
The Morris Charitable Trust
The Robinson Charitable Trust
The Spanish Nursery
Trullo
Trust for London

Our Staff

Central Team

Colin Browne
Felicity Ford
John Grice
William Meghoma
Norma Parsad
Jacek Slotwinski
Julia Thinn
Phillip Watson

Rosalind Colman-Jerram
Liliana Diaz-Ramirez
Alimatu Dimonekene
Alev Erce
Jana Gigl
Leyla Hussein
Aynur Ozdemir
Natalia Spassova
Mariam Suliman
Eleanor Tomlinson

Sharon Wait
Bina Zere

Stroke Service

Kath Birkett
Jessica Lubin
Hugh Powell

Wellbeing Service

Tanya Barth
Lauren Chandler
Karen Doku
Susan Fajana-Thomas
Tai Ibitoye
Gabriel Mesquita
Siobhan Mannion
Nita Upadhyay

Preschool

Shade Arowolo
Paulita Aurelio
Susan Gaskell
Staries Joseph
Obilana Oluwaseun Ololade

Friendship Network

Ed Bartram

Health Advocacy Service

Najuma Ali
Rita Buhanda

We need your support

Manor Gardens has been helping people get healthy and stay healthy for more than 100 years. As a charity we are independent and rely on donations, grants and contracts to provide our services to our local community. The demand for our services is going up but the money from contracts and traditional funders is going down.

Donations ensure we can continue to support the people of our local community who need most help. Your support means we can work directly with the people who need our help and make a real difference to their lives. Even if you can only give us a small amount, it will go directly towards funding our services.

- £10 will help us buy new items to enable our Preschool children to learn.
- £25 will help us train a Mental Wellbeing Champion.
- £50 will help us take our Stroke Club members on an outing.
- £100 will help us match a befriender with a lonely older person.

We really need your help. Please donate whatever you can afford.

Manor Gardens Welfare Trust. Registered Charity Number 1063053

I'd like to help Manor Gardens Welfare Trust support its local community.

- I enclose a cheque for £_____ made payable to Manor Gardens Welfare Trust.
- I would like to make a regular donation of £_____ per month/quarter/year to Manor Gardens Welfare Trust. Please send me a Standing Order Form or a BACS form.
- I am a UK taxpayer. Please send me your Gift Aid form.
- I would like to include Manor Gardens Welfare Trust in my will. Please send me a form.

Name _____

Address _____

Postcode _____

Telephone (day) _____

Mobile _____

Email address _____

Thank you!

Please send this form with your donation to Phillip Watson, Manor Gardens Welfare Trust. 6-9 Manor Gardens, London N7 6LA or ring 020 7561 5287 for more information.

Trustees

Alan Elias (Chair)
Jenita Rahman ACA (Honorary Treasurer)
Andrew Chaplin
Kate Balston
Kate Grey
Ann Jennings
Susan O'Connor (retired June 2016)
Allan Sutherland
Mary Gibson (appointed December 2015)
Clare McNeill (appointed December 2016)
Crystal Rolfe (appointed December 2016)

Directors

Phillip Watson, Chief Executive Officer
William Meghoma FFA, FCCA, Director of Finance and Administration
Christa Moeckli, Deputy Chief Executive (retired October 2015)
Felicity Ford, Director of Fundraising and Development (started December 2015)

Auditors

Armstrong and Co, Chartered Accountants and Statutory Auditors
4a Printing House Yard, London E2 7PR

Registered office

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