

Annual Report 2021/2022



**Holloway
Neighbourhood
Group**

Registered Charity Number 290493

Vision

Empowered, happy and inclusive communities where all people are valued.

Mission

We provide support and services and build connections to empower people to lead fulfilled lives as part of their community.

Values

1. Respecting diversity
2. Connecting and Connected
3. Listening and Empowering
4. Compassionate
5. Striving for Quality

Trustees

John Rockel (Chair)
Toby Lovell (Treasurer)
Munal Mehta (Company Secretary)

Charles Bowker (Company Secretary) (Retired 23 November 2021)
Sandrine Palmer
Gabrielle Melvin (Retired 6 July 2021)
Will Lewis
Thomas Neumark
Barry O'Donovan

Chief Executive Officer

Lucy Bingham

Independent examiner

Al Groman FCA
5 Violet Hill
St. John's Wood London NW8 9EB

Activities, Achievements and Performance

For the first half of the year, because of continuing concerns about COVID-19 infection and the gradual easing of lockdown restrictions, most of our services were delivered online. As the months progressed, our service users were more confident to join group activities in-person at our 2 centres – the Stress Project and the Old Fire Station.

The Stress Project

At the Stress Project we provide counselling and wellbeing support for people who experience mental health issues. In total, the Stress Project supported 376 people in 2021/22.



Counselling

The pandemic resulted in noticeably increased mental health issues in our communities. We responded by expanding our service to support more people with fast-track access to assessments and programmes of free counselling. With grant funding from Cloudesley and Islington Council, we paid experienced, fully qualified counsellors to support people with more complex needs in addition to our usual service delivered by part-qualified volunteer counsellors.

Using the CORE Outcome Measure, of the people who received counselling this year, 95% were above the clinical cut off score of 10, indicating high

levels of distress. This is the highest proportion, for the past 5 years, of people commencing counselling at the Stress Project above the clinical level of distress. 49% showed improvements above the level of clinical significance – with their levels of distress moving from the clinical to non-clinical (healthy) population. 61% showed a reliable improvement in their wellbeing.

We delivered 2,539 counselling sessions with 236 individuals benefiting.

Mindfulness Services

“Fantastically rich and deep course. Chris is a diamond of a teacher and it been an invaluable experience which will help sustain and keep me more balanced throughout the rest of my life.” (Mindfulness Course participant)

With grant support from Cloudesley, we continued to deliver our very popular Mindfulness services. This year we delivered five 8-week courses. 70% of course participants continue to practice Mindfulness after completion of their course, and we introduced monthly Refresher Sessions to support them with this.

We also delivered weekly drop-in Mindfulness classes which, once COVID restrictions allowed, were delivered as a blended activity – with the option to participate in-person at the Stress Project or online.

In total 147 individuals benefited from our Mindfulness services.

Other Activities

With the easing of lockdown restrictions, we introduced a weekly wellbeing group – an opportunity to participate in therapeutic activities in a friendly, facilitated space. The Wellbeing Group supported 23 people since its commencement in October.

We were also able to re-introduce acupuncture, massage, reiki, and reflexology. We delivered 117 sessions with 39 people benefiting.

The Old Fire Station Community Centre

The Old Fire Station is a multi-purpose community centre where we provide a range of activities to support local people to build social connections and enhance their wellbeing. In total, the Old Fire Station supported 344 people in 2021/22.



Classes

We began the year delivering all our classes online but, as lockdown restrictions eased and our service users told us that they were ready to meet in-person, we transferred some classes to the centre, offered others as a blended activity – with the opportunity to attend either at the centre or online, and others outdoors in local parks.

Classes on offer included gentle exercise (mixed and men-only), yoga, chair yoga, tai chi, art, creative writing, Egyptian dance, a men's social club, and a women's conversation group. In total we delivered 371 classes which benefited 280 people.



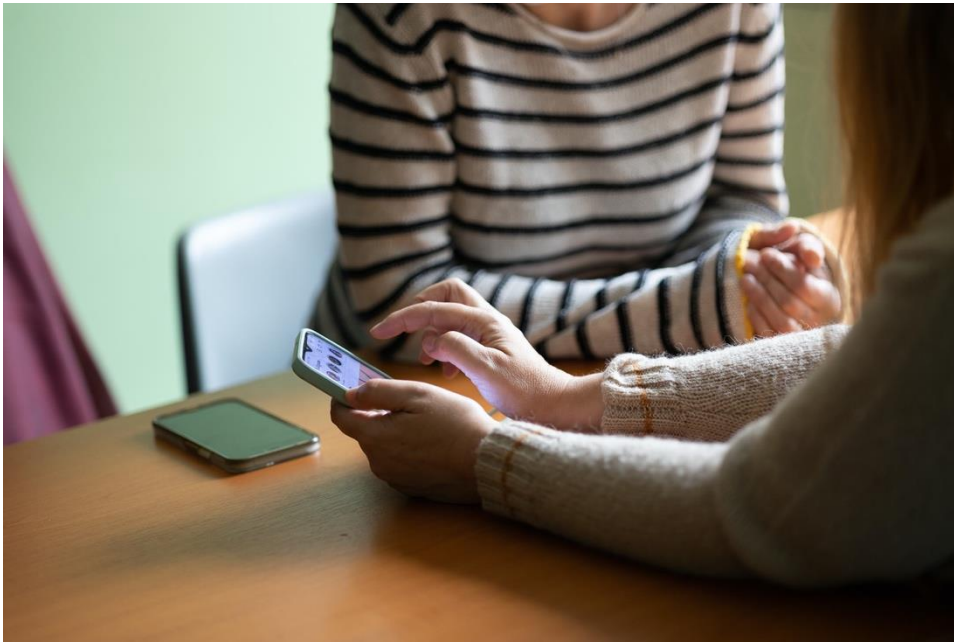
*“I think we all felt a little lonely and deprived of social contact during lockdown. It was wonderful to share the experience of creative writing and art with others in an inspiring context provided by the tutors”
(Creative Writing and Art participant)*

“In-Touch” Telephone Support

“In-Touch” is our telephone support service, offering a regular friendly chat, support with accessing services, and encouragement to keep active in mind and body. We established the service at the start of the pandemic and have continued to support people by phone who are unable to visit our centres for reasons such as frailty, caring responsibilities, and high levels of anxiety. As well as calling people who previously visited the Old Fire Station and Stress Project, we also welcomed new people referred to us from local agencies. We made 1,017 calls to 163 people.

Other Activities

The pandemic has led to more agencies' services only being accessible online, which has left many of our service users experiencing digital exclusion. In response we delivered 53 one-to-one tech support sessions, supporting 27 people.



With a grant from the GLA Active Londoners Programme, we established outdoor activities including group walks, one-to-one “buddy walks,” and walk and talk counselling. Our elders exercise in Caledonian Park was especially popular – allowing our service users to meet up in the fresh air thus reducing their anxieties around COVID-19.

Volunteers

As a small team we are extremely grateful for the contributions of our wonderful volunteers. An amazing 76 people volunteered with Holloway Neighbourhood Group this year. With great generosity and kindness, they exemplify our values around compassion, respecting diversity and connecting people. They acted in various roles including providing counselling and complementary therapies, facilitating group activities, maintaining our premises, making In-Touch phone calls, administrative support, and gardening.

“I needed something that felt constructive and positive. I can’t tell you how much it’s been of value to me – just that sense of self – especially in this climate.” (Tech Support Volunteer)



Future Priorities

The Trustees are extremely grateful to our funders - their support has enabled us to deliver services in a flexible way, which reflect the preferences of our service users, as well as complying with regulation necessitated by the COVID-19 pandemic. With many experiencing financial pressures and anxiety about mixing with people, we are seeing high levels of mental ill health and social isolation. We are committed to further expansion of our service delivery – ensuring that service users have the choice of joining free activities online, by telephone and in-person. We will progress our work around digital inclusion and continue to expand our counselling offer. We will implement appropriate measures around COVID security, including reducing class sizes so that we can implement social distancing and using outside spaces where possible.

Testimonials

This small sample of testimonials describes the impact of our activities and how much our lovely tutors are appreciated:

“It’s really helped with my balance. It’s been great for my mental wellbeing; it’s kept me sane during the lockdown.” (Egyptian Dance)



“Petronella’s class was so inclusive! She had this incredible range of people from different backgrounds, different nationalities. We all connected because we were dancing, rather than just talking. But as we weren’t talking, you could make friends with people from a broader range of backgrounds than people who were like you. That’s what I liked more than anything. I love that.” (Egyptian Dance)

“I love the class. Neil is so friendly, everyone is friendly. They all say ‘Good Morning’ when you go in. Coming to the class has helped with my anxiety. I needed to find something that was good for me and not too strenuous. It helps to calm me down.” (Tai Chi)

“Now I am able to use the movements to help my anxiety during the week. At home, if I’m feeling rattled, I go into my living room and I do some of the moves. It mellows me. I really enjoy learning the techniques and what the stances are called. Neil is fantastic and explains everything and always says you can ask questions any time.” (Tai Chi)

Statement of Financial Activities - Year Ended 31 March 2022

	Unrestricted funds	2022 Restricted Funds	Total Funds	2021 Total Funds
	£	£	£	£
Income and endowments				
Donations and legacies	97,066	112,503	209,569	375,442
Investment Income	3,416	-	3,416	4,189
Other income	136,799	-	136,799	95,413
Total income	237,281	112,503	349,784	475,044
Expenditure				
Cost of raising donations and legacies	8,005	171	8,176	8,006
Expenditure on charitable activities	260,511	112,332	372,843	350,495
Total Expenditure	268,516	112,503	381,019	358,501
Net Gains on Investments	30,089		30,089	56,495
Net (expenditure)/income	(1,146)		(1,146)	173,038
Total funds brought forward	652,814		652,814	479,776
TOTAL FUNDS CARRIED FORWARD	651,668	-	651,668	652,814

Statement of Financial Position

	2022	2021
	£	£
Fixed Assets		
Tangible fixed assets	4,212	2,182
Current Assets		
Debtors	26,825	26,310
Cash at bank and in hand	691,113	691,334
	<u>717,938</u>	<u>717,644</u>
Creditors: amount falling due within 1 year		
Other creditors	47,819	51,582
Accruals and deferred income	22,663	15,430
	<u>70,482</u>	<u>67,012</u>
Net current assets	647,456	650,632
Total asset less current liabilities	651,668	652,814
Net assets	651,668	652,814
Funds of the charity		
Designated Unrestricted funds	425,000	425,000
General Unrestricted funds	226,668	227,814
Total charity funds	651,668	652,814

Our Funders



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LHC

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CLARION
FUTURES



Cloudesley