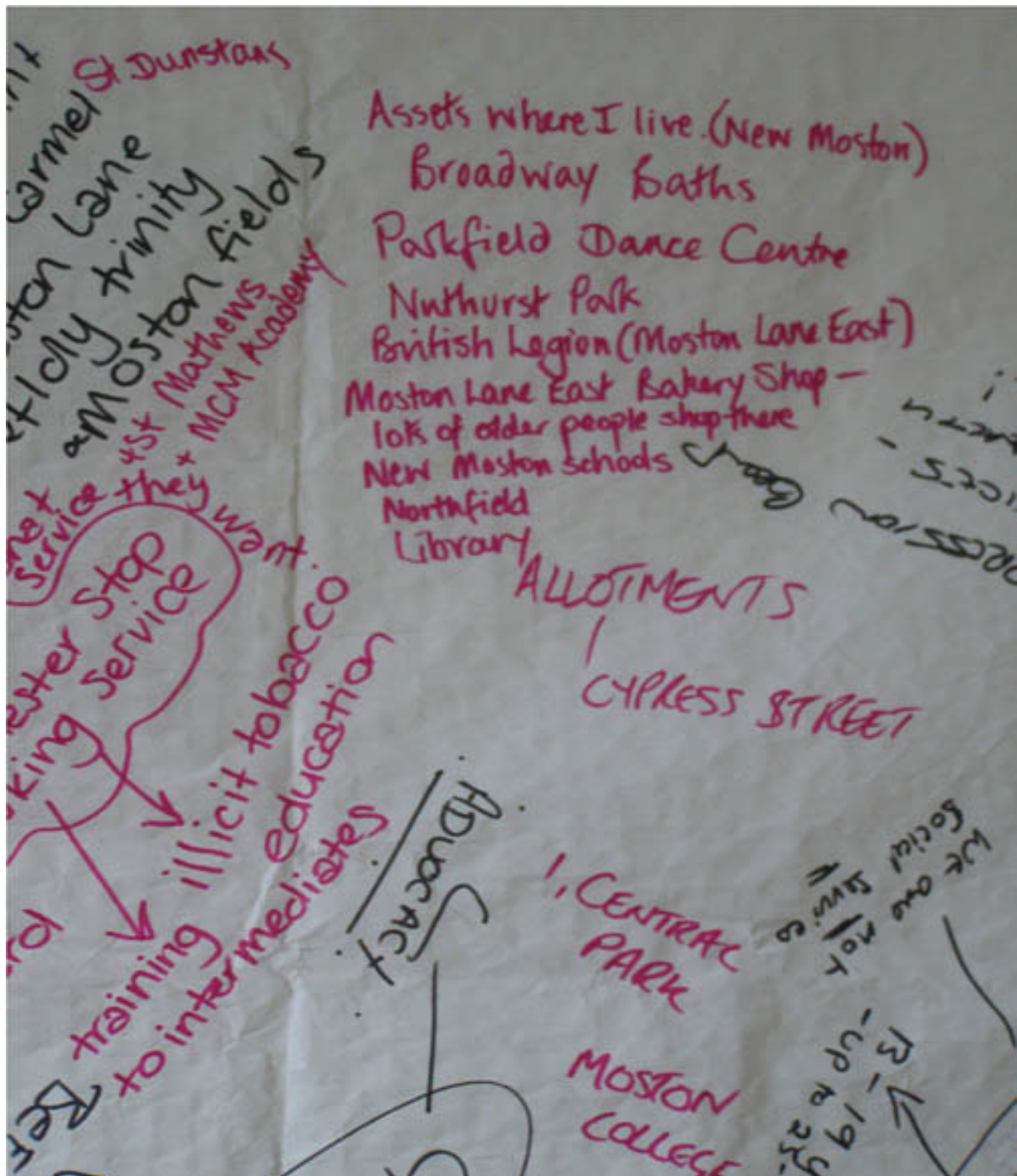


# North Manchester 5 Ways 2 Mental Health & Wellbeing Network



## Launch Event Report

### Network Aim

To co-ordinate the development and sustainability of services, to improve the Mental Health and Wellbeing of Manchester residents.

### Network Focus

Initially focused on North Manchester, as there is a perception that residents face greater challenges in comparison to the rest of the city.

### Network Agreement

To use a community development approach

To promote “asset based” rather than “needs led” approaches, such as the development of time banks

To define Mental Health and Wellbeing, in line with the **five ways to wellbeing** identified by the ‘New Economics Foundation (NEF)’

### Event Aims

To strengthen connections between all organisations and services

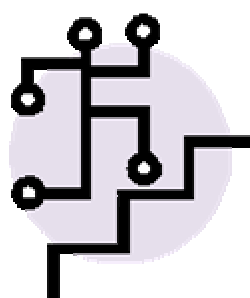
To develop a map of resources for mental health and wellbeing in North Manchester

To find out about asset based approaches

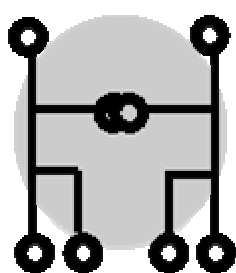
To find out about the benefits of time banking

To develop new ways of working together in the future

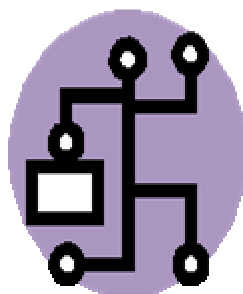
This event was for anyone interested in promoting the Mental Health and Wellbeing of North Manchester residents.



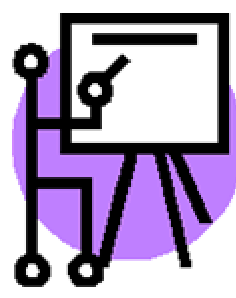
Be Active



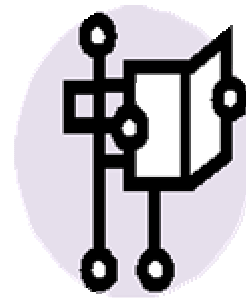
Connect



Give



Keep Learning



Take Notice

The event was opened by Glen-Maree Charles Nth M/cr Development Worker for MARIM & Anthony Kollie a Community Development Worker from SEVA.

Glen-Marie welcomed everyone and introduced all of the agencies responsible for organising the event. Anthony gave an overview of the day and explained that:

- this event is structured in line with our stated objectives and values;
- our key idea is that we can achieve a lot more for local people by making better connections and co-ordinating our efforts between and across different frontline practitioners in community groups & statutory services;
- we want to support local activists in sustaining existing good practice and in developing new ways of working;
- we think it is worth airing some new “co-production”, ideas (or re-packaged old ideas) and hope today’s speakers will inspire network members to try something new and;
- this is simply a starting point in a developmental process; that we may not have done everything right and; that it is up to participant’s to tell us where we should be putting our efforts, to get involved in building the network and developing new ways of working.

### **Structured Networking Exercise (The Wagon Wheel)**

This exercise which was led by Mary Duncan from MACC enabled participants to briefly exchange information (a bit like speed dating). 10 chairs were placed in a circle facing outwards and another ten chairs facing inwards. People sat facing each other in pairs and were given 2 minutes each to find out key information about their partner and their organisation after four minutes a hooter was sounded and the outer circle moved one place to the right and repeated the exercise for the next four minutes and so on. The session was followed by an extended coffee break to allow people time to follow up on any new contacts they had made.

The evaluation showed that this was a highly valued session as it allowed people to talk to people who they normally wouldn’t and find out about services that were new to them. It was also very noisy causing people to speak louder to be heard- resulting in many dry throats and an earlier than planned refreshment break.

## Presentation 1 Asset Based Approaches

4

Val Little & Jane McAllister  
South Manchester Healthy Living Network

Val explained that, in their view, asset based working is not a new concept and that community development has been working in this way for a long time- using people's assets and skills rather than focusing on deficits or problems.

Val defined Assets as:

- Practical skills, capacity, knowledge of communities.
- Passions and interests of local residents
- Networks and connections friendships and neighbourliness.
- Local CV associations
- Resources from public private and voluntary sector.
- Physical and economic resources that enhance wellbeing.

Val shared the following quote from a new report on asset based approaches from IDeA called A Glass half full

"The more familiar 'deficit' approach focuses on problems, needs and deficiencies. It designs services to fill gaps and fix problems. As a result a community can feel disempowered and dependant: people become passive recipients of services rather than active agents in their own lives."

How does it work?

Begins by asking questions.. What makes us strong or healthy.

- What makes us able to cope in hard times?
- What makes this a good place to be, Live, Work?
- What does the community do to improve health.. Generate more of what works.

Jane McAllister talked about a piece of work with Barlow Moor Community Association where they had used an asset based approach. The work involved:

- Local older people from Merseybank estate
- Project Workers from Barlow Moor Community Association
- Partnership Health Worker, South Manchester Healthy Living Network

Outside evaluator

and aimed to:

- evaluate the Partnership Health Worker role;
- measure involvement, partnership, confidence and community capacity building and;
- Use the work with BMCA's older people's project as a case study

Jane said that the most critical issue was the approach taken—summarised as “It ain’t what you do it’s the way that you do it!”

- Relationship and process
- Ownership
- Everyone getting something out of it
- Lots of conversations
- Lots of reflecting back
- having a shared vision or dream

The work resulted in the following outcomes

- Project workers developed skills & knowledge
- Evaluation reports and data for SMHLN & BMCA
- Stronger relationships on project
- A neighbourhood network for older people – “Cake & Conversation”
- A lively and engaging older people’s project
- **A brand new GP surgery!!**

**In summary an asset based approach involves**

- Finding out what your assets are
- Building on them to develop more
- Dreaming
- Going for it!!

This presentation was followed by a lively discussion/ Q&A session





## Asset Mapping Exercise Introduced by John Butler from MACC

John explained that the purpose of this exercise was to facilitate a discussion between participants and produce a map of resources for mental health and wellbeing for each of the wards. Resources could be either organisations or targeted services, universal resources such as libraries, parks or markets etc. and anything else about the area which enhances people's mental health and wellbeing.



People were also asked to identify local “hubs” i.e. people or organisations that are in touch with lots of other people and act as a focus for information sharing. This exercise was about identifying assets rather than needs nonetheless people were also invited to draw up a wish list. There were six tables with paper table cloths and lots of pens- each table had a facilitator. People were asked to join the table where they carried out most of their work.

The tables were:

- Cheetham & Crumpsall;
- Charlestown & Blackley,;
- Harpurhey & Moston;
- Miles Platting & Newton Health;
- Ancoats and Clayton with Bradford and;
- City Wide

## Feedback from Asset Mapping Exercise

Constructive and useful mapping exercise which generated lots of discussions and information. The citywide group noted that it stimulated people's thinking about how the network could be used to facilitate sharing of information and bartering of resources, reduce duplication, encourage joint development make use of under utilised resources e.g. school buildings out of hours.

In addition to the recognition of community centres and local VCS organisations the local areas placed a high value on parks, recreational resources, local shops, bakeries, hairdressers, markets, cemeteries and community churches. The Cheetham & Crumpsall group emphasised the feel good factor associated with the fruit & veg shops on Cheetham Hill Road “you can just reach out and pluck the fruit” – “goods are not protected under glass” “It has a holiday feel to it”- and; made a plea to planners not to allow anymore fast food takeaways, pound shops or bookies; They also wanted to clean up local resources such as the post office; the park café; to revitalise community resources such as the old library and Abraham Moss and; wanted large supermarkets to be more accountable to local communities.

Charlestown & Blackley valued Heaton Park, Boggart Hole Clough, and the local shops on Victoria Avenue. They wished for walking tours, safe green spaces and better transport connections across north Manchester.

In addition to a range of targeted and universal resources Miles Platting & Newton Heath emphasised the importance of the canal and Lock 69 with it's 2 pubs. They also noted the industrial zone which has disconnected Miles Platting from Newton Heath. “People are not able to access services on the other side of the zone. It would be a good if this zone was converted into a resourceful activity or service”.

Harpurhey and Moston were more modest in their aspirations only asking for some coat hanger rails for the second hand clothes in the community church.



## Timebanking Presentation Chris Dabbs Unlimited Potential

“Making the world a happier and healthier place to live.”

***“Making time for each other.”***



Time Banking strengthens communities by drawing people together and by developing mutual friendships and support.

### Core values

At the heart of Time Banking are five core values:

- People are assets;
- Redefining work;
- Working together - give and receive;
- Improving our communities through mutual trust and;
- Empowerment of those being helped.

### How Time Banking works:

- People identify their skills and needs.
- All skills are valued equally – one hour always equals one time credit.
- Everyone agrees to give and to receive help.
- Everyone spends their time credits to allow others to feel valued.
- A record is kept of all the time credits earned and spent. Members get a regular statement with the balance on their time account.
- Open to all, of any background, age or ability; everyone has skills and experience.
- No cash involved: only cost is your time.
- Does not affect your tax or benefits.



### **A way to well-being**

- Be active.
- Connect.
- Give.
- Keep learning.
- Take notice.

### **Salford Time Bank**

- First in Greater Manchester (2008).
- Used guidance by Time Banking UK [www.timebanking.org](http://www.timebanking.org)
- Piloted with evaluation.
- Now commissioned by NHS Salford for health outcomes.

### **Critical factors:**

- Time Broker recruitment
- Relationships - friends
- Events
- Partnerships

## **Question and Answer Session**

### **How does time banking deal with safety issues?**

Each member is required to have 2 references but these can be very informal.

CRBs are free through 'Time banking UK', but only required for those who will work with vulnerable groups.

Trust is essential and the time broker can be involved in first visits, to facilitate this. The concept is about minimising risks, treating people as humans and friends, taking reasonable risks.

Children operate in groups.

### **Does Manchester have a Timebank ?**

No, there was a 'Lets' scheme, which operated differently. Timebanking is more about encouraging ways of people 'spending' credits.

The project in Salford creates opportunities for people to spend credits. One example is the social event being planned, where only time bank credits accepted as entry.

Sometimes people do not realise they have needs till later on. Some people may offer assets, e.g. language lessons, which people can 'buy', when convenient.

There may be national schemes, e.g. on Facebook.

## **Spread**

There is hope that Unlimited Potential will widen beyond Kersal and Charlestown, but timebanks need to focus on neighbourhoods, creating a chain of limited size timebanks, rather than citywide. Chris is currently working with NHS Salford to show outcomes and cost effectiveness, to seek funding to set up new local timebanks.

Each Timebank is around 170 people as a maximum number. South Wales, however is developing one involving 3<sup>rd</sup> of the population. The C.A.B. there has to pay its volunteers in time credits and become part of that system.

## **How do members get resources or materials?**

When sessions are 1-1, people may pay for basic ingredients, e.g. cakes etc.

Any expensive things are not usually appropriate for timebanking. However gardening has been possible due to a deal with the University, whereby they have purchased tools in return for student's involvement in a timebanking project, towards their masters.

Other materials and resources have been donated or loaned.

A small budget is part of the core funding and is available for social events.

## **Models**

Timebanking can run on many models, 1-1. or 1 to many ( e.g. teaching a group), many to 1 , e.g. supporting a person with a disability or many to many; organisations can time bank with each other e/g/ healthy living centre in Salford hires room to time bank organisation in return for credits not cash.

## **Volunteering versus timebanking**

Is there a danger of exploitation or paid work being replaced by timebanking ?

Timebanking is an alternative to volunteering , it is explicitly a 2 way deal, also Volunteering can put some people off, as it can be seen as 'middle class' or a continuous heavy commitment, Time bank offers opportunities to provide skills in a very flexible way.

Statutory and voluntary agencies can never hope to sort out all problems, without the involvement of the local people. Some communities are disempowered and waiting for help and change, that's never going to materialise. Timebanking says you are not completely dependant, nor are you totally independent. We all need 'interdependency'. The cuts and the gaps emerging will need to be addressed, but this is not about taking paid social workers out of the equation, but offering services like gardening tidying where no one else can help.

### **Way Forward:** John Butler

John explained that the planning group are committed to developing the network, holding future network events and supporting the development of new initiatives. He encouraged members to complete the expression of interest form which they received in their conference packs as this would enable members to influence future developments.

John said that the organising group would write up and circulate the report and would be drawing on everyone's ideas and offers of help in planning the next event. Where people had expressed a direct interest in developing new ways of working then the organising group would guarantee their support

## **Feedback from the expression of interest forms**

### **Area of interest**

Four organisations expressed an interest in time banks and two wanted to find out more about appreciative inquiry methods

### **Suggested themes/speakers for future network meetings**

- Social prescribing, bibliotherapy
- Services for adolescents
- Wellbeing in practice— journeys to wellbeing, pathways through services, case studies, examples
- Ways to share expertise/knowledge/experience
- Understanding how to link issues identified by adult service users to outcomes/interventions for their children.
- 

### **Offer of venue for future network events or meetings**

- We received seven offers of cheap or free venues for future meetings.

## Any other resources you can share:

- The library service maintain a list of recommended health websites on the library website [www.manchester.gov.uk/libraries](http://www.manchester.gov.uk/libraries) includes a section on mental health
- Pro-contact offer the following programmes: parenting for separated parents- Men's group (Dads) – Anger management programmes
- The Manchester LINK have a free space in their monthly newsletter to advertise groups/events etc and an extensive database for Manchester for signposting – statutory powers with health and social care providers

## Who was missing today - who else should we target?

- Social services
- Jewish community what happened?
- Didn't feel anyone was missing the array of services was amazing
- Community groups community members
- Local councillors
- faith groups e.g. Manchester mosques
- GP's
- Dual diagnosis service
- Schools

## 37 people completed evaluation forms

95% emphasised how the structured and informal networking/mapping time enabled members to make new contacts and get information about the range of agencies in the field, how they work and what's on offer.

50% referred to revisiting the time bank idea or hearing about it for the first time

30% referred to either asset based approaches/asset mapping and appreciative Inquiry

“Thinking creatively about sharing resources and bartering services”

“Opportunity to engage with agencies that are indirectly linked to ours”.

“finally we are looking at joining the dots– sharing– patients/clients, to offer rounded services. Whole services to meet needs of all through chain”.

“Being able to see individuals and communities are resourceful enough to provide some of their own resources/solutions”

### **What people liked most**

The Numbers the, friendliness the enthusiasm and the sense of empowerment

### **What people wanted to find out more about**

Timebanking

Asset based approaches/appreciative enquiry

Contact details

Local services and developments in mental health policy in Manchester

Small community groups

Specific projects and subject areas

The place to be

MACC mental health

Awarm

Prison visiting and support for when people leave prison

Pro contact

Nth M/cr health forum

Supporting parents with mental health problems to improve outcomes for their children

### **A word from the organisers**

There was a very diverse audience from a range of different sectors who do not normally come together for what was unanimously agreed to be excellent event. The organisers were aware that the timing and the venue (on a Friday in a Christian church) may have put some people off or made it difficult for them to attend. The reasons for this were to do with the cost/availability suitable venues, the availability of the speakers and the need to hold the event before the summer holidays. The net result of these factors meant that we could only do it on a Friday unless we postponed the event until after September. We accept responsibility for this. This event was aimed at frontline workers and managers. We did invite councillors directly, unfortunately no responses were received. We will make use of all feedback received in planning future activity for the network and will call on members to disseminate information to a range of different interest groups

We want to thank members of the Harpurhey Community Church for all their support in ensuring the success of this event.



## The Guest Speakers

**Val Little (NHS worker)** - Val's philosophy is rooted in socialist health principles which have led her from hospital nursing tending to the sick and wounded in Stockport A&E in the 80's. Then into the community as a District Nurse and then Health Visitor where she had a Eureka moment realising people can actually help themselves and they are very skilled at it too! This happened when a parent was complaining about lack of affordable play facilities for her children during the summer holidays... she began to think :- 'what if they could be supported to run their own scheme' a cunning plan and way of working began to form?

Val went on to become a Community development worker employed by Stockport PCT, using "asset based approaches" (but they didn't call it that back then). In 2005 Val was employed by Manchester PCT as a Health Inequalities Coordinator, Manchester NHS was preparing for yet another change, one of which was mainstreaming the Healthy Living Network. Val was seconded to MCC for a year to lead on this work. Since then she has managed the HLN in South Manchester.

**Jane McAllister** – is a Partnership Health Worker. Jane's background is youth and community work, both in the voluntary and statutory sectors. Jane started working for the NHS at North Manchester Women's Health Team in 1993; moved to be a Community Health Development Worker in Gorton in 2001 and "morphed" into a Partnership Health Worker for Gorton and Levenshulme in 2004. Jane is now Partnership Health Worker with South Manchester Healthy Living Network.

**Chris Dabbs** - is Chief Executive of Unlimited Potential, a democratically-controlled social enterprise in Salford that uses social innovation for happiness and health. It is the first organisation in northern England to gain the Social Enterprise Mark, has audited social accounts, and is rated on the SE100 Index as the second fastest growing social enterprise in health and care in the UK. Chris has set up and supported local people to set up many social enterprises. He is a Fellow of the School for Social Entrepreneurs, a Fellow of the Royal Society of Arts, and a Campus Enterprise Fellow at the University of Salford. Chris is the Coordinator of the Social Enterprise Network with NHS Networks, and also operates as a futurologist. A trained social anthropologist, he advises or works with several regional and national bodies on social entrepreneurship and innovation. Despite everything, Chris still wants to change the world.

## “Asset-based approaches”, a sample of the literature

**Glass Half Full** How an asset approach can improve community health & well being. Improvement & Development Agency IDeA (2010)  
<http://www.idea.gov.uk/idk/aio/18410498>

**The Challenge of Co-production** How equal partnerships between professionals and the public are crucial to improving public services  
 David Boyle and Michael Harris (NESTA 2009)  
<http://www.nesta.org.uk/library/documents/Co-production-report.pdf>

**Public Services Inside Out** Putting co-production into practice  
 David Boyle, Julie Slay & Lucie Stephens  
<http://www.nesta.org.uk/library/documents/public-services-inside-out.pdf>

**5 Ways to Wellbeing** The evidence base for improving people’s well-being prepared for the Foresight Project by Jody Aked, Nic Marks, Corrina Cordon & Sam Thompson. New Economics Foundation (nef)  
[http://neweconomics.org/sites/neweconomics.org/files/Five\\_Ways\\_to\\_Well-being\\_Evidence\\_1.pdf](http://neweconomics.org/sites/neweconomics.org/files/Five_Ways_to_Well-being_Evidence_1.pdf)

**Unseen Unequal Untapped Unleashed** The potential for community action at the Grass Roots (Community Sector Coalition)  
 At a time of massive cuts ‘community resilience’ is what will determine how well local people will survive. When there is no public sector money, when business retreats, all that is left is the collective action of ordinary people. The Coalition believes the scale of community action is not really recognised and understood. Community groups are often overlooked and ignored by government third sector policy.  
[http://www.e-c-a.ac.uk/media/uploaded\\_files/CSC\\_policy\\_paper\\_Unleashing\\_the\\_Potential.pdf](http://www.e-c-a.ac.uk/media/uploaded_files/CSC_policy_paper_Unleashing_the_Potential.pdf)

**The New Wealth of Time**  
 How timebanking helps people build better public services. nef (2008)  
[http://www.timebanking.org/documents/Publications/New\\_Wealth\\_of\\_Time.pdf](http://www.timebanking.org/documents/Publications/New_Wealth_of_Time.pdf)

## Delegates

| Name         |            | Organisation  |
|--------------|------------|---|
| Sofie        | Anderson   | Richmond Fellowship                                   |
| Mohammed     | Abbas      | NHS Manchester  |
| Emnet        | Araya      | MARIM   |
| Paul         | Arnold     | Mood Swings   |
| Noreen       | Asghar     | NHS Manchester  |
| Saraqat      | Aslam      | FAST  |
| Vicky        | Atkinson   | Mill Brook Independent Hospital                       |
| Najma        | Begum      | Woodville Surestart                                   |
| Mona         | Bhabuta    | Library Service, Manchester City Council              |
| Collette     | Bradshaw   | ACMHS PCT   |
| Ruth         | Brawn      | Harpurhey Community Church                            |
| Ann          | Brown      | Northwards Housing                                    |
| John         | Butler     | MACC  |
| Karen        | Camm       | Clayton Childrens Centre                              |
| Mary         | Carter     | Creative Support                                      |
| Glenn-Maree  | Charles    | MARIM   |
| Pauline      | Clark      | MACC  |
| Stacie       | Cohen      | AWARM   |
| Jasmine      | Coleman    | Discharge Planning Team NHS                           |
| Sue          | Connell    | NACRO Family Intervention & Parenting Support Project |
| Sheila       | Cox        | NHS Manchester  |
| Ben          | Crouch     | The Roby  |
| Marilyn      | Cuffy      | Collective Voice                                      |
| Chris        | Dabbs      | Unlimited Potential                                   |
| Naomi        | Davies     | ZEST  |
| Rivka        | Domnitz    | Pro-Contact   |
| Mary         | Duncan     | MACC  |
| Perseverance | Dune       | Manchester Early Intervention Team NHS                |
| Molly        | Dunn       | Out Look  |
| Dave         | Fernyhough | The Place 2 Be  |
| Candice      | Finnigan   | Moston Surestart                                      |
| Anita        | Frost      | Foundations Project, Action for Children              |

|            |              |  |
|------------|--------------|--|
| Jo         | Garbutt      | Boaz Trust                               |
| Kate       | Griffiths    | Manchester Stop Smoking Service          |
| Tom        | Griffiths    | SEVA                                     |
| Lydia      | Hurford-Cato | Manchester LINK                          |
| Peter      | Ireland      | Age Concern                              |
| Paul       | Johnston     | Commissioning Team, Adults Directorate   |
| Keith      | Jones        | CAFCASS                                  |
| Jason      | Kalugarama   | North Manchester Regen                   |
| Anne-Marie | Keating      | Health Development Manchester Leisure    |
| Anthony    | Kollie       | SEVA                                     |
| Mary       | Lewis        | McCartney Psychotherapy Unit             |
| Val        | Little       | NHS                                      |
| Shamin     | Malik        | NHS Manchester                           |
| Peter      | Marsh        | Generation Project                       |
| Jane       | McAllister   | Partnership Health Worker                |
| Ross       | McGuigan     | Active Lifestyles                        |
| Claire     | McMyler      | NHS Manchester                           |
| Angela     | Melton       | Family Intervention CS                   |
| Jack       | Merlo        | Self Help Services                       |
| Jenny      | Morris       | Library Service, Manchester City Council |
| Lisa       | O'Brien      | Inner Peace                              |
| Sue        | O'Connor     | Barnardos                                |
| Tracy      | Pimlott      | Working Links                            |
| Caroline   | Powell       | Expert Patient Programme                 |
| Mark       | Preston      | Self Help Services                       |
| Carol      | Pridding     | Northwards Housing                       |
| Emma       | Read         | Manchester Joint Health Unit             |
| Jennifer   | Richardson   | BHA                                      |
| Lucy       | Rolfe        | LGF                                      |
| Bonita     | Santos       | NHS Western Cheshire                     |
| Karen      | Scott        | Macmillan Solutions                      |
| Tamairat   | Seyoum       | Welcome Centre                           |
| Fiona      | Sheen        | School Nurse Service                     |
| Scott      | Sinclair     | Family Support Plus, Adults Directorate  |
| Debbie     | Smith        | Alzheimers Society                       |

|           |             |  |
|-----------|-------------|--|
| Diane     | Strettle    | GMP  |
| V         | Svaikovskit | MSM  |
| Joan      | Tipping     | North Manchester Wellbeing Centre                      |
| Samantha  | Tran        | Children's Services, Children's Trust, Leadership Team |
| Justine   | Vernie      | Turning Point  |
| Katherine | Vickers     | St Malachy's RC Primary School                         |
| Judith    | Ware        | St Matthews Church                                     |
| Keith     | Walmsley    | Crisis Point, Turning Point                            |
| Theresa   | Wilson      | Peoples Voice Media                                    |
| Anna      | Wood        | Connexions   |
| Estelle   | Worthington | CN4M   |



## The Event Organisers

- Mohammad Abas Commissioning Manager NHS Manchester.
- Noreen Asghar Primary care Mental health Worker NHS Manchester.
- John Butler Development worker Mental Health Manchester Alliance for Community Care (MACC).
- Glen-Maree Charles North Manchester Development Worker Multi-Agency Refugee Integration in Manchester (MARIM) Directorate for Adults Manchester City Council.
- Pauline Clark Development Support Worker MACC
- Sheila Cox Health Visiting Team NHS Manchester.
- Naomi Davies , Zest Hub Coordinator for Cheetham and Crumpsall North Manchester Regeneration Team.
- Mary Duncan Development Worker Older People MACC
- Anthony Kollie Community Development Worker SEVA
- Shamin Malik Public Health Development Advisor (Mental Health) Manchester Public Health Development Service.
- Jennifer Richardson Project Coordinator Routes Project/Sahara Project Black Health Agency.
- Fiona Roy Mental Health Co-ordinator Harpurhey Day Centre Manchester Mental health & Social care Trust.



# North Manchester 5 Ways 2 Mental Health & Wellbeing Network

Report produced by Manchester Alliance for Community  
Care (MACC)

For further information about the network or a copy of the  
report contact

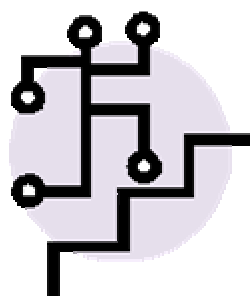
John Butler at MACC

Tel: 0161 834 9823

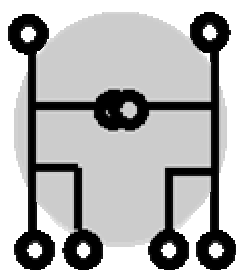
Email: [john@macc.org.uk](mailto:john@macc.org.uk)

You can also download a copy of the report

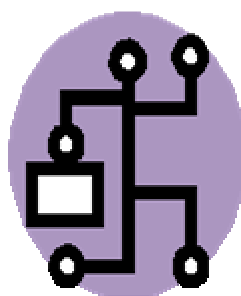
[www.macc.org.uk](http://www.macc.org.uk)



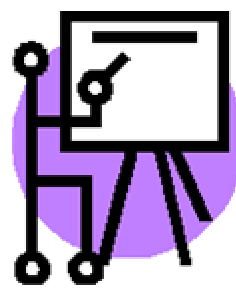
Be Active



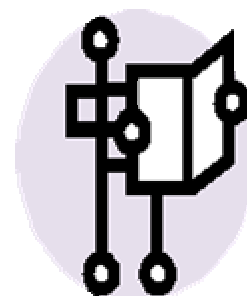
Connect



Give



Keep Learning



Take Notice