

## Annual Report 2014/15

### Message from the Chair

Welcome to the Mosaic Community Trust's Annual report for 2014/15. MCT has continued to work at the grassroots level, where our strength and commitment lies. We have been extremely fortunate to receive excellent co-operation and response from the local communities we serve in North Westminster in general and Church Street residents in particular. In view of the continued demonstration of our low cost high impact work in Church Street area, we have received both recognition and acceptance by several health providers in the area and we are extremely proud to partner with the 2 main local GP health Service providers – Paddington Green and Lisson Grove health centres. This has been successfully facilitated by the central London Clinical Commissioning Group, which continues to value our activities and services in Church Street area, which is the most deprived ward in the whole of Westminster.

Whilst 2014/15 has been a difficult year with major funding pressures on all the resources we depend on, we have been very fortunate to maintain our high impact services to our local communities by mobilising mainly pro-bono support from several statutory and private sector and voluntary organisations and individuals, who offered excellent training resources, free venues and professional services. I wish to take this opportunity to thank a few of them in particular: BME Health Forum, Paddington Development Trust, One Westminster, Central London Clinical Commissioning group, Westminster IAPT, Central and North West NHS foundation for offering First Aid in Mental health training, Westminster City Council and Prevent Unit in particular.

It is nearly a decade since we started our operations and this year we decided to undertake a review of our original objects in January 2015. This resulted in making some major strategic changes to our original objects and in particular extending our activities to overseas projects addressing poverty reduction and improving health and well being of the most disadvantaged communities. The Charity Commission has now given us their consent to operate globally, which would further enable us to replicate and scale up some of our unique low cost high impact models in countries which happen to be the countries of origin of our user communities in Westminster.

I continue to be very impressed with the quality and level of our work and the annual review report is a clear demonstration of MCT's commitment to quality and impact. The leadership provided by our Managing Trustee and Director Lena Choudary-Salter along with her staff team Rana Rahman, Roma Akter, James Paul, Heike Gloeckner, Elena Grbic continues to position MCT at a strategic level within the community sector and is well recognised as a sector leader at the service delivery level. MCT's Board has a range of skills and expertise, which adds huge value to the organization in terms of providing effective governance and an enabling environment.

I wholeheartedly recommend reading about the fantastic progress made this year presented in our annual review attached to this report and also encourage you to contact us at any time, whether simply for more information or to offer your services or support.

**Mark Gifford, Chair. Mosaic Community Trust.**



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## Annual Review 2014/15

Between April 2014 and March 2015, The Mosaic Community Trust (MCT) successfully implemented three projects in the Church Street Area of Westminster; reaching out to at least 1000 residents in Church Street area and catalysing key changes in residents' health and wellbeing. Groups of women were trained as **Community Health Champions, Community Patient Champions and Mental Health Champions.**

### **Community Health Champions:**

The Community Health Champions two-year project, funded by the Tri-Borough Public Health Department, was completed at the end of June 2014. The SROI (Social Return on Investment) study, commissioned by Westminster Council to determine the social value of the project for all contract partners, clearly highlights the effectiveness and the low cost-high impact of MCT's project, confirming that the cost of improving health and well being in the community is less than £1.60 per person per year. We reached around 700 residents in the final year of the project and the study showed a clear impact on health improvement through life style changes, including diet and exercise.

### **Community Patient Champions:**

MCT developed and promoted a unique model to improve local patients' experience and access to GP services, including more representational participation on Patient Participation Groups (PPGs). Due to the interest in this model approach, i.e. training 10 women as Community Patient Champions, the Central London Clinical Commissioning Group (CLCCG) awarded MCT a sum of £5,000, allocated through two local GP practices (Paddington Green and Lisson Grove Health Centres), to implement Phase I of the Patient Empowerment and Engagement Project. MCT worked in close partnership with the two Practice Managers to carry out a patient survey and facilitate regular patient empowerment training and information sessions for the 10 Community Patient Champions. The project was completed in March 2015 and benefitted approximately 510 residents from the local BME community (Direct – 10 Community Patient Champions; Indirect - 500 registered patients).

Project outcomes include:

- 10 trained community based Patient Champions with the awareness, confidence and knowledge to engage with and influence the work of primary care service providers, Healthwatch, CCGs.
- More BME patients effectively participating in their local PPGs.
- Increased use of local pharmacists for non-emergency conditions.
- 10 Patient Champions demonstrating an increased knowledge and understanding of patients' rights, GP Services Charter and the types of local community health services available.
- Access to GP services and other community health services has improved for BME patients in terms of their needs and uptake of these services.
- Through the outreach work of the Patient Champions, approximately 500 patients have been empowered to better access and participate in mainstream health service provision.



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### **Mental Health Champions:**

After successfully taking on the role of Community Health Champions, a group of women in the community also asked to be trained as Mental Health Champions. MCT received £5,980 from The Peter Stebbings Trust and £3,925 from the CLCCG towards the cost of this project and facilitated training for 15 local women and mothers as Mental Health Champions. Working in partnership with NHS Westminster IAPT (Improving Access to Psychological Therapies) Services, a 12 week CBT (Cognitive Behavioural Therapy) course was facilitated and included sessions on the self management of three mental health conditions the group had collectively identified. MCT then facilitated additional sessions to empower the 10 selected Mental Health Champions to undertake community outreach work in addition to attending a three day course on "Mental Health First Aid".

*"I had a family get-together last weekend and I shared all my learning with them about depression, stress and anxiety. They were so happy to know how much I changed and how much knowledge I have after becoming a Community Mental Health Champion. I showed them all my handouts that I received from Mosaic and they were all very proud of me."*

Church Street resident and Community Mental Health Champion

*"I have lost so much weight and I feel so confident and less stressed thanks to Mosaic and my friends in the group who encouraged me so much. Now all the other mothers I meet want to be like me. I follow all the right CBT tips that I have learnt and my family is also benefiting from this. I can now self manage my anxiety and stress and I am more active in the community and no longer isolated as before."*

Church Street resident and Community Mental Health Champion

*"When I first came to Church Street, I was very unhappy. I did not like the area and I did not have any friends. The communities were different from mine and did not feel comfortable to make friends. Then Roma invited me to join Mosaic Mental Health Community Champions group and I have been an active member of Mosaic's self help group and have made so many friends and learnt so much to improve my life and my family's health and well being. I love this group and I am always ready to do anything to help the community and be a champion in Church Street."*

Church Street resident and Community Mental Health Champion

The project was completed at the end of March 2015 with the following outcomes:

- All self-help group participants (10) demonstrated increased knowledge and understanding on mental health and well-being.
- All self-help group participants (10) no longer have any stigma against mental illness.
- All project participants (approx. 160 based on the understanding that each of the 10 Mental Health Community Champions would reach out to at least 16 other women in the community) are aware of relevant services available in Westminster to address their mental health needs.
- At least 50% of project participants (80+) will access some statutory services to address their mental health needs.
- All project participants (approx. 160) will no longer experience stigma and other barriers in accessing mental health and well-being services.
- At least 50% of project participants (80+) have disseminated learning on mental health to their friends, family and colleagues.



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### **Community Art Project:**

MCT partnered with The Show Room Gallery on a project to create a **Living Wall** at Church Street Library which captures the qualities and dynamics of the local community. The art work was launched by the local Council Leader and MCT was recognised for its work with BME communities in Church Street.

### **PPG Event:**

As part of the Patient Empowerment and Engagement Project, MCT hosted and facilitated a **community-based PPG event** in early March 2015. The aim of the event was to facilitate a patient-led and community based event to encourage feedback and discussion on local health services. Patient Champions and other registered Church Street patients provided feedback on the services currently available in order to influence an improvement of these services for BME residents. The GP Practice staff attending the event assured patients of their continued support and partnership in working to improve the quality of GP services for patients in Church Street Ward. At the event MCT also presented the findings of its recent **Patient Survey**, which captured and analysed the views of locally registered BME patients, with the aim of improving GP practice services, the 'patient experience' and access to GP and other NHS health services.

### **Looking Forward**

Over the course of the reporting period, many new concerns and needs were raised by project participants. In working to address both residents' emerging needs and the aims of the organisation, i.e. building stronger more resilient communities, MCT will be implementing and facilitating several exciting and much needed projects with full support and participation of the local communities.

*MMQ-MW 12/8/15*