



# Annual Report

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// 2011



**Justlife**

“Justlife helped me get my life back on track when I hit rock bottom. I thought there was nobody else who could help me, but Justlife helped me so much to get to where I am now. I owe them so much.”

# Gary Bishop

Justlife, Managing Director

Justlife was born in October 2008 in response to the needs of a small community in East Manchester. It seems hard to believe that what started as a weekly lunch from a hired church hall has grown to a service operating five days a week, serving the many vulnerable adults in this community. The impact of our work in Manchester has led to numerous opportunities to expand our health & social care services to other regions and we are exploring possibilities of partnership with housing providers, GP practices, churches and other community organisations which share our passion for innovation and transformation impacting those on the margins.

This, our first annual report, provides lots of information which relates to the Openshaw Health & Enterprise Centre which opened in March 2011 and has already helped well over 100 people. This centre is an example of how listening and learning from a local community enables the provision of high impact services and the achievement of holistic regeneration for many.

Justlife is resourced by an incredible team of volunteers working at every level of the organisation, every salaried hour at Justlife is matched by at least one voluntary hour generously given by a member of the community and increasingly by service users who are wanting to give something back. I want to say a huge thank you to everyone who supports our work in Manchester and further afield.

Gary Bishop



# The Vision

for Justlife

Justlife is a charity and social enterprise which provides innovative, strategic and frontline responses to community needs, working specifically to raise aspirations for vulnerable adults. The organisation was formally constituted as a Community Interest Company (CIC) in October 2008 when a small group of Manchester residents started a pilot project providing a weekly meal to people living in B&B accommodation. The success and development of the initial pilot led, in spring 2011, to the opening of the Health and Enterprise Centre in Openshaw, East Manchester. This document reports on the impact of the centre on the local community during its first 6 months of opening.

Justlife is currently exploring opportunities to work in other cities and local authority areas developing bespoke responses to specific needs. Justlife has 3 core work streams:



## Regeneration

Working with a wide range of stakeholders to deliver innovative solutions to complex needs within communities which are in need of physical restoration.

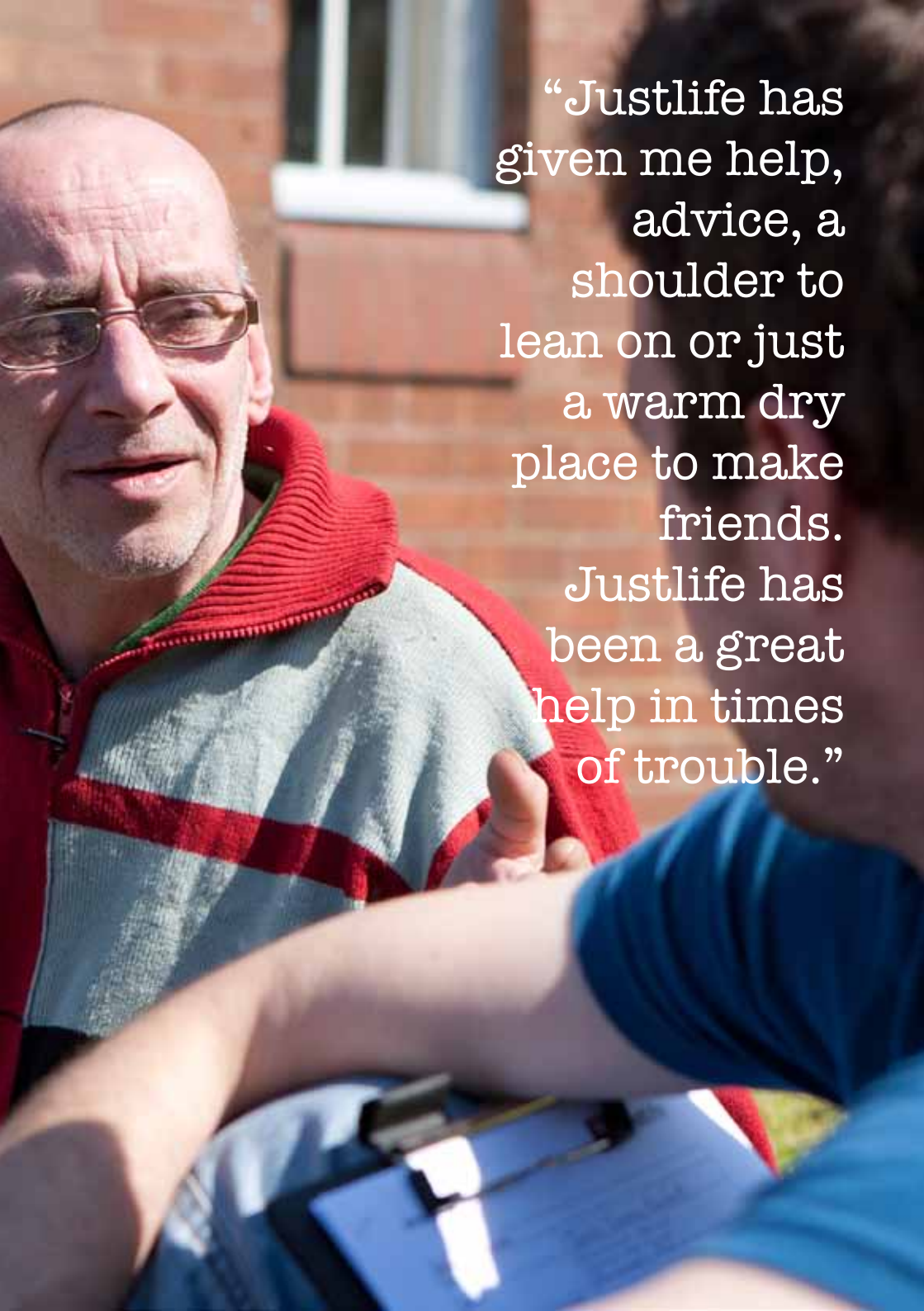
## Resourcing

Delivering the right services, in the right place, at the right time and in the right way. Justlife is committed to ensuring that the most vulnerable have access to relevant health, housing and social care services.

## Research

We are a learning organisation which is committed to maximising our opportunities to gain a deeper understanding of the needs of communities, families and individuals in order to inform our services and share what we learn with others.



A photograph of a man with glasses and a red and grey sweater talking to a woman in a blue shirt. The man is on the left, looking towards the woman on the right. The woman is holding a clipboard. The background is a brick wall with a window.

“Justlife has given me help, advice, a shoulder to lean on or just a warm dry place to make friends. Justlife has been a great help in times of trouble.”

# The Centre

Justlife Health and Enterprise Centre



The Health & Enterprise combination comes from a recognition that health and wellbeing are often closely related to a person's feeling of worth and value and the two things are dependent upon one another. The purpose of the centre is to provide advice and support around housing, health and substance misuse issues, alongside opportunities to build self-confidence, skills and experience through workshops, volunteering opportunities and one-to-one support, which will enable people to make a positive contribution to society.

The primary funder of this centre is the Big Lottery Fund who are backing the project for 3 years, by which time we plan to have found sustainable funding sources in order to maintain the work in this community.

# The Team

staff and volunteers

The team is made up primarily of volunteers who give their time free of charge to make a difference in our community. Most of the volunteers give between 2 and 16 hours per week and provide a range of services from cooking and washing up to IT, accounting and web design. Since opening the centre five service users have joined the volunteering team, developing their confidence and skills as well as supporting the Centre. Sessional workers run workshops supporting the centre staff.

There are three staff members employed at the Health and Enterprise Centre:

**Sue Ryland** is the Centre Manager and joins us from her previous role as Operations Director at DISC. Sue brings to Justlife more than twenty years' experience of working in supported housing, a desire to make a difference and to see the work of Justlife thrive. In her first few months at Justlife she has brought into place structure and policies as well as working to raise the profile of Justlife in Manchester and surrounding areas.



**Matt Lloyd** is employed full time as the Justlife Project Worker. Matt previously worked as a support worker in prisons and as a youth worker. He is passionate about the work of Justlife, providing a responsive service and never knows what each day will bring. His honest and straightforward approach enables him to gain the trust of clients and therefore provide an excellent support service.



**Hannah Bishop** is a registered nurse and is a founding director of Justlife. Hannah is seconded from Hawthorne Medical Centre in Levenshulme for part of every week to work at the Centre. Hannah delivers health promotion to service users and on-the-spot health advice as well as sexual health screening, vaccinations and wound care as appropriate. Hannah delivers the SMART Recovery Programme at the Centre.



# Centre Programme

Services and activities at the centre



## Advice and Guidance

**Housing advice** - Manchester City Council's Single Person Resettlement Team delivers a service at Justlife providing advice and guidance, and carrying out housing assessments to help people move out of Bed & Breakfast accommodation and find a safe and secure place to live.

**Credit Union** - The Credit Union works with Justlife to help clients work out a budget, open a bank account, start saving, sort out benefits, and access affordable loans.

**Partnership Working** - Justlife works with many voluntary and statutory organisations across Manchester and makes referrals to health, housing and other services to ensure clients receive the best possible support service.

## Key Working

The Project Worker provides one to one support to many Justlife clients with complex needs. This support is based on an outcome focused needs assessment and support plan developed to help people address their barriers to a settled lifestyle. We ensure clients are at the centre of service delivery, working towards mutually agreed goals contained in their individual support plan.

“Justlife keeps me out of trouble. It and not just looking at the four



## Skills Development Activities

As part of our confidence-building programme we offer a growing range of workshops including: art, an introduction to computers, gardening and growing food (in our onsite allotment), cooking, football and creative writing.

As well as building confidence, service users are able to build skills for employment, life and enjoyment, helping make positive steps forward.

The workshops are led by a number of specialist sessional staff and are well attended by service users.

## Drop-in services

**Drop-in meals** - Justlife began by building community with service users around meal tables and this remains a central element of the weekly programme at the centre. Each Monday and Friday a free, nutritious, hot meal is provided and this creates an opportunity for service users to engage with staff and volunteers, identify areas of need and communicate relevant information.

**Internet cafe** - Justlife service users are able to use the IT facilities every morning for jobsearch, social networking, email and internet searching.

**On the spot advice** - Along with a cup of tea and a chat, drop in visitors are able to get friendly on the spot advice about simple issues.

keeps me occupied  
walls in my room.”





“I would not be where I am now if it wasn't for Justlife. I have a lot to thank them for.”

### Health Promotion and Treatments

**Nurse-Led Clinics** - The Centre Nurse provides two clinics per week during which she delivers health information sessions, responsive medical advice and treatment. She delivers sexual health screening, HIV and Syphilis testing, wound care, advice on safer alcohol and drug use and promotes all aspects of healthy lifestyle.

**Community Drugs Team** - Manchester City Council's Community Drugs Team provides advice, guidance and support from the Justlife Centre on a weekly basis.

**SMART** - Self management and recovery training is a model used in recovery communities around the world. The purpose of SMART is to help individuals seeking abstinence from addictive behaviours to gain independence, achieve recovery and lead meaningful and satisfying lives. The Justlife SMART group meets weekly and is facilitated by the centre nurse.



## Client Committee

At Justlife we want to make sure we are providing the services and the support that our clients need and want. The Client Committee enables service users to voice their opinions and those of other clients, to staff at the centre. It is a crucial part of our ethos to involve service users in the design and development of our services.

# Impact Report

Vital statistics from the first six months at the centre

1814

visits to the centre

111

different people have used the centre

The  
Centre

302

visits per month

63

service users registered and completed needs assessments

6

at the cooking

Justlife is not all about statistics, it is about working to transform lives. But, looking at the numbers of people being helped and engaging with our programmes and support provides a picture of the impact that Justlife is having in Manchester.



42

individual housing assessments

28

service users successfully rehoused

Housing

33

housing offers for our service users

35

clients have attended the SMART recovery group

65

at the art workshop

33

at the art workshop

Services

95

at the gardening workshop

87

at the computer workshop

# Changing lives

Two responses...

Justlife was a place I didn't really know too much about. The first time I visited Justlife I was quite surprised to see lots of familiar faces, all sat around tables having lunch, chatting away with each other. Then I was asked if I would like some lunch. Since then I visit the centre on a regular basis, getting help with a lot of problems that I am encountering at this moment in time such as appeals associated with my housing. I visit the SMART Recovery Group. I also have one to one support sessions with my key worker; I attend the cooking, computers, art and gardening workshops. I have also seen the nurse for basic health checks as well as having bandages changed. All the staff and volunteers are amazing, they seem to have a magic touch. I wouldn't be where I am today if it wasn't for Justlife. I have a lot to thank them for.



# “Now I’m back in contact with my family, I’ve met my children again.”

I found out about Justlife when I was living in a bed & breakfast place and Matt came by and invited me to come to the centre, I was pretty desperate at the time, my life was on the floor, because I’d lost contact with my children and my Mum plus I was fleeing domestic violence. The Justlife team helped me to get somewhere secure to live and that was when the drug issues started to stop. Before that I used speed on a daily basis for 20 years but since I started coming to the Justlife Centre I’ve only used 3 times in six months.

Now I’m back in contact with my family, I’ve met my children again, I’m living in a shared house and planning to get my own place, I’m volunteering at the centre and even going to keep fit and attending the local church... You didn’t expect that did you?





# Looking Forward

Plans and hopes for the future at Justlife



## Housing

We are exploring opportunities of partnership with housing providers which could provide long term housing solutions for our service users. Alongside this we are beginning to build greater links with private landlords in order to open up increased options for our service users and equip the landlords to accommodate people moving from temporary accommodation.

## Health

We are also looking to develop and expand our health provision for the homeless community, by working with other agencies and GP practices, to better understand the needs that this community has and explore ways of responding to these needs.





We remain absolutely committed to bringing about change for the individuals and communities who we work with, because we believe they deserve better choices and chances.

**We believe another future is possible.**

## Employment

Over the last six months, we have worked with over 30 clients to improve their opportunities for employment. We have achieved this by helping them to create CVs, providing volunteering experiences and interview training. Going forward we plan to expand our work programmes by creating a structured volunteering programme for service users and linking with local businesses and voluntary sector organisations to provide pathways into work.

## Regeneration

Our regeneration team continue to plan and dream for an entirely new future for areas of East Manchester which have fallen into decay and for which there are no current plans for development. We are confident that our ongoing conversations with Manchester City Council and other stakeholders will result in transformation of these forgotten places.

# Partners

Organisations that we work closely with

Single Persons Resettlement Team  
Community Drugs Team  
Hope Citadel Healthcare  
Urban Village Medical Practice  
Manchester Credit Union  
Manchester City Council Housing Dep.  
Greystones Supported Housing  
Tameside Community Mental Health  
Dual Diagnosis Team  
Booth Centre  
Mustard Tree  
Residential Landlords Association  
Job Centre Plus  
Community Mental Health Teams

# Funders

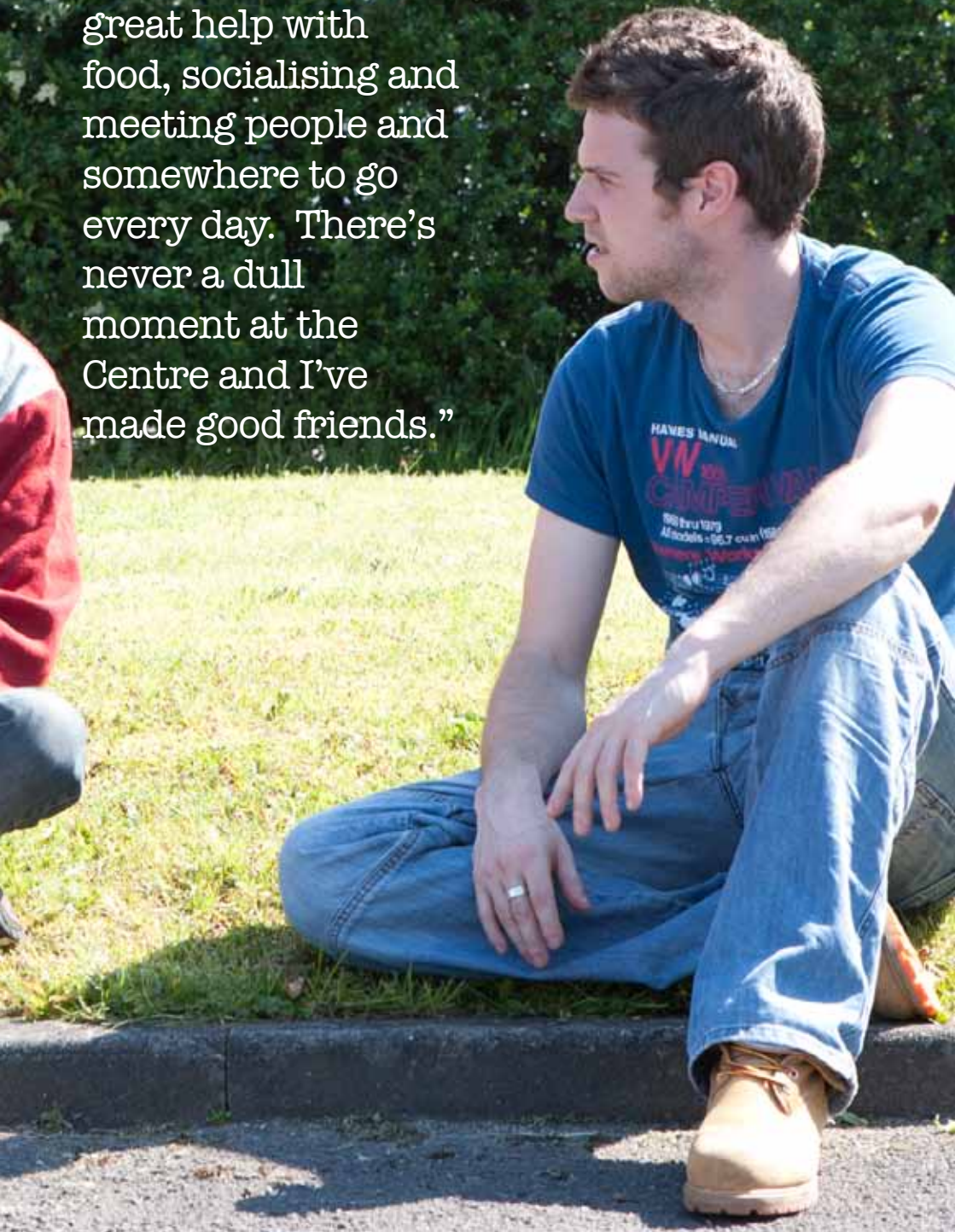
How is Justlife able to run?

The work at Justlife would not be possible without the generous support of many individuals and the Big Lottery Fund. We would like to take this opportunity to thank all who support Justlife through time and resources.





“Justlife’s been a great help with food, socialising and meeting people and somewhere to go every day. There’s never a dull moment at the Centre and I’ve made good friends.”



**Justlife**

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