



**Social Impact Report
2018-2019**

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1. Welcome

Welcome to our social impact report which includes our social return on investment.

This report shares our success and demonstrates the value that our services bring to the communities that we serve in terms of fiscal savings, social value and local economic value.

As you would expect, we monitor and evaluate the outputs, outcomes and impact of our work routinely. This information has been used within this report.

Where it is possible to do so, a financial value, (fiscal saving and/or social value and/or local economic value), has been placed on the impact we deliver using the figures provided within the national TOMS database and New Economy Manchester Unit Cost Database.

The New Economy Manchester Unit Cost Database contains national costs derived from government reports and academic studies. The costs cover crime, education and skills, employment and economy, fire, health, housing and social services. The derivation of the costs and the calculations underpinning them have been quality assured by New Economy in co-operation with HM Government.

The national TOMS database provides a minimum reporting standard for measuring social value. The values contained within it are agreed by the Social Value Taskforce. Taskforce participants include Greater Manchester Combined Authority and Star Procurement (Stockport, Trafford and Rochdale).

In future we will continue to publish annual Social Impact Reports that evidence the effectiveness of the support we provide to children, families and local communities.

2. Vision and mission

Our vision

The full participation of all children and families including those from minority ethnic backgrounds, in an equal and fair society through the achievement of a significant improvement in psychological health and mental wellbeing, and the prevention of problems with mental health.



Our mission

To provide evidence based, effective and culturally competent interventions that address the psychological and mental health of children and their families (including parents and other carers) and improve mental well-being. We aim to achieve a significant improvement in the accessibility and appropriateness of services for black and minority ethnic children and their families.

20.2% to 88.5% of our service users were from BME communities



Family Group Conferences – 20.2%

Therapy – 23.6% and 32.2%

Expert witness reports – 88.5%

3. Summary of our year in numbers

Our year in numbers (1)



173 adults and 258 children
benefited from therapy



23 expert witness assessments
completed 34 children and 27 adults



88 family conferences engaged
124 children and 278 adults



202 professionals
trained



9 professionals supervised

Our year in numbers (2)



2 trainee psychologist and 1 trainee therapist placements for 1-3 months



2 GCSE work placement
for 1 week each
1 A Level work placement for 3
months



2355 hours volunteered by placements and interns

68 hours volunteered by our team
and cultural consultants



5 graduate psychologist internships
for 5-6 months



Work for 1 director, 2 f/t employees, 5 p/t employees and 17 associates

4. Summary of the value we add

The value we add



The value we add



4.1 Our work

Our difference family group conferences

88 family conferences engaged 124
children and 278 adults

67%

Children and young people
felt supported to engage with
decisions about their care

£729,672
fiscal savings



61%

Families completed process

87%

Adults felt listened to

£109,150
social value delivered

Our difference family group conferences

"Making plans so I
can have a more
normal family
relationship"



"We were given plenty
of support and time
within the meeting to
reach a mutual
agreement that was best
for our family"

"Annette was
helpful, and I felt
comfortable talking
to her"

"Being able to
discuss everything
without being
judged"

"It brought the
family together and
enabled them to talk
in a neutral place."

89%

Referred children and families engaged

95%

Children said it was a positive experience

98%

Adults said it was a positive experience

Our difference therapy

Therapy sessions engaged **173** adults and **258** children

£1,244,244
fiscal savings



£570,601
social value delivered

75%

Children showed improvements in resilience, coping mechanisms and self-esteem

56%

Adults reported improvements in resilience, coping mechanisms and self-esteem

70%

Adults reported reductions in parenting stress

Our difference - Therapy

"The resources to take home and the emotion puppets really helped open conversation about feelings"



"Helping him feel part of a team, being listened to. Helps him not feel singled out as he was with others who felt the same way"

"It's nice to have a group session so the kids know that other people have the same problems as them. I liked the session on thinking errors"

"She listens very well to my son's problems and issues at school and home, give some good advice and strategies of how to deal with anger and challenging behaviour at home. My son was able to share his emotions and concerns and problems that he is facing and given advice of how to overcome his difficulty"

"L was able to open up about his feelings and could express himself easily. He highlighted some things about school which was helpful, so we can address this with the teacher!"

Our difference - Therapy

"Becoming aware of some many parent have the same struggles with this issue or condition"

"Chance for open discussion regarding issues and some useful strategies to try"



"Open environment to be able to speak freely about what's happening. Sharing experiences"

"Good, informative session: useful information on techniques to use with my child and support groups available"

"Finding out that it's not just my child suffering from anxiety and that its nothing specifically that I have done to cause this"

Our difference expert witness

11 assessments, with 21 parents and 22 children

73%

Cases with psychological assessment that took full account of racial and cultural background of child/family

£579,436
fiscal savings

EXPERT
WITNESS



Our difference training

5 training courses,
and 6 Cultural Consultancy sessions



Attendees reported
average of 47% increase
in knowledge,
understanding and
confidence in cultural
competence

£ 30,261
social value delivered



Professionals
trained

Our difference - Training

"Challenging and
interesting as I
have never done
this type of thing
before."



"Useful,
practical
application of
knowledge."

"A fascinating insight &
further information on
a subject I have
studied at a lesser
level. It helped me put
some theory into a
real situation."

"Positive feelings about my
own work practice- I feel like
it centred and crystallised a
lot of my thoughts,
experiences and reflections-
I can pass this on to my team
(Very small and help the
department of better
structures/cultures)."

"It was really
interesting to
understand about
talking to the team
about certain
residents- sharing
knowledge. "

Our difference - Training

"learning new things about different cultures and how to do safeguarding"



"able to learn more about other cultures"

"felt comfortable listening and dealing with a difficult subject with the way it was delivered"

Our difference professional supervision

9 professionals supervised

£6,462
social value delivered



4.2 Our people

Our difference placements, internships and volunteers



2 trainee psychologist and 1 trainee therapist placements for 1-3 months



2 GCSE work placement for 1 week each
1 A Level work placement for 3 months



5 graduate psychologist internships for 5-6 months



Our team volunteered 68 hours

£44,213
social value delivered

Our difference our team

Work for 1 director, 2 f/t employees 5 p/t employees, 17 associates and 13 Cultural Consultants Consultants



£251,631
Local economic value delivered

4.3 Community re-investment, local suppliers and environment

Our difference

Community reinvestment

£37,645
social value delivered



Local suppliers

£20,184
social value delivered



£33,640
economic value delivered

Environment

£10
social value delivered



679 miles cycled