



**Social Impact Report  
2018-2019**

Registered company limited by guarantee: 9952509 (England and Wales)  
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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

EXPERT WITNESS



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

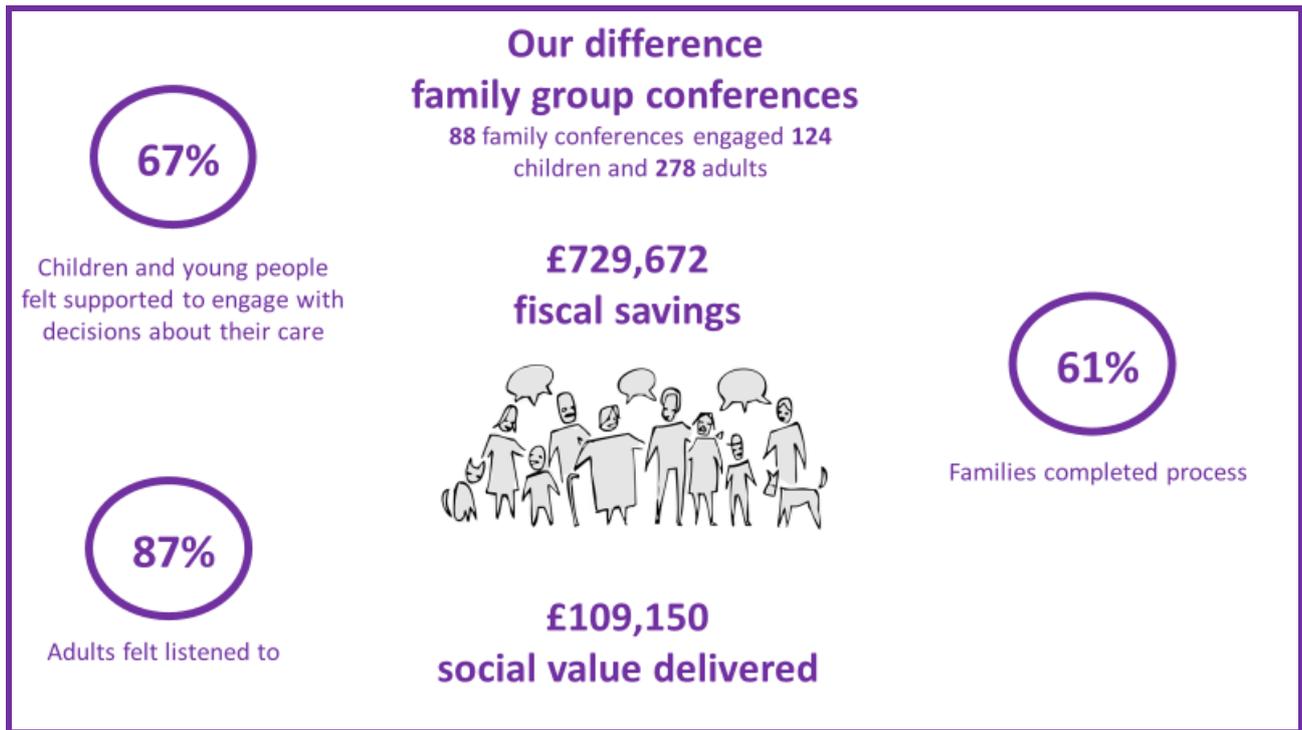
### The value we add



### The value we add



## 4.1 Our work



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"



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

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

"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

↑47%

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

£ 30,261  
social value delivered



202

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





### 4.3 Community re-investment, local suppliers and environment

#### Our difference

##### Community re-investment

£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