

# SOCIETY INC

Annual Report 2021



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## Introduction

We are Society Inc - a Charitable incorporated Organisation based in Little Hulton, Salford – an area amongst the most deprived in England. We believe that everybody is capable of positive change when afforded strong, supportive relationships. Operating across the Greater Manchester footprint, our team of staff and volunteers provide one-to-one mentoring and befriending services to help support social inclusion and positive wellbeing.

The pandemic has served to further compound many of the problems faced by our clients and community – most notably, physical, and mental wellbeing, loneliness and isolation, substance misuse and financial hardship. As such, 2021 has seen continued and significant increase in demand for our services. In response to these ongoing challenges, Society Inc has demonstrated the ability to adapt to the changing needs of our clients. Part of our strategy has included the recruitment and training of additional volunteers and acquiring new premises to enable us to increase our offer and ensure service demand is successfully managed. Situated at the heart of the local community, Society Inc are continuing to provide a safe, accessible, and welcoming space to support our service users and wider community.




This report contains information relative to Society Inc for the period **January 2021 – December 2021**

- Society Inc Impact Report**

**Service data for January 2021 – December 2021**

QUARTER	Number of active service users	New referrals	One-to-one sessions delivered	Supportive phone calls provided	Volunteer hours provided
Q1	73	29	31	788	70
Q2	103	56	264	1144	102
Q3	173	94	649	1456	126
Q4	234	99	971	1256	126
Annual % + -	<b>+220%</b>	<b>+241%</b>	<b>+3032%</b>	<b>+59%</b>	<b>+80%</b>

- Referral Breakdown by service (January 2021 – December 2021)**

 <p><b>PEER MENTORING</b></p>	<p><b>Mentoring Referrals: 40</b></p> <p>Of which Male: <b>10</b></p> <p>Of which Female: <b>30</b></p> <p>Self-Referred: <b>6</b></p> <p>Third Party Referral: <b>34</b></p>	<p>Our Mentoring service is tailored to the needs of the individual – with the relationship steered towards achieving a particular goal or outcome. Our mentors provide support and motivation, to develop client confidence/ability.</p>
 <p><b>BEFRIENDING</b></p>	<p><b>Befriending Referrals: 165</b></p> <p>Of which Male: <b>59</b></p> <p>Of which Female: <b>106</b></p> <p>Self-Referred: <b>5</b></p> <p>Third Party Referral: <b>160</b></p>	<p>Our Befriending service focuses on long-term relationships which are not necessarily outcome driven. Befriending is less formal and allows for softer boundaries reach goals. Befriending supports individuals who are isolated/lonely.</p>
 <p><b>PEARL</b></p>	<p><b>PEARL Referrals: 126</b></p> <p>Of which Male: <b>51</b></p> <p>Of which Female: <b>75</b></p> <p>Self-Referred: <b>0</b></p> <p>Third Party Referral: <b>126</b></p>	<p>Working in partnership with 'Living Well Salford' our PEARL programme provides one-to-one support to individuals struggling with substance misuse and low/moderate mental health issues.</p>

- **What our clients say...**

***"Society Inc has been very supportive with helping me with the issues I've been struggling with and showing me that there is help out there. They have given me support with my emotional and mental health issues. They have helped me re-build my education after many years of substance misuse. An issue that I never thought was possible. I am truly grateful."***

~ Client 'KM'



***"Thank you for having the patience to listen to me. You are very sympathetic and a very good listener. When I talk to you, I feel at ease. Thank you so much for listening and being there for me. I really do appreciate it."***

~ Client 'GB'

***"I'm happy with the service. I like talking to Sue. I think It is good to have somebody to talk with – especially when somebody is feeling so isolated"***

~ Client 'CH'



***"Kirstie has helped me a lot with my low moods and to sort things out which I would not have done without their support in every way and has given me more confidence to try to live with stuff."***

~ Client 'CE'

## Case Study: **Client AR**

### **Client Feedback...**

*"Since working with Mike I have reduced my substance use massively. Any support I've asked for I've received and more. Society Inc has given me hope. I'm the most stable I have been in 10 years. I get a lot out of our sessions. I've been managing my anger and situations in a completely different way, and I would not be where I am today if I didn't have the support of Mike and society Inc. I look forward to meetings and sessions as I know I'm bettering myself and having control around substance use. I feel heard and I can't thank Mike enough for the support I've received and I'm actually looking forward to a brighter future"*

**~ Client 'AR'**

AR was referred to our **PEARL** programme in August 2021 for support with reducing use of cocaine, cannabis, and non-prescribed medication. At time of referral AR was receiving monthly, supervised contact with their 18mth old child.

Adopting a non-judgmental approach and providing a safe space for AR to share her story, a strong, trusting relationship was formed. This helped to repair previous distrust of services and show that positive change was possible. Over the course of this relationship, AR moved from a position of mistrust, to now recognising and requesting additional support from Society Inc when she needed it. At AR's request, her worker attended meetings to provide moral and emotional support - including Child in Need (CIN) meetings and Narcotics Anonymous groups together.

In one-to-one sessions AR utilised SMART recovery techniques to successfully manage addictive behaviours; Received support to obtain safe living accommodation; Re-engaged in positive activities and received support and reassurance towards attending rehab. With support from Society Inc AR has attended daily AA and NA meetings – and has been successful in significantly reducing her substance use.

Building upon this success, AR completed the Society Inc peer mentor training programme with the goal of becoming a volunteer, sharing her experiences, and supporting others. As a result of her continued progress, AR's has seen her contact with her child increased.

AR was supported with applying to enter rehab and, at time of writing, has completed her 4<sup>th</sup> week of Rehab and is 29 days substance free. Arrangements are already in place for Society Inc to continue supporting AR on the next step of her journey.

*"To everybody at Society Inc. Thank you for all your help and support. I have never known a service like it. You have made a massive impact on my life. Mike, thank you. I am so grateful for everything. You saved my life"*

**~ Client 'AR'**

- **Peer Mentor Training Programme**

Our service consists of both staff and volunteers. This year we received ESF funding to provide peer mentor training and onward learner support towards attaining employment/further education.

This year we have successfully supported 28 learners through our peer mentor programme. Several learners have now progressed on to volunteering within our service.

This programme has helped to create a sustainable model where volunteers are able to provide safe and effective support for our clients and community whilst developing their own skills-set, self-confidence, and employability.



### What our Learners and Volunteers say...

*"I volunteer for society Inc because it is a great way to help people connect with their community. I love that I can help to make a positive impact on someone's day or week. Working with different people has really helped develop my own confidence and skill-set, too"* – **Leanne**

**Leanne has since started a counselling and psychotherapy degree and volunteers her time to support clients at Society Inc.**

*"I thought the course was great, and I really enjoyed it. The trainer was excellent and did a really good job and I have taken a lot from the course"* - **Jane**

**Jane would now like to volunteer and use her lived experience to help others**

*"The course was amazing for me. It has really helped me and improved my well-being and mental health. This course has really motivated me to want to help others"* – **Anna**

**Anna hopes to build upon the skills she has learned and sign up to become a volunteer with Society Inc.**

*"I thought the training was brilliant. It helped me keep my head in the right place and helped me understand how to deal better with my own mental health."* – **Stacey**

**Stacey would love to volunteer with Society Inc and hopes to set up a small charity of her own in the future to help local families get access to donated clothes for their children.**

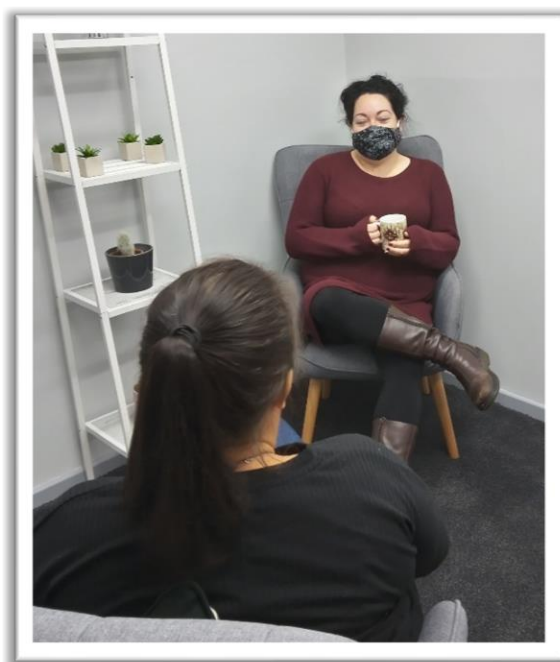


## Case Study: **Learner CW**

Client self-referred into the service in May 2019. At the time they were struggling with isolation, depression, poor confidence, low self-esteem and help around economic inactivity.

Due to social anxiety, CW was initially nervous about engaging with our service. Adopting a person-centred-approach - focus was placed on establishing rapport to build trust and help CW feel supported to share her story. Sessions focused on identifying strengths, goal setting, best-fit-strategies, and confidence building.

Building upon her progress, CW enrolled onto the peer mentoring training programme to help develop her confidence and employability. Despite initially nerves, CW engaged well with the course, other learners and provided valuable contributions to group discussion. With the support of her tutor and learner support worker, CW was successful in completing the 4 weeks of training.



### **Learner Feedback...**

*"It's so nice having that support either face to face or at the end of the phone. If I am feeling in a panic or worried about something I know that the support is there any time I need it. A lot has changed for me since working with Society Inc. With their support I have become more self-aware, my confidence has grown, and I feel in a much better place, Thank you..."*

*...I really enjoyed the peer mentor course. It has helped me to 'open up' and build my confidence. I have learned a lot about the mentoring process, and it has helped me to learn thing about myself. I have always felt stupid doing courses, but I didn't on this one – I felt supported" - Catherine*

Upon completion of the classroom-based training, additional support was provided to learners to help with the next steps of their onward journey. Support included - helping learners to find new courses of interest, C.V writing and interview prep.

CW was successful in securing a job interview for the role of a kitchen assistant. CW was supported in shopping for suitable clothing and preparing for her interview. Society Inc were able to provide a discretionary payment towards purchasing an outfit for the job interview. CW expressed that this experience had been beneficial in building her confidence

We are pleased to report CW was successful in her application and is currently enjoying her new role and hopes to volunteer for our service in the future.



## • Student Placements

Working alongside Salford and Lancaster University, Society Inc have provided placement opportunities for both Occupational Therapists and Social Work students.

This year we have provided 6 week 'role emerging' placements for 5 x Occupational Therapy students in their final year at Salford University. In addition, we have provided 70-day placements for social work students in their second year of study at Lancaster university.

This reciprocal partnership has been hugely successful in educating students whilst also helping to inform and develop our own practice as a service

The success of these partnerships has encouraged Society Inc to increase our scope to include Nursing student placements in 2022 as part of the 'Personalised Care Interprofessional Education Framework' (PerCIE)



University of  
**Salford**  
MANCHESTER



## Feedback from our students...



*"During my six-week role emerging placement at Society Inc, I've had the privilege of working as part of an amazing team. As an occupational therapy student, a lot of what we do is based on creating therapeutic relationships, so seeing that occur so naturally here between the staff and the clients has enriched my experience here"*

**- Lorraine (3rd Year Occupational Therapy Student)**

*"Over the past 6 weeks, I have felt confident and positive about completing my placement due to the brilliant support at society inc. The team and onsite educator have been friendly and helpful, and I will be sad to leave - they have informed my practice as an occupational therapy student."*

**- Niamh (3rd Year Occupational Therapy Student)**

*"I have loved every minute of my placement and was made to feel part of the team"* - Kaci (2<sup>nd</sup> year social work Student

## • Our Future Vision

Moving into 2022, we aim to build upon the successes we have achieved over the last 12 months. In addition to our usual services, the continued renovation and modernising of our new premises will enable us to broaden our offer. During 2022 we hope to...

- Resume face-to-face 'SMART recovery' and 'SMART friends and family' groups so that individuals impacted by substance misuse can access the support they need.
- Introduce complimentary therapies (Including auricular acupuncture and beauty treatments) for our service users to promote mental wellbeing, reduce anxiety, improve mood, and support recovery from substance misuse. All staff are now fully NADA trained
- Return to in-person, classroom based, peer mentor training and deliver our training to other agencies.

We have two new projects that we hope to launch this year. These are...

- Working with the Royal Horticultural Society – we are developing our urban garden project to provide clients with the skills to grow their own vegetables and encourage wildlife to the area. This project will contain educational elements around nutrition and recipes and provide clients with the opportunity to maintain and manage a small garden.
- Introduce the 'Society Inc Together' project – working with community connectors to promote social inclusion through group activities (including arts & crafts, games, coffee mornings and walks).

