

Social Value in Salford



CASE STUDIES – Doing Business and Providing Services for Social Value **Six Degrees Social Enterprise CIC – an example of a Social Enterprise**

Six Degrees Social Enterprise CIC was established as a social enterprise under the Department of Health's Right to Request programme and began trading as an independent service provider on the 1st August 2011.

It uses the Mental Health Recovery Star to gain a clear conception and better understanding of the value of recovery from service users' perspectives and to obtain a wider perspective on the social value of the services provided. Service users are asked to rate their subjective performance on the Recovery Star's ten domains prior to the input they receive and their subjective performance after the intervention. The three biggest shifts in their scores are identified and shared with them. For each of these three identified areas of change, service users are invited to answer the question, "*What difference has this change made to your life?*" Posing these questions gives them the opportunity to talk and reflect on their personal journey and lived experience. This has highlighted a wide range of positive changes amongst the client group including:

- Improved emotional regulation
- Development of a greater sense of stability, increased social capital and increased motivation
- Increased levels of confidence and ability to deal with everyday challenges
- Improved ability to stay at work and return sooner to work, with less time off sick
- Less input from other services including GPs and social services

The most direct and succinct descriptions of the value of recovery have come from service users who spoke about the difference that their recovery had made to their ability to address their salient concerns and attain their personal goals. For example, a young woman spoke about how she had worked through the differences she had had with her boss.

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"I have more self worth and a more positive outlook. I've stopped asking for reassurance and I now feel that I can say no to her when she is asking me do something that I can't really do. I'm not trying to impress her. I'm more confident and more assertive. My work has improved and I realise that she does care and that she will stick with me."

The value of this work has been recognised by the Patient Experience Network 2010 and Six Degrees reached the national final of the Patient Experience Awards and a paper that is based on this work has recently been accepted for publication in an international journal.

The work Six Degrees has done to capture social value has meant that they have been able to understand the impact of the services that they provide upon the lives of service users. Service users have repeatedly spoken about the difference that recovering from mental health problems makes to them, in helping to attain their personal goals and achieve the sense of balance and control they are looking for in their lives. This is important as the ability to exercise control over the circumstances in which one lives and works is one of the most important determinants of long term health, mortality and wellbeing.

The work has also helped Six Degrees to engage with our service users and enabled them to shape the development of our services. As a result of this work we have concluded that more emphasis needs to be placed on enabling service users to identify and pursue their personal goals in order to give them the sense of balance and control they are looking for.

Inspiring Communities Together – an example of a Provider organisation

Inspiring Communities Together (ICT) is a Community Anchor organisation based in Charlestown and Lower Kersal. In May 2014 the organisation moved from an unincorporated group with a management committee to a Charitable Incorporated Organisation with a membership base and governed by a Board of Trustees.

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Through our social value measurement, we know that we provide the following economic, social and environmental benefits:

Economic

Local skills making an impact in the neighbourhood - The board of ICT is made up of elected members who need to live in the local area and be actively involved in community activity either through community groups or forums in the neighbourhood. Nominated members are recruited from partners working in the neighbourhood who bring additional support or resource to the neighbourhood including local councillors. Bringing additional funds in the neighbourhood - As part of the succession planning for the regeneration programme an annuity payment was agreed with Salford City Council. This annual payment enables the organisation to carry out its programme work along side leveraging additional funding and resources into the neighbourhood. Between April 2011 and March 2014 the organisation secured an additional £172,720 increasing the amount of funding for the neighbourhood by 63%.

Recycling money in the neighbourhood - The annuity and additional funds have been used to support over 40 community groups or projects to deliver activity for the community by the community and range from activity for older and younger members of the community, environmental projects and projects which build local skills. Local skills are making an impact in the neighbourhood - The organisation has been able to provide support for 2 community hubs in the neighbourhood which ensures local services are delivered from local facilities by local people for local people. The hubs have been supported to develop business models to ensure they are less reliant on grants, secure contracts and work on quality marks to enable them to become commission ready.

Social

Contribution community make to their local neighbourhood - ICT are celebrating the achievements of volunteers within the neighbourhood by offering a qualification in volunteering. This approach has in 2013/14 enabled 6 local residents to achieve a level one qualification in recognition of their volunteer work with a further 9 residents working towards the qualification. This approach has also enabled volunteers to develop their back to work skills such as team working, health and safety and managing their own time. Two of the 6 volunteers who have completed their level one have already secured paid employment. The approach has enabled 4 local

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organisations working with volunteers to improve the support they offer to their volunteers by providing support for the qualification.

Environment

Keeping it local - Over the year April 2013-March 2014 we have recorded over 250 contacts (measurement is from October 2013 - March 2014 when we started collecting data) from across Salford with 75% of those contacts coming from residents living in Charlestown or Lower Kersal.