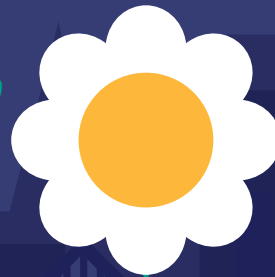




Improving the health and wellbeing of North Sheffield residents



FINANCIAL WELLBEING

EMOTIONAL WELLBEING

PHYSICAL WELLBEING

SOCIAL WELLBEING



# SOCIAL ACCOUNTS

Finance and Activity  
April 2021 – March 2022



Top to bottom: Claire Lane and Megan Ohri

## WELCOME TO SOAR'S 2021/22 SOCIAL ACCOUNTS

The team of Wellbeing Coaches at SOAR has continued to grow in 2021-22, successfully encouraging and supporting our communities to be physically healthy and active. More staff capacity has opened up space for new initiatives including:

- \* The delivery of a Live Lighter weight management service
- \* A green prescribing programme
- \* DESMOND Diabetes courses in community languages
- \* And continued success of the chronic pain support groups

All of these are fantastic achievements of which we are incredibly proud, but what else is wellbeing?

Recent events (the pandemic, cost of living crisis) have really made us examine what it means to 'improve health and wellbeing'. We understand our services in the context of the 'wider determinants of health' and are keen to take a broad view on what constitutes wellbeing. For us, it is emotional support, financial stability, social networks and a sense of purpose, alongside physical health.

We've used our inserts in this year's Social Accounts to highlight the excellent work that's taken place over the last 12 months to improve the wellbeing of the people of North Sheffield, in the broadest sense.

As always, our partnerships with other local providers remains critical to our work. Our partnerships with Primary Care Networks enable thousands of people to access our services each year. The number of Primary Care funded roles at SOAR has more than doubled in 2021-22, demonstrating the demand for services and trusted status of SOAR as a provider.

Developments and growth have led to some excellent joint training opportunities for staff such as the Collaborate programme, as well as a number of internal staff progression opportunities as highlighted in the case study under Objective 4.

We want to express our thanks to the whole team at SOAR and our partner organisations for their hard work and commitment over the last year.

Claire Lane  
SOAR Board Chair

Megan Ohri  
Partnership Manager

## OUR MISSION: TO WORK IN PARTNERSHIP WITH OTHERS TO ENABLE AND SUPPORT RESIDENTS OF NORTH SHEFFIELD TO IMPROVE THEIR QUALITY OF LIFE.

### SOAR'S VISION

North Sheffield is a place that people love to live, to work and to do business. It's a well regarded, welcoming and friendly place renowned for its schools, housing and public buildings and its people's ingenuity, creativity and flair.

### SOAR'S WAY OF WORKING

Our approach to the local delivery of services is informed by:

- \* Our holistic understanding of individual wellbeing
- \* A community-based approach
- \* An enabling approach
- \* A multi-agency approach
- \* An entrepreneurial approach

### SOAR'S OBJECTIVES

You can find out how we've met and exceeded our objectives on the page numbers indicated.

**1** To improve the health and economic wellbeing of individuals and families in North Sheffield. (Page 3)

**2** To use community development approaches to support and expand local community and grassroots organisations. (Page 5)

**3** To develop, manage and support social/community assets and centres in North Sheffield. (Page 9)

**4** To be a highly regarded, sustainable, innovative organisation, committed to developing employees, developing client centered services, and acting as an advocate for North Sheffield. (Page 11)

### KEY HIGHLIGHTS

**£610,768.33**  
client income maximised

**£173,493**  
to be distributed through our PKW Dementia contract over the next 5 years

**65**  
organisations accessing sessional space across our sites

**10**  
new members of staff recruited between Apr 21 - Mar 22

# 1 TO IMPROVE THE HEALTH AND ECONOMIC WELLBEING OF INDIVIDUALS AND FAMILIES IN NORTH SHEFFIELD.

SOAR delivers its health services from outreach locations across North Sheffield. We coordinate and integrate delivery to provide services internally, and through community partners delivering the Social Prescribing Service. We continue to see an increase in referrals with complex life issues, as well as increases in issues related to the cost of living rises, which are a challenge to resource. We owe our successes to the hard work ethic, adaptability and commitment of staff and volunteers.

2021 ————— 2022

## OUR GREAT SUCCESSES

We have re-introduced a tool that allows us to measure the distance travelled by the individuals we work with, in regards to different aspects of their wellbeing, so that we can measure impact and evidence our approach.

We have one of the first VCS members of staff undertaking DESMOND Diabetes training in the city, which allows us to better support local individuals with diabetes, as well as co-deliver the course in a community language.

Our Family Welfare Coach has built up excellent relationships with multidisciplinary agencies and schools, providing support to help families develop and maintain positive changes that impact on their wellbeing and resilience.

50% of individuals supported by the Employment Team were successful in achieving work or training

## LESSONS LEARNT

Developing joined-up training for both SOAR, VCS and PCN staff builds greater understanding of roles and ways of working.

Shout out to SCC Early Help team for their work in delivering a series of mental health training sessions for the team!

After listening to feedback from the people we support, we've developed a second social café as part of the Myself My Community project, so attendees have a mid-week touchdown space available.

## IN NUMBERS



22

GP surgery partnerships



1,908

inbound referrals



347

green prescribing walk attendances



£610,768.33

client income maximised



Azad Ahmada, Myself My Community Social Café Attendee

## CASE STUDY

When we first met Azad he was an asylum seeker from Syria. He had experienced a lot of trauma during the war in Syria and a traumatic journey to the UK, resulting in a diagnosis of depression and anxiety, and potential Post-Traumatic Stress Disorder. Azad became part of the Myself My Community social café as he wanted to connect with others and improve his English. We helped him access his medical records, as well as writing a letter of support to the Home Office about how much he had helped at the café and integrated into the community. After introducing Azad to Pitsmoor Christchurch, he is now a regular attendee of the church and their monthly International Meal for asylum seekers.

Azad has recently had his asylum claim accepted and is now officially a refugee. Azad's voluntary experience will help him access work and when he is ready, we will offer him support from SOAR's Employment Team.

Azad is now part of the local community and is busy making friends and contacts. He has expressed his appreciation to SOAR, especially in relation to help with his asylum claim.

Patrick Moran, Project Worker for the Myself My Community Project (in collaboration with Firvale Community Hub)

## OUR AMBITIONS

We will look to develop a new role within our Welfare Coach team centred on providing money management support.

We are working with 2 PCNs on developing a chronic pain pathway, focusing on joint working with Sheffield City Trust and Firvale Community Hub.

We will develop a range of nutrition resources to expand on the support our Wellbeing Coaches can offer, based on our experience of being a Live Lighter delivery partner.

*"Thank you again for providing such a great service to the community, it not only helps your clients but also their wider families and friends. I for one have benefitted from Julie's support allowing me to concentrate on other areas of my parents' requirements without the added stress of doing what Julie does so well."*

Welfare Coach Client

*"Our Social Prescribing Link Worker, Bluebell, is an integral part of our team. Her knowledge of what's available in our communities to support individuals and families provides the wraparound care that our patients want to meet their needs."*

Rebecca Reeve, Network Manager for Foundry Primary Care Network

# 2 TO USE COMMUNITY DEVELOPMENT APPROACHES TO SUPPORT AND EXPAND LOCAL COMMUNITY AND GRASSROOTS ORGANISATIONS.

SOAR works in partnership with a variety of local community and grassroots organisations to act on what is important to the community. We believe that investing in local communities will help to build and improve the capacity of local people and organisations, allowing for improved local resource and stronger community partnerships.

2021 ————— 2022

### OUR GREAT SUCCESSES

We have brought our social cafés together to form a single network offering greater connectivity for individuals.

We continue to coordinate the Sheffield Community Champion Project. The project collectively recruited 118 volunteers who engaged with 18,704 residents around health & wellbeing topics that affect them.

Our Healthy Activities and Food (HAF) programme made 17,281 free activity places available to local children.

We coordinate a monthly online meeting for partners based in the Page Hall and Grimesthorpe areas, which has been very successful for sharing work and making connections.

### LESSONS LEARNT

We have acquired additional resource to create a dedicated Communities Manager role to develop and manage the Healthy Activities and Food (HAF) programme year-round.

We have learnt that encouraging communication outside of our monthly Page Hall Partners meeting builds stronger partnerships and we hope that this will enable further collaboration.

The insights gained from communities through informal chats highlight the importance of continued community engagement to empower people.

*“I have been a volunteer at the social café for many years. I enjoy the friendships I have made there. I was glad when the group started back up (after the pandemic), it was very helpful getting together and looking after each other after having been restricted for so long.”*

Glynnis Bignall, SOAR Social Café Volunteer & Attendee

### IN NUMBERS



**11**  
Community Champions partner organisations



**£173,493**  
to be distributed through our PKW Dementia contract over the next 5 years



**£30,687**  
distributed through Let's Build Health Grants



**271.5**  
hours completed by external colleagues, on training commissioned by SOAR

Shiregreen Social Café



### OUR AMBITIONS

We will focus our efforts on engaging and consulting with local residents on what matters to them.

We will review and re-shape the volunteering offers within SOAR to make it cohesive and visible within our community.

We will work to activate more spaces in North Sheffield for our communities to access a range of activities and health & wellbeing support.

*“The team at SOAR have been great to work with. In my experience their staff are dedicated, conscientious and committed to hearing from local people, and have great relationships with the communities they serve. Thank you for all you have done over the last year.”*

Helen Mulholland, Engagement Manager at NHS Integrated Care Board

### CASE STUDY

Community Champions work alongside some fantastic organisations across Sheffield. They do invaluable work supporting their communities and helping spread trusted information about public health. Firvale Community Hub, based in Page Hall, is just one of the organisations.

Jenny\* has been volunteering with Firvale Community Hub for a while now. She first came into contact with the Hub during the first lockdown of Covid. Due to lockdown and recently splitting from her husband, Jenny began to feel isolated and so reached out to Firvale Community Hub for some volunteering opportunities. Since volunteering, Jenny has mentioned that she feels less anxious and stressed with an overall improvement in her mental health. Her friendship circle has expanded and she's signed up for several courses the hub is running.

Firvale Community Hub

\*Name changed for confidentiality purposes

# Social Prescribing Case Study (SOAR & SAPA5)

SOAR's Social Prescribing Link Workers work within the 3 Primary Care Networks (PCNs) that cover North Sheffield (Network North, SAPA5 and Foundry). They triage referrals and carry out assessments to find out how we can help, and then support the individual to access a service that best meet their needs.

This could be internal to SOAR, or external to a citywide partner. This case study shows how the social prescribing process works, and how we work in collaboration with the PCNs to best support local people to improve their quality of life.

## What is Social Prescribing?

Social Prescribing is a way for local agencies to refer people to a link worker, who can take a holistic approach to people's health and wellbeing, connecting people to community groups and statutory services for practical and emotional support.

Dr Susie Lupton, Norwood Medical Centre says that **Social Prescribing** is the "cornerstone of much of the work" that SAPA5 PCN are doing towards addressing "health inequalities".

These are the 4 different types of wellbeing supported by SOAR's Social Prescribing:



## INITIAL REFERRAL

John was referred to SOAR's Social Prescribing service by a volunteer support worker.



The volunteer support worker was supporting John following the sudden death of a relative.

John had a long history of alcohol misuse and was being supported by Sheffield Drug and Alcohol Services, but needed some additional support alongside this.

### DID YOU KNOW?

Referrals into our Social Prescribing service don't have to come from a GP, other professional services can refer into SOAR, or an individual can self-refer.

1

### FIRST CONTACT

Triage assessment via telephone

John was struggling to get the support he needed, and was experiencing severe and leg pain due to the poor state of his bed.

### ACTION

Internal referral to the SOAR Welfare Coaches

Margaret, SOAR & SAPA5 Social Prescribing Link Worker, made an internal referral to the SOAR Welfare Coaches, plus a referral to St Vincent's.

### OUTCOME

John receives a replacement bed, goes through a benefits check and is supported with Universal Credit and PIP claims



2

### SECOND CONTACT

Additional needs assessment

Margaret checked in with John. John was experiencing issues with his mental health, and felt that a different GP would be beneficial.

### ACTION

Admin assistance from Margaret

Margaret assisted John in registering at a new GP surgery.

### OUTCOME

John is now registered at Buchanan Road Surgery (part of the SAPA5 PCN) and has received his medical summary



3

### THIRD CONTACT

Call to check in

John had heard from Buchanan Road Surgery. He had been to an appointment for a medical check with a Practice Nurse and had a condition review with the GP.

### OUTCOME

Case closed as outcome achieved

### DID YOU KNOW?

Social Prescribing Link Workers provide the link between individuals and services, but in some cases can also provide more check-ins, to offer more support and encouragement for the individual to take control of 'what matters to me'.

## 3 MONTHS LATER... RE-REFERRAL FROM GP



Following an appointment with the GP, the GP requested help with physical activity for John as well as potential help to get him back into work.

### FIRST CONTACT

Assessment via telephone

Margaret discussed the GP's referral for physical activity and employment support with John. They discussed accessing SOAR's Wellbeing Coaches for physical activity support, and John stated that he enjoys walking.

### ACTION

Internal referral to the SOAR Wellbeing Coach

Margaret made a referral to the SOAR & SAPA5 Wellbeing Coach, Janine, to provide support with physical activity.

### OUTCOME

Case closed as outcome achieved

John knows our Employment Coaches are here to help when he feels ready to get back into employment.



# 3 TO DEVELOP, MANAGE AND SUPPORT SOCIAL/COMMUNITY ASSETS AND CENTRES IN NORTH SHEFFIELD.

The SOAR Centres Team work hard to ensure our Centres are safe and welcoming and provide a first-class service to visitors, service users and tenants. We know and work closely with all SOAR's teams providing support and assistance where required. We also provide and review important Health & Safety information & guidance to ensure staff & visitor safety, and have been reviewing risk assessments which aim to minimise risks.

2021 ————— 2022

### OUR GREAT SUCCESSES

£9.9k was awarded to Burngreave Library by the National Lottery to help re-establish groups and enable positive community cohesion.

We have set up a steering group to oversee the response to, and strategic direction of, Environmental Sustainability issues at SOAR.

We have successfully sustained our 100% tenant occupancy rate at SOAR Works for the second year in a row.

### LESSONS LEARNT

We have welcomed two new team members to the Centres Team so that post-Covid, we are able to support each other at different centres.

Our WiFi and phone system has been improved, fully embracing hybrid working across the SOAR teams and for our SOAR Works tenants.

### OUR AMBITIONS

We aim to secure funding for an improved and energy-efficient heating system at SOAR Works.

We hope to hold more in-person events using the indoor and outdoor spaces at our centres.

We are looking into developing a Buildings database as well as expanding our HR database to include Health & Safety training modules.

*“The Learning Zone has been a very welcomed office space for the personalised care team in SAPA5. It has allowed us to connect with local activities/groups and other community organisations which can help support our patients which we work with.”*

Helen Clark, Care Coordinator from SAPA5 Primary Care Network

### IN NUMBERS



**£33,336**

income generated from sessional users across our sites



**65**

organisations accessing sessional space across our sites



**66,735.8 KW/h**

solar energy produced (a saving of £40,814.36)



**6.9 tons**

of food waste diverted from landfill due to the Longley 4 Greens Food Pantry (to date)



Jane Galley, Loopy's Place

*“I first came across SOAR about 5/6 years ago when I was accompanying a service user to one of the other tenants in the building. I decided then that I'd love to have a studio in the building where I could have space to teach sewing and quilting classes. Almost three years ago, that dream became a reality.*

*It's wonderful having the benefit of 24-hour access, a secure and accessible building, great reception staff and the support of all the SOAR staff. I'd recommend it to anyone.”*

Jane Galley from Loopy's Place, SOAR Works tenant

### CASE STUDY

Peter approached us via our website wanting to volunteer as part of his course at The University of Sheffield. He comes from an architectural background and is a master's student in Urban & Regional Planning. We discussed what he could offer SOAR by volunteering, and we identified a design challenge at our 'One Stop Shop' building in Firth Park. It has a challenging layout and is in need of modernisation. We wanted to make the space more accessible and a more positive working environment for our team. After a staff consultation, Peter was able to show us 3D modelling of the designs and we are now at the final stage of the design process! As we are a charity, we are hoping that this project will aid us with a funding application to secure the funds and then we can carry out the works. Peter has listened and communicated ideas clearly and we have had lots of positive feedback from the wider team.

Ellen Summers, Centres Manager, about Peter Y Gandakusama's volunteer placement with SOAR

*“As a SOAR Enterprise Board Member, I've thoroughly enjoyed offering an independent view on the governance and running of the organisation, as well as working with the team to identify engaging marketing and communications strategies to raise the profile of the Centre, their tenants and their services.*

*It's lovely to be part of such an inclusive organisation and be able to support the tireless work the SOAR team do to ensure the comfort, safety and enjoyment of their tenants is paramount.”*

Genelva Meikle, SOAR Enterprises Board member

# 4

## TO BE A HIGHLY REGARDED, SUSTAINABLE, INNOVATIVE ORGANISATION, COMMITTED TO DEVELOPING EMPLOYEES, DEVELOPING CLIENT CENTERED SERVICES, AND ACTING AS AN ADVOCATE FOR NORTH SHEFFIELD.

For any organisation to work well, the right combination of systems, support and agreed ways of working need to be in place: they include internal data systems, staff appraisals, and programmes of training and development. These are the components that keep SOAR working, helping us not only to deliver but to measure, review, reflect and improve. They also show that we care for staff and give them the means to play an invaluable part in achieving SOAR’s mission.

2021 ————— 2022

### OUR GREAT SUCCESSES

There are a number of staff at SOAR approaching or going through the Menopause. Our new Menopause Policy was co-produced with staff so they feel supported through what can be a challenging time.

Our Trustees have worked collaboratively with staff on a number of joint working groups to progress workstreams such as Equality, Diversity and Inclusion; Menopause and Wellbeing; and Environmental Sustainability.

This year we’ve had a number of opportunities for staff to progress internally into more senior roles, which in turn has increased the diversity of our management team.

### LESSONS LEARNT

Our purpose-built HR system went live in April 2021, improving the way we keep employee records; streamlining our processes and moving us towards paperless working.

We aim to become one of the leading environmentally sustainable voluntary sector organisations in the city and will align our activities to encourage sustainable practice across everything we do.

### OUR AMBITIONS

We aim to become one of the leading sustainable voluntary sector organisations in the city and will align our activities to encourage sustainable practice across everything we do.

We will review our supervision and appraisal policy to ensure it is fair and equitable for all.

The development of our new Families and Community Services team will enable us to continue the coordination of the HAF programme and lead on community engagement programmes.

### IN NUMBERS



7

staff funded by Primary Care Networks (NHS)



10

new members of staff recruited between Apr 21 – Mar 22



25

different training courses completed by staff



4.2%

Living Wage increase for all staff



Margaret Baker, Senior Social Prescribing Link Worker

### CASE STUDY

I joined the SOAR team as SPA Coordinator for SAPA5 Primary Care Network in November 2019, pre-Covid. It quickly became apparent that referrals were becoming more complex.

It’s safe to say the role has changed significantly as we moved out of Covid. More recently we are receiving referrals for clients struggling to make ends meet with the cost of living crisis and many that are struggling with low mood. These changes have meant the role now requires additional interventions and some 1-1 work.

Working for SOAR has given me an opportunity to gain experience working alongside clinical professionals such as GPs, OTs and Mental Health Practitioners, as well as learning about other support services. SOAR has a strong and experienced team of workers that support a wide variety of clients with varying needs. I came into the role with a genuine desire to help people, see people succeed and support the battle against Health Inequality.

Through support and development opportunities, I was able to apply and was successfully appointed to Senior Social Prescribing Link Worker in April 2022. Once again, I am grateful for the opportunities this will bring to my career in Social Prescribing.

Margaret Barker, Senior Social Prescribing Link Worker

*“Working directly with SOAR staff has enabled trustees to directly contribute their experience and knowledge to the development of new policies of organisational importance. By working with our staff, we create policies driven by staff engagement resulting in better outcomes for the organisation and the north of Sheffield.”*

Callum Portman Ross, SOAR Board member

*“Here at Foundry, we greatly appreciate our collaboration with SOAR, not only to support us in achieving our contractual requirements but the relationship we have developed with them and the links they create within our communities. Just recently, we cofacilitated a workshop for the North PCNs, specifically focusing on how we can work together, as equal partners, to enhance personalised care for our patients.”*

Rebecca Reeve, Network Manager for Foundry Primary Care Network

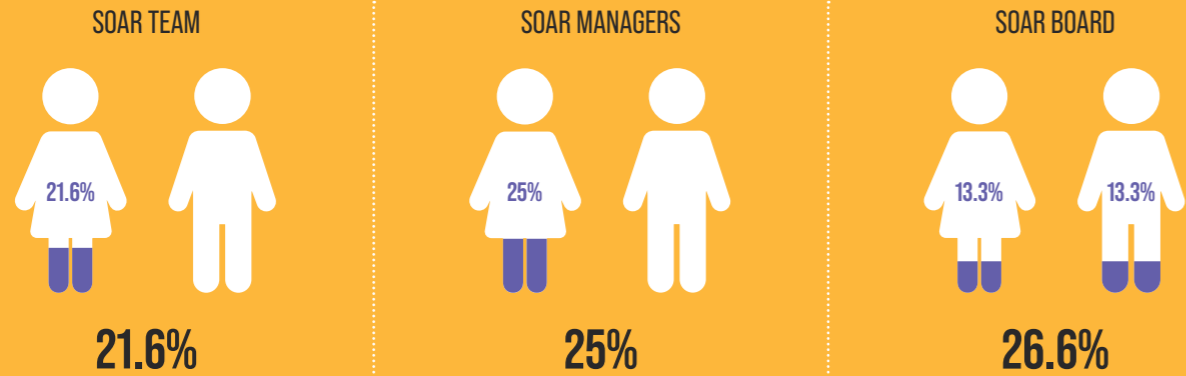
# SOAR AT A GLANCE \*

## OUR STAFF

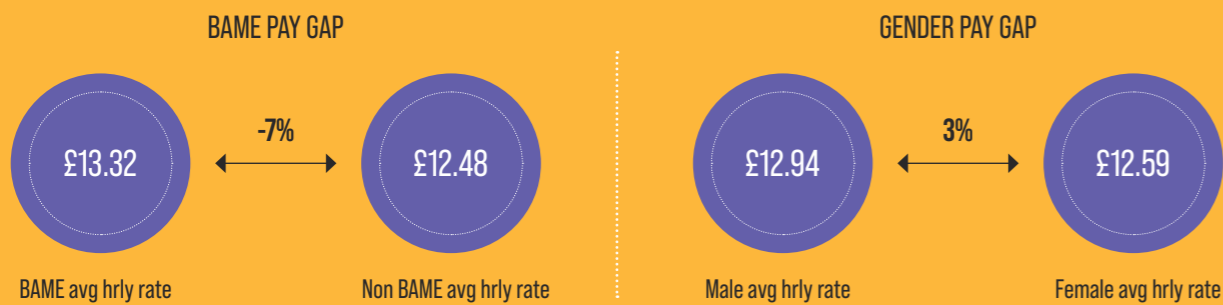
### STAFF NUMBERS BY TYPE



### BAME PERCENTAGE



### PAY GAPS



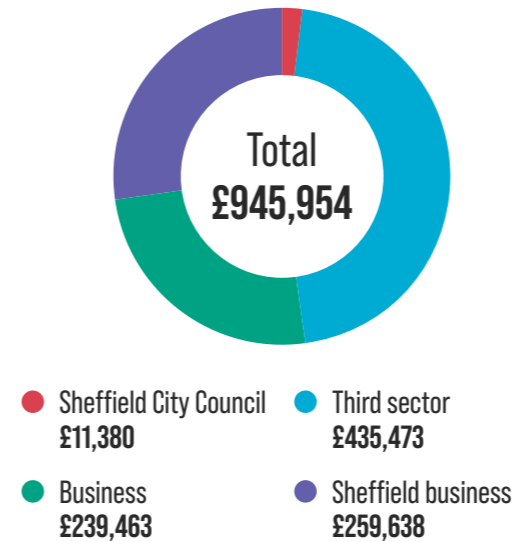
### STAFF FROM LOCAL AREA



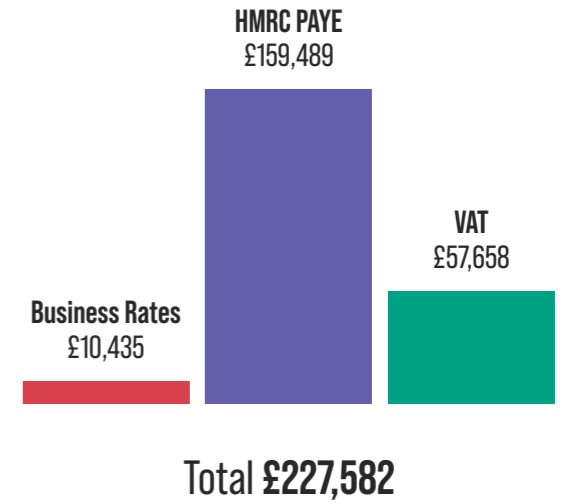
Staff from local area  
[Local area covers S4, S5, S6, S35 & S36 postcodes]

# FINANCE

## LOCAL INVESTMENT



## TAX EXPENDITURE



**£60,794**  
Volunteer in-kind  
(Community Champions Project)

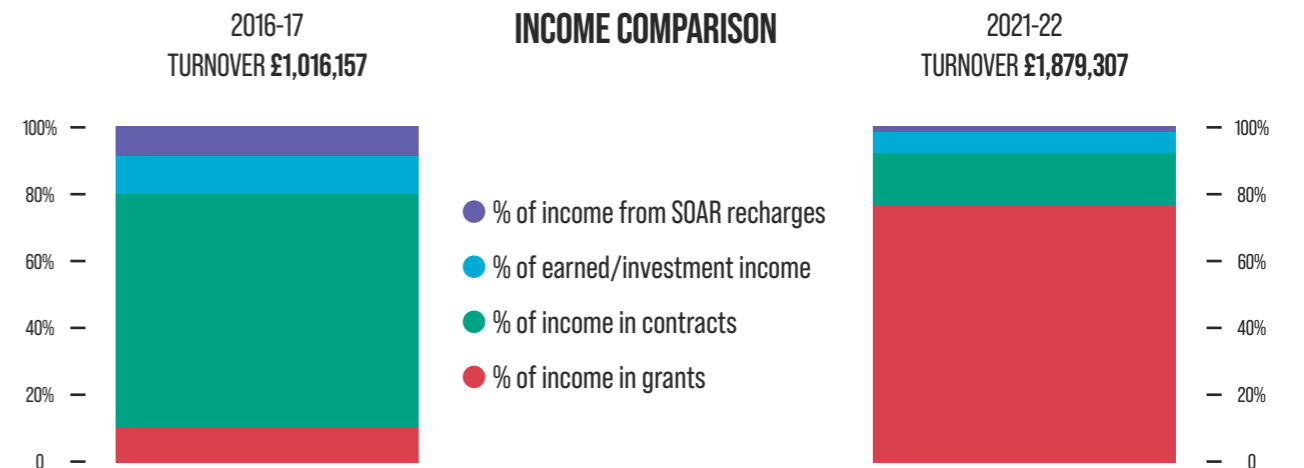


**£61,774**  
Contributed towards  
staff pensions



**£5,500**  
Contributed towards staff  
health and wellbeing

## INCOME COMPARISON



The chart above demonstrates the shift since 2015/16 from contracts to grants. Due to receiving more grants, this has resulted in a large restricted fund balance at year-end of £141k, therefore showing a £111k surplus in 22/23. This "surplus" is actually a restricted fund which will be spent in 22/23, not profit.

**SOAR's TURNOVER 2021-22**  
**Total = £1,879,307**



## Many thanks to all SOAR staff serving within the reporting period

Jane Archer  
Sofeena Aslam  
Nicola Banks  
Margaret Barker  
Rose Batty  
Sam Benham  
Julie Bramall  
Ellis Coe  
Beverley Cross  
Claire Davis  
Andrew Devine  
Sally Dickinson  
Razia Din  
Ian Drayton  
Bluebell Evans  
Annie Grant  
Debbie Grayson  
Joanne Hayles  
Marc Hill  
Chiara Hinchcliffe  
Lynn Hird  
Mariam Hussain  
Kevin Jarvis  
Anna Jennings  
Aidan Kettleborough  
Amy Kinsella Ford

Marcia Layne  
Naheen Mohammed  
Julie Moore  
Patrick Moran  
Janine Morrall  
Paul Nash  
Haleema Nazir  
Megan Ohri  
Carl Perlstrom  
Hanna Ramsden  
Chris Ratcliffe  
Terezia Rostas  
Marilyn Scarrott  
Jodie Smith  
Ian Stanley  
Eve Steele  
Rosie Strathearn-Brady  
Ellen Summers  
Matthew Tagg  
Rebecca Taylor  
Penny Thompson  
Alexandra Thomson  
Susan Vinall  
Helen Warren  
Ellie-Rose Webster  
Guy Weston  
Nicola White  
Sally Whittaker  
Sarah Wilson  
Angela Woodward

## Many thanks to SOAR Board:

Rafik Al-Sakkaf  
Cllr Fran Belbin  
Cllr Michael Chaplin  
Tessa Godley  
Liz Grasso  
Maxine Greaves  
Jayne Hawley  
Ellie Houlston  
Cllr Abdul Khayum  
Claire Lane  
Andrew Male  
Mehdi Nafeji  
Callum Portman Ross  
Cllr Peter Price Price  
Simon Rippon  
Josephine Towl  
Cllr Garry Weatherall  
Tony Whiting  
Wendy Yap

## Acknowledgements:

SOAR Enterprise Ltd Board  
Longley 4 Greens  
Community Board

## Special dedication

This year's report is published in memory of Desmond Antcliff, and we express our gratitude for his generous contributions to SOAR over the years.

## FUNDERS & QUALITY MARKS



SOAR Works Enterprise Centre  
14 Knutton Road, Sheffield S5 9NU

T: 0114 213 4065  
E: [enquiries@soarcommunity.org.uk](mailto:enquiries@soarcommunity.org.uk)

[www.soarcommunity.org.uk](http://www.soarcommunity.org.uk)  
[www.soarworks.co.uk](http://www.soarworks.co.uk)



This year's Social Accounts report was coordinated by Amy Kinsella Ford (SOAR)  
Design by Oh Me Oh My [ohmeohmy.me](http://ohmeohmy.me)  
Photography by Nate [itsnate.uk](http://itsnate.uk) and Saarah [saarahalmurisi.co.uk](http://saarahalmurisi.co.uk)