



Tuesday 24th May 2022
10.00am – 12.00pm
Zoom

Number of people attended: 22

Speakers

Clare Mayo (NHS Salford CCG/SCC)
J Ahmed
Natalie Lunn (Salford City Council)
Claire East (Salford City Council)
Louis Colclough (Society Inc)

Salford CVS staff present

Bruce Poole (chair)
Helen Johnson (minutes)
Anne-Marie Marshall (facilitator)
Michelle Warburton (facilitator)

The theme for this forum meeting: **What would you like to see the VCSE do if you had a magic wand?**

Bruce Poole from Salford CVS chaired the meeting and attendees were invited to introduce themselves.





Clare Mayo spoke about local mental health provision and the wider determinants of mental health and the role the sector currently plays.

Salford's Mental Health Commissioning Strategy is placed within birth to older age and focuses on 'must do' objectives nationally from the NHS Long Term Plan and is often focused on clinical services. It also contains objectives linking to the wider determinates of mental health.

[11-5180 - Mental Health Strategy v5.pdf \(salford.gov.uk\)](#)

“Our vision is that Salford is a city where good mental health, a good start in life, a family approach to mental wellbeing, the ability to adapt and manage adversity and recognition of the wider factors affecting mental health are supported throughout the life course; from preparing for a new baby, into adulthood and throughout older age.”

A strategy focusing on what is wanted in Salford was co-produced with people who have lived experience and VCSE sector leaders. These objectives are person-centred. The key strategic objectives are:

1.2.1 The key objectives of the strategy include:

- **Objective 1:** Develop an observable culture shift towards person centred mental health care
- **Objective 2:** Build resilience in childhood to improve the ability to manage emotional wellbeing throughout their lives and through to older age.
- **Objective 3:** Ensuring that 'health' includes an equal importance on mental and physical health.
- **Objective 4:** Identify as early as possible when people need more support to maintain good mental health and wellbeing.
- **Objective 5:** Achieve the targets set out in the NHS 5 Year Forward View for Mental Health (5YFV)⁸
- **Objective 6:** Ensure equality of access and promotion of mental health and mental wellbeing services.
- **Objective 7:** Review and redesign mental health care pathways across the life course
- **Objective 8:** Improve how we work together.

The latest update to the Mental Health Needs Assessment was done through a Covid lens and the strategic objectives are still relevant post-Covid. The language of the strategy is focused on supporting people throughout their lived and is not just based on a diagnosis.

The key adult work programmes include

- Adult Living Well
- Community mental health transformation
- Crisis care
- Transition
- Suicide Prevention

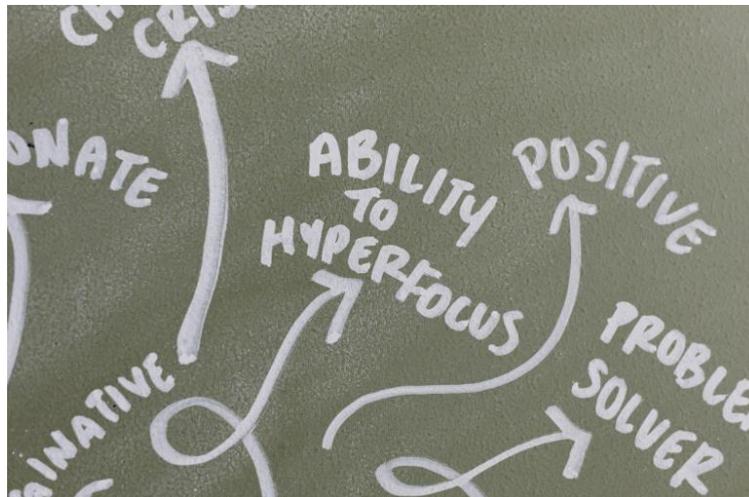
The Living Well Programme from Primary Care is an adult mental health offer for people who need more support but don't qualify for secondary care. There will be a full city roll out of this programme from Summer 2022.

The Community mental health transformation is considering new models of care for specialist mental health services, this will build on Living Well but will also consider community eating disorder services, early intervention, IAPT etc.

Crisis Care has intermediate crisis beds to help people stepping down from hospital. A Listening Lounge is being developed as an alternative for A&E with holistic strategy services and VCSE sector linking together.

Transition relates to developing processes / protocols to support young people in transition to adult support.

Suicide prevention is now a partnership not a board and is linked into the national and GM agendas and identifies areas of Salford that can do work around strategy / partnership / programmes of work / training.



The Role the VCSE Sector Currently Plays:

- Connection to people in Salford that statutory services struggle to engage - e.g Suicide prevention projects via CVS grants which focus on supporting specific communities, groups or geographical settings.
- Knowledge, skill and expertise in meeting mental health and wellbeing needs – already offering clinical services (e.g. IAPT) and supporting people presenting with mental health needs through wellbeing offers.

- Development of peer support offers – e.g. working with existing lived experience groups to offer support / design approaches to meet needs and offer training
- Trusted point of contact for the community – e.g. leadership of VCSE sector in supporting guests from Ukraine
- Central to new models of care – valued partner in co-design and co-delivery of holistic, trauma-informed mental health support e.g. Living Well.

If we had a magic wand:

- Build on existing leadership and co-ordination– opportunities for those with specific expertise, skills, knowledge, resources to support other organisations or parts of the sector to engage with / be part of larger programmes of work.
- Improved understanding of offers and interconnectivity with statutory sector
- Integrated teams / offers – joint induction, joint delivery
- Strategic leadership
- Workforce development – joint approaches to support workforce development opportunities, supporting through a range of pathways
- Co-design, co-development, co-delivery, co-ownership!



Natalie Lunn and Claire East informed on the Family Hubs in Salford.

The Early Help Team want to make sure that the VCSE Sector can be part of the Family Hubs and will be working with Salford CVS to make those links into the sector. Part of the DfE funding is around engagement of parents and carers so part of the work that Salford CVS will be doing is around volunteering. The team are also looking to develop peer support opportunities

Mental Health Offer

The Early Help Locality teams have links into and connections with the VCSE sector and the Early Help practitioner may act as service co-ordinator (they may signpost out or link into other services. Loneliness and isolation is a big issue for adults. Salford will be receiving further funding from the Ministry of Housing and Local Government to develop support for parental mental health and build expert by experience.

J Ahmed shared the poem, “Sale for Salford” which related to the Living Well work, and the poem “Salford What It Is”.



Louis Colclough gave a perspective from a VCSE organisation.

Society Inc are a registered charity comprised of staff, volunteers and placement students based in Little Hulton, Salford. They support people across the Greater Manchester footprint by providing mentoring and befriending services to anybody aged 18+.

Society Inc believe that the success of any intervention is determined by the quality of the client/worker relationship that underpins it and that everybody has the capacity for positive change when afforded strong, positive relationships.

Adopting a person-centred approach, Society Inc focus on strengths and capacity building to promote:

- Positive mental and physical wellbeing
- Increased social inclusivity
- Emotional resilience so that clients feel happier and healthier

The pandemic served to further compound many of the problems faced by Society Inc clients - most notably, poor mental wellbeing, increased feelings of loneliness and isolation. Over the past 12 months, they have witnessed a continued and significant increase in demand for services. In the last year referral rates have increased by over 250%.

Society Inc’s befriending service offers long-term, supportive relationships via face to face sessions either at Society Inc, at the client’s home or out in the community, regular supportive phone calls and weekly groups activity sessions. The befriending services helps to provide social connection and encourage:

- Increased social inclusion
- Reduced loneliness
- Improved physical and mental wellbeing
- Clients to achieve positive life changes

Society Inc also offers a mentoring service where their mentors support clients during new or difficult life stages and situations. The service is tailored to the needs of the

individual which is steered towards achieving a particular goal and developing knowledge and skills. During the mentoring relationship, the areas that are in need of development are identified and the mentor and client work together to improve the client'.

Society Inc's PEARL Programme supports clients referred from Salford Living Well. The Emotional Health Practitioners (EHPs) provide one-to-one support to individuals with low/moderate mental health issues and/or substance misuse. The one-to-one sessions are weekly and promote connection to the local community, resilience building and support to make positive changes, whilst engaging in positive activities. PEARL also offers CBT based SMART (Substance Management and Recovery Training) interventions and group-based support.

Before the pandemic, Society Inc received a Wellbeing Grant from Salford CVS which was used to provide complimentary therapies to clients. The feedback from these sessions was very positive with many reporting that it contributed to improved mood and wellbeing. The service offer has increased to include a more holistic approach. Social inclusion, reduced loneliness and improved mental health is encouraged via groups, training opportunities and complimentary treatments.

In addition to the mentoring and befriending services, Society Inc also offer:

- Auricular Acupuncture
- Groups – Arts & Crafts, Games, Therapy dog sessions
- Peer mentor Training Programme
- Gardening project in conjunction with RHS



If Society Inc has a magic wand they would:

- Focus on and promotion of health from a Salutogenic perspective
- Working from a pro-active approach to help keep people well.
- Deliver education around... ✓Diet / Hydration ✓Exercise ✓Low level mental and physical health interventions

Society Inc contact details:

Monday – Friday 9am – 5:30pm

15 Little Hulton District Centre Little Hulton Salford M28 0BA

Phone: 0161 703 9818

Email: admin@societyinc.org

Web: societyinc.org

J Ahmed shared another poem, "Futureproofed".



The attendees were split into breakout rooms to discuss:
"how do we engage a wider set of VCSE groups in preventing, managing and responding to the mental health needs of our city?"

Feedback was given via Mural, where attendees could write their own sticky note or discuss and share their thoughts on the question asked. The feedback included:

- More personalisation of services - pick and mix approach
- More wraparound offers for people - holistic approach
- Different access points to access relevant services
- Giving people the choice of treatments appropriate to them
- Balance of approaches and being innovative
- Role of direct payments to shape support - more person-centred approach
- Embrace the innovative ways we were doing work, socialising and engaging - use new knowledge
- Salutogenic approach
- Infinite resources
- Reduce waiting times
- Reduce people being bounced around the system
- Seamless delivery of services
- Taking coproduction to the community
- Engage with our communities to understand how we can support them
- Identifying barriers to engagement with these themes
- Focus on refuge and roma populations
- Bolstering 3rd sector response to youth MH
- We are worried that the most vulnerable communities may get left behind
- Transitions from youth to adult services with VCSE sector input/ involvement
- Transition conversation been going on far too long
- Low level issues are going to be more common
- Upskill VCSE Workforce / volunteers regularly with quality and relevant training
- Subsidised and accessible training for VCSE sector to grow workforce and build skills of sector

- Upskilling VCSE Sector
- Role of training, support for VCSE organisations to provide effective support
- Raising awareness of help available
- Trusted signposting information - centralised resource and updated regularly
- Knowing where to go to and who do we speak to – signposting
- Empowering the workforce to do the signposting
- Be able to signpost to mental health organisations when people need further help other than mobility
- Myth Busting - correcting misunderstandings about initiatives
- Making sure different groups/orgs connect across Salford
- Retain some of the ways we opened up our social interactions digitally
- Recognise that digital is a long way from some people's lives
- Investment in digital to support people to access alternative communities, work etc.
- Statutory agencies need to engage with people with specific needs directly and through VCSE orgs to understand how they can develop the best strategies and delivery plans - e.g. Deaf Community and BSL strategies
- More VCSE and Lived Experience involved and treated as equals
- Bringing in the academic strengths of our city to support the VCSE sector
- Link into the academics to add value to our work
- Collaborations with students and academics to evaluate and record what impacts we make and make the case for continuation and funding
- Promote work life balance, arrest the rush to getting back to old ways
- More unhappiness and return to old ways will not be positive
- How can we support communities not to return to pre-covid way (the mess we were making)?



Jessica Pathak, Equality, Diversity & Inclusion Lead from Salford City Council, shared information on the Salford Women and Girls Commission. There are a number of listening events across Salford around poverty, voice and safety.

<https://www.partnersinsalford.org/salford-women-and-girls-commission/>

The Commission has opened a call for evidence and any feedback can be submitted to Jessica at Jessica.Pathak@salford.gov.uk