

The Prevention Alliance
Creating Change Together



IMPACT REPORT

2020



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Foreword

Like most things this year, The Prevention Alliance (TPA) Impact Report is a little different. The never-ending challenges of Covid-19 have required TPA to adapt quickly, learn as they go and take a fresh look at how they do things.

The ongoing impact of Covid-19 affects everyone whether directly or indirectly and has emphasised inequalities across society.

COVID-19 has exposed and amplified inequalities and the economic harm caused by containment measures – lockdowns, tier systems, social isolation measures – will further damage health and widen health inequalities.

Build Back Fairer:
The COVID-19 Marmot Review 2020

The community response and collaboration in Stockport throughout the crisis has been phenomenal bringing together individuals,

communities and organisations to share knowledge, resources and information and reach those who are vulnerable or isolated. The Prevention Alliance would like to thank all partners, volunteers and community groups across Stockport for their continued support for vulnerable people through these difficult times.

TPA are extremely grateful to colleagues across the Alliance who have shown great resilience, flexibility and have worked tirelessly to respond to unprecedented demand whilst supporting each other through the toughest days.

TPA will continue to adapt to the challenges yet to come, look for opportunities to do things differently and contribute to addressing inequalities exacerbated by the pandemic. Through its creative, solution focused approach, TPA will be there to guide people and communities to find a way forward through these challenging times.



Adapting to Covid-19

As the true impact of the pandemic began to unfold early 2020, TPA's top priority was to remain accessible to people who needed help during this uncertain time. Fortunately, the Alliance's dispersed working arrangements and contingency plans enabled a seamless shift to remote working at short notice.

TPA quickly provided a heightened and reactive response to the crisis, and with this came a temporary shift from their outcomes focused approach to actions and activities that would address the immediate needs of communities.

TPA faced many uncertainties, for example; establishing trusting relationships whilst working remotely, providing opportunities for isolated people to connect and supporting the wellbeing of TPA colleagues. The experience of this extraordinary year will certainly inform and shape how TPA do things moving forward.

OUR MISSION

is to create change together - through the strengths of people and communities.

OUR VISION

is that strength-based approaches will be the way of working in Stockport and beyond.

The Prevention Alliance

As TPA enters its sixth year of delivery, they are proud of all that has been achieved through the strength of their unique partnership.

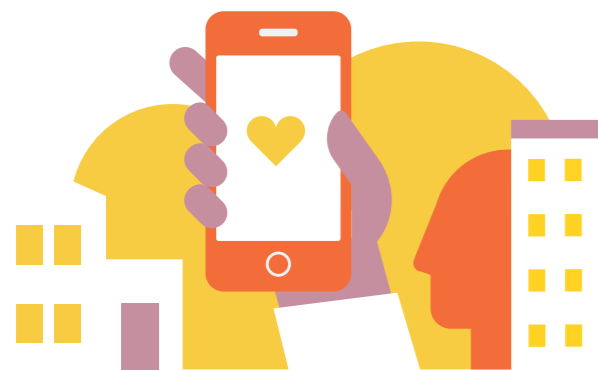
Each of the organisations (Age UK Stockport, Jigsaw Support, NACRO, TLC (Talk Listen Change), Stockport Homes, Synergy) that make up the TPA family are firmly committed to person centred, strengths-based approaches to improve health and wellbeing and independence in Stockport. The partnership brings diverse skills, resources and expertise that enrich and strengthen the collective TPA offer.

One thing that the pandemic hasn't changed is TPA's passion for seeing each person, family or community as unique, with their own set of circumstances, experiences, qualities and aspirations.

The Prevention Alliance offer continues to be diverse and inclusive; they listen and work alongside people whilst they make positive changes to improve their lives. They work with people in the following ways to help them unlock their potential;

- information, advice and guidance
- one-to-one work so anyone can make positive changes in their life
- one-to-one work to explore social connections and networks that can enhance a person's wellbeing in the longer term.

The experiences of people who have worked with TPA are shared throughout this report and illustrate the breadth of TPA's work and how their strength-based, person led approach can bring about powerful and positive change.



Unlocking potential

We're driven by our passion to help people develop the confidence and skills to improve their independence and long-term health and wellbeing. We couldn't do what we do without building trust – which is why our approach is fundamental to achieving positive outcomes.



Person led

Rather than doing things 'to' or 'for' people, TPA encourage individuals to recognise the expertise they bring to their own life. They gently challenge people to take control of their situation by taking small steps out of their comfort zone. Once people start to recognise and use their strengths to make changes, their confidence grows.



TPA is an organisation I have worked very closely with both in terms of partnership working and in referring individual patients.

The process of referring people to TPA is very straightforward - they are brilliant at working with complex people including those with mental health problems, substance misuse and homelessness. I have found the staff to be flexible, professional and person centred towards the people they are working with.



ELAINE PITT
TEAM LEAD - OLDHAM AND STOCKPORT PSYCHOLOGICAL MEDICINE IN PRIMARY CARE

Prevention

TPA continue to focus on early help and prevention providing a crucial safety net for individuals and families who may not meet the threshold for statutory services. Where possible, TPA provide a single point of contact to safely reduce the number of services people are engaged with and provide a more seamless experience whilst relieving pressure on public services.

They look for long-term solutions to build resilience, so people are well equipped for future challenges in their lives. TPA supports the delivery of Stockport Council's Adult Social Care Operating Model through their preventative approach which reduces the number of people requiring costly crisis services.



KARL'S STORY

When I met my TPA Key Worker, I was staying with a relative and sleeping on a camp bed, barely leaving the house having cut contact with close family and friends - I was embarrassed by how unwell I had become. Suddenly I lost all financial support and the independence and self-esteem that comes with working. I was frightened, stressed and anxious, suffering with panic attacks and suicidal thoughts.

The hoops I had to jump through to prove to the system I was unwell were next to impossible. I simply wouldn't have been able to do it without someone to help me. I felt completely alone, until my relative began to help me, and crucially until I began working with my TPA Key Worker.

With just one place and one person to go to for help, things started to fall into place, this continuity helped me enormously.

Together, we established my priorities; sorting out my finances - I was terrified of getting into further debt; and working on getting out in the community again - I had become completely isolated. I attended the PIP assessment with my Key Worker, they also helped me call utility companies and Council Tax and work through my Universal Credit statement. Eventually, I began to budget and manage my own finances and bills.

TPA helped me in a way I never thought possible, they gave me the practical support and continuity to begin making positive changes to my circumstances, and helped me by keeping a routine. I felt clearer and calmer

after seeing my Key Worker and they helped me recognise what I could achieve.

They helped me connect with local groups so I could get out and interact with people again, I am grateful they came with me to initial meetings or to meet the organisers of the group before attending. I wouldn't have gone otherwise as I was so unsure of myself and anxious of new situations.

TPA helped me in a way I never thought possible, they not only gave me the practical support and continuity to begin making positive changes to my circumstances, but they helped me by keeping a routine.

I have moved into my own flat and I'm living independently. I have begun exercising again, I attend groups, have a hobby and I am looking forward to volunteering in the future.

I still experience suicidal thoughts and feelings; however, I now feel hope that things will get better. I hope other vulnerable people can benefit from what the TPA offers. I have been in similar situations before and tried to work with other organisations. This time was different, TPA listened and took me seriously. I feel lucky to have finally got help after years of struggling.



Connecting People and Communities

Strong neighbourhood connections are a vital element of TPA's approach to improving health and wellbeing. As well as working with individuals and families, they work in partnership with organisations and communities to understand local priorities and identify opportunities and resources to strengthen community networks.

Through their social prescribing approach, TPA encourage people to connect to others based on shared interests and experiences and link people with non-medical activities and opportunities to improve their wellbeing and tackle social isolation.



Strengths based

TPA work alongside people as equals. They focus on what individuals and their families want to achieve and how they can use their strengths to reach their goals.

It can be challenging for people to recognise their own qualities, but through TPA's relational approach they build rapport and encourage people to take small steps to grow their confidence.




158 socially isolated people were connected to groups and other people

Community groups were strengthened through 77 training and support sessions



“ My TPA Key Worker has supported me over the last year, she has helped me overcome so many problems, without her support I don't know how I could have got through it. For every obstacle there was a solution and she pointed me in the right direction. She always followed up and made sure I was ok and reaching my full potential. I genuinely felt that I could openly talk to her, she has given me more strength and courage to believe in myself – I will always be grateful for her support. Thank you, Bea is a credit to The Prevention Alliance.”



Place based

TPA recognise the strengths and challenges unique to the diverse communities they work within. They continue to embrace opportunities and collaborate with other organisations – investing time and resources to create joined up approaches, address gaps in services, prevent overlap and improve outcomes for people and communities.

TPA provide resources to each of the three Place Based Initiatives (PBI) in Stockport. This delivery model involves the development of an integrated team of services with a common objective, working together in a neighbourhood. It underpins the Greater Manchester Combined Authority's Public Service Reform agenda.

TPA contribute to Team Around the Place – a network of frontline organisations who work alongside and empower communities in Stockport to improve health and wellbeing and reduce pressure on the NHS and Primary Care.

Team Around the Place is now established in all neighbourhoods across Stockport, in their role as team captain TPA Community Connectors co-ordinate Team Around the Place in three localities.

“

The TPA Community Connector invited me to Team Around the Place in the Heaton. They felt it would be useful for me to see what was happening in the area and for me to tell others about the Car Scheme. The Team Around the Place meetings are informative and a great way to connect with other organisations. The captain makes sure everyone gets a say and is equally involved.

I was also invited to speak about the Car Scheme at the TPA Zoom Together community group. From this we recruited a new volunteer driver who says that volunteering for us has had a positive impact on her life and she enjoys helping people and supporting our organisation.

”

SUE PECK
STOCKPORT CAR SCHEME

Improving lives

TPA look to improve the opportunities available to people and communities to improve their health and wellbeing. Here are just some of the ways they contribute to an inclusive health and wellbeing offer in Stockport.

Deaf community

Through their work with the deaf community, TPA have built a good understanding of the challenges deaf people can face. In addition to one-to-one work, they help to break down barriers and improve the experience of deaf people accessing information and other services.

The absence of British Sign Language (BSL) Interpreters at early Covid-19 briefings triggered the “Where is the Interpreter?” campaign to raise awareness of the isolation and inequality that deaf people experience. This example is a stark reminder of the importance of TPA's inclusive offer to the deaf community.

TPA act as a vital link between health and social care providers and the deaf community, they provide information on deaf awareness, interpreter services, and help organisations to understand the complexities of supporting a deaf person.

Throughout the pandemic TPA worked with the deaf community to ensure that they could access information to support their health and wellbeing, for example; Covid testing procedures, and accessing health care. TPA also advocated for deaf parents to access additional support for home schooling. TPA have identified and promoted ways of accessing interpreters virtually including the SignHealth NHS service “BSL Health Access”.

Weekly appointments with a TPA Key Worker and BSL interpreter continued through the pandemic via a video conferencing App recommended by the deaf community. TPA have two Key Workers who are committed to developing their BSL skills and are currently working towards their BSL Level 3 qualifications to improve the experience of the deaf community.



Advocacy work with other agencies on behalf of deaf people took place on 451 occasions



631 one to one sessions were delivered to support deaf people

GEORGE'S STORY

George (77) was in hospital for five months following a fall at home, where he lay on his bathroom floor for four days. George had a Care Call pendant but fell on his side where it was trapped behind him - out of reach.

He couldn't shout for help because he is profoundly deaf with no speech. George did not attend our drop in - he usually attends like clockwork. We contacted the Police to request a welfare check; they responded immediately and told us one more day and he wouldn't have made it. As George was convalescing in hospital, Covid-19 struck rendering him isolated, as visitors (including his hospital Social Worker) were not permitted on the ward.

We arranged regular video calls to George via Zoom, alongside a BSL Interpreter. His friends joined some of the chats - this gave him such a boost!

With the assistance of the Family Liaison Team at Manchester Royal Infirmary, we arranged video calls to George via Zoom, alongside a BSL Interpreter. His friends joined some of the chats - this gave him such a boost!

We supported communication with his Social Worker and as a result of BSL translated emails, he was able to express his wishes and give consent regarding his discharge from hospital.

After five long months - George was discharged and continues to recuperate.



“

I feel understood by you. You always have an interpreter, and my Key Worker is learning to sign and is determined to make communication better, which is fantastic.

Meeting my Key Worker has made a big difference to me - TPA are deaf aware and deaf positive, if TPA was not here, how would we cope? The deaf world is a silent world, it is small and isolated, but TPA is giving us opportunities.

I feel like people are finally listening to me. TPA has been my bridge to everyone else - now I finally have a connection to the hearing world.

”

MARIA

MARIA'S STORY

Maria came to TPA with a history of trauma, significant mental health difficulties, issues with housing and drug and alcohol use.

Through working with TPA, Maria is no longer using drugs and alcohol and has been referred to specialist mental health services who provide BSL Interpreters at every appointment. We helped to advocate for Maria to resolve the anti-social behaviour she was experiencing.

Maria now wants to engage in social activities, with a view to volunteering in the future. She feels positive about her progress and she is building up the confidence to advocate for herself.

Family

Through their holistic approach, TPA consider the circumstances and priorities of the whole family rather than just the individual they are working with.

Positive changes made by a parent can significantly improve the circumstances and outcomes of the wider family.

TPA have a Complex Key Worker dedicated to working with families in Stockport and is fully integrated with Stockport Council's Multi Agency Safeguarding and Support Hub (MASSH) for children and families. Working within the MASSH enables TPA to engage with families experiencing challenges at an early stage, where positive outcomes are more likely to be achieved.

RACHEL'S STORY

Rachel is a young mother with three children, she got in touch when her children returned following 6 months in care. Her teenager has autism and displays challenging behaviour which causes Rachel a great deal of stress. Despite involvement with Children's Social Care, the children's school attendance remained poor.

Rachel had been refused benefits and was in debt. The family were always at home, their behaviour would become more challenging due to boredom. Rachel has mental health issues and finds it hard to cope.

It took time to build a relationship with Rachel, I listened to how she was feeling to fully understand her situation. I reassured Rachel that we would work together and take things one step at a time.

Working in partnership with Children's Social Care and attending Team Around the Child meetings meant we could provide the best support for the family.

Together we reviewed Rachel's outgoings and contacted debtors to arrange payment plans and reduce Rachel's anxiety.

We applied for Universal Credit and made a Disability claim for her teenager, both claims were approved and the disability claim was backdated.

These benefits enable the family to access the support they need and take part in family activities e.g. visiting the Zoo, as a result

Rachel feels she is re-establishing a bond with her children.

To improve Rachel's mental health we visited her GP and contacted Healthy Minds. Rachel was prescribed medication for anxiety and continues to work with Healthy Minds. We worked on techniques that Rachel could use when she felt like she was losing control and Rachel uses these techniques to de-escalate situations.

We explored ways to build Rachel's self-esteem and confidence, our Community Connector helped Rachel and her children find support in their community. Rachel has re-connected with family and friends and meets them regularly.

Over time Rachel's outlook and the whole family's circumstances have improved including school attendance. Rachel now has the confidence to address issues and work with other agencies before things escalate.



Connections

Working alongside people and communities, TPA see first-hand how a lack of supportive people in a person's life, or a lack of contact with those supportive people can adversely impact their health and wellbeing.

Studies show social isolation increases the risk of mortality by 29% and loneliness increases this risk by 26%

(Holt-Lunstad et al 2015)

Connecting people with community groups and networks remains a key element of TPA's approach to tackling isolation. The rise in people experiencing loneliness as a result of pandemic restrictions and the absence of opportunities for people to meet in person has certainly been a challenge. TPA recognise that no single approach to connecting people would work for all members of the community. For some, digital platforms are convenient however; for others this is not a suitable or desirable way to connect. This led TPA to develop a more flexible approach to connecting people.

TPA help people who are feeling isolated to explore a range of ways to connect with others, and select the approach that feels right for them for example; one to one or group peer support via phone calls, virtual groups, text messages, What's App groups, pen pal letters, online gaming and more.

Alongside one-to-one work, TPA support communities and groups so that they can flourish and continue to provide a range of destinations for people to connect socially around shared passions, experiences and interests.



“

Stockport Allergy Mamas is a community group TPA has supported. Two mums were feeling lost and isolated when their little ones developed symptoms of allergies. Conventional play groups and support groups were a struggle due to the presence of food that could set off little one's allergies and caused further feelings of alienation.

They wanted to build a network where they could support each other and worked with TPA to grow the group. They had one meeting prior to the lockdown, and now keep in touch through WhatsApp and Zoom.

We helped them to secure funding through Stockport Local to pay for their Zoom account.

”

TPA COMMUNITY CONNECTOR

“

My baby didn't stop crying, I didn't know what to do I felt completely lonely and then I started to see all these signs of allergies. Health professionals just didn't have the time to understand what life was like.

I found Stockport Allergy Mama's and the support I got from them invaluable, they just got what it was like to have a baby with allergies. I had other mum friends, but I felt like they didn't understand why I was so scared about weaning and how tired I was from the endless nights of reactions. I felt so much better knowing I could speak to people who understood.

”

SOPHIE
MEMBER OF STOCKPORT ALLERGY MAMAS

Learning Together

The Prevention Alliance successfully secured a place on the Thriving Communities Learning Together programme, delivered by the National Academy of Social Prescribing. Learning Together is a programme of regional learning and development activities for voluntary, community, faith and social enterprise groups and organisations supporting their communities' needs through COVID-19. As an active participator in the North West programme, TPA aims to develop and strengthen the

Get Greater Manchester Walking

Both exercise and green spaces have a positive impact on physical and mental wellbeing. TPA saw an opportunity for people with physical or mental health conditions to connect through walking activities and applied for funding to develop this. The Alliance is delighted to have been awarded a grant via Greater Manchester Centre for Voluntary Organisation (GMCVO) to support as many people as possible to walk regularly.

TPA have worked with members of the community to develop a range of accessible and inclusive walking opportunities around Stockport. TPA Community Connectors initially facilitate the walks whilst they recruit and develop Walking Champions who will lead future walking activities. TPA will support the Champions through formal training and creating peer support opportunities.



social prescribing activities on offer, enhance collaboration and networking between organisations, and connect people to more creative community activities.

TPA have begun to build new partnerships in the natural environment, physical activity and sport sectors, and with other organisations across Greater Manchester. The opportunity to network, share ideas and explore challenges and solutions with other community leaders will help to shape TPA's social prescribing approach in Stockport.



Pen Pals

In partnership with Stockport College, TPA developed an intergenerational pen pal scheme which enabled 35 isolated people to stay in touch with college students through the lockdown restrictions. TPA continue to work with Stockport College to develop this scheme further and are pursuing other opportunities to work together to benefit the local community.

“

It was lovely going back to basics and writing letters. It was so nice to receive a letter from my young person. I do not like using the phone so this way of communicating really suited me. Brought a lot of comfort in uncertain times.

”

ANNE

OUR APPROACH

Strength in Numbers

TPA Community Connectors facilitate and support a range of community groups where people come together to support each other. Those who attend consider the social interaction that takes place essential for their health and wellbeing.

Through the Covid restrictions, TPA worked with groups to establish how they would like to stay connected. They swiftly moved group activities to online platforms such as Zoom and WhatsApp and helped people develop digital skills so they could connect online confidently.

TPA promote their groups through social media and local networks and have seen an increase in interest throughout these challenging times. The Connectors work with individuals to ease the daunting experience of joining a new group. To build confidence around attending virtual groups, Connectors encouraged people to switch their camera off and just listen until they feel comfortable. New members have shared that they feel more confident connecting virtually than in person and virtual connections remain their preference.

TPA facilitate The Squad (a community group for men) who now meet virtually. The group recognised that a wider range of people could benefit from their meetings and opened the group to anyone who wanted to join, they are now known as Zoom Together. The Connectors recommend and arrange guest speakers to bring information and ideas that support the wellbeing of the group. The Connectors continue to develop the confidence and skills of group members so they can facilitate future sessions independently.



“

I have attended the Zoom sessions since April 2020. I wasn't aware of the TPA before the pandemic, but I have been thoroughly impressed – they have really made a difference for me and others who attend.

The sessions have been invaluable during an incredibly difficult year. I look forward to them every week. The TPA Community Connectors have been fantastic – friendly, supportive and professional. It has been great to check in with them, and everyone else once a week.

Mark has also been in touch outside the weekly meetings and has made sure I have been aware that he is available if I need any assistance. He has been empathetic and genuinely cares about everyone who attends.

Through the meetings we have become aware of other events e.g. with Startpoint – Men Matters, Digital Champions etc. It has been great to help other people in those settings and meet people, which would be difficult to do otherwise, in the current circumstances.

More and more people have been attending each week. Everyone who attends has found the meetings beneficial and enjoys them.

There have been a range of speakers throughout the series who have promoted health and wellbeing, including Marie from Stockport Public Health, Katie from ABL and speakers from Stockport Homes.

A big thanks to everyone at TPA who have made a huge difference to the quality of peoples' lives during this pandemic. I hope to continue to work with you when this is all over.

”

ADAM – MEMBER OF ZOOM TOGETHER

OUR APPROACH



Wellbeing Conversations

In the early days of the pandemic, TPA worked with Stockport Council and other partners across the voluntary and community sector to develop a joined-up approach to support people and communities in Stockport.

As a main point of contact for people experiencing isolation and loneliness, TPA set up a seamless referral process from the Council's welfare line to their Community Connectors.

The Connectors maintained contact with people throughout the pandemic, having regular conversations to focus on the welfare of the person and provide a source of comfort for those struggling with loneliness.

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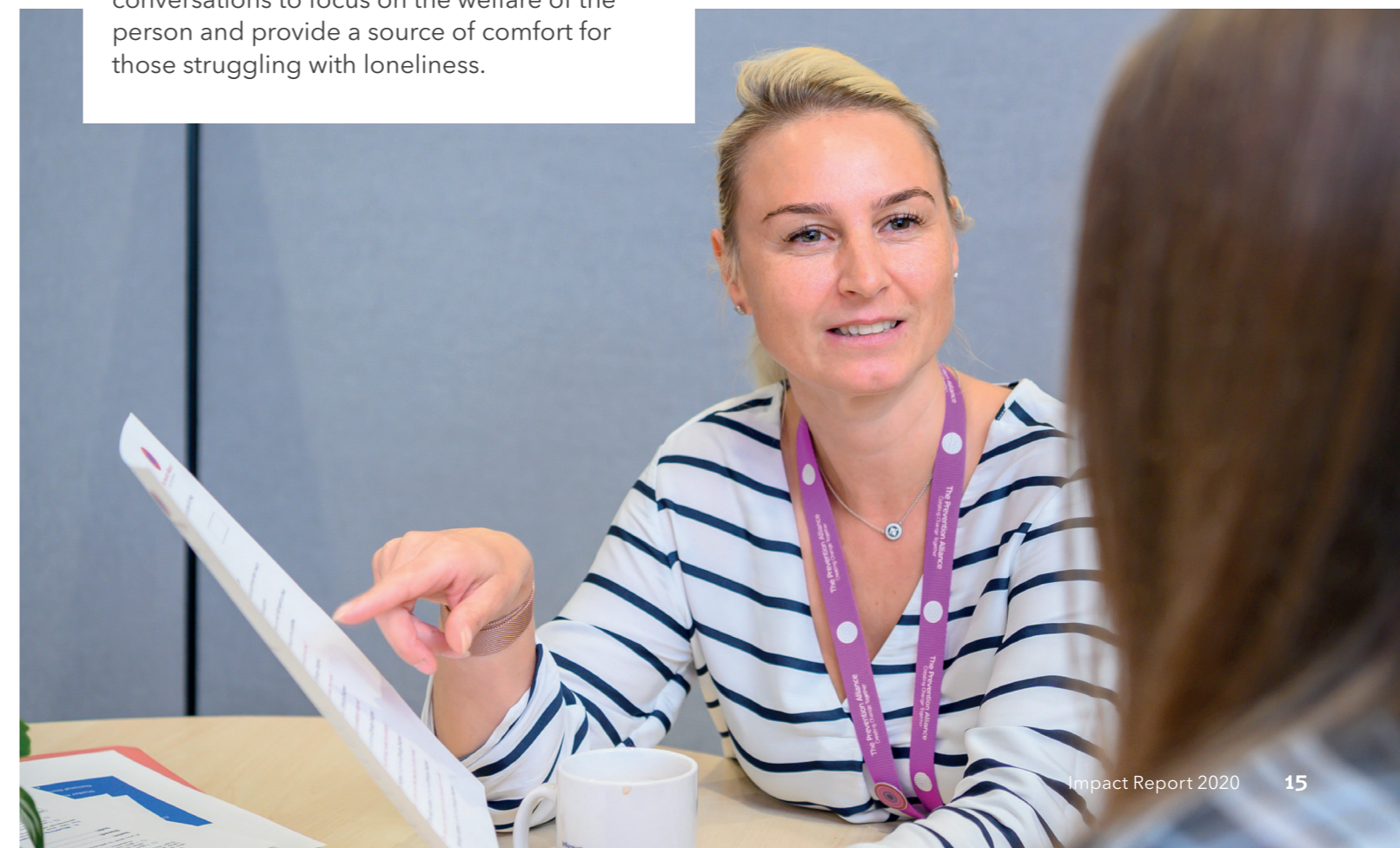
It was so inspiring to see how the community were bringing their fantastic skills together. I worked with the mutual aid groups in my area to ensure they were aware of the services and training that they could access.

We were able to signpost people who were feeling lonely to the mutual aids who offered a local buddy to help with shopping or picking up prescriptions. The mutual aid groups would come across people with more complicated circumstances which, with consent they would refer to TPA.

It was great to work side by side to strengthen the help available. I continue to check in with the groups and send information that might be helpful to them, and they know that they can get in touch if they have any queries. I have attended meetings to support with their longer-term plans and what mutual aid will look like in the future.

”

TPA COMMUNITY CONNECTOR





OUR APPROACH

Positive Relationships

TPA take an early help approach to reduce domestic abuse and focus on encouraging people to build positive and healthy relationships.

TPA work with anyone who is or has been in a relationship where they:

- want to work on building healthy relationships
- feel afraid of a partner
- are being verbally abused
- feel cut off from family and friends
- are being constantly criticised
- are being physically abused
- or anything else that feels uncomfortable or intimidating.

TPA also work with people who recognise their own behaviours as being controlling or abusive, and want to make positive changes. They provide them with links to long-term behaviour change programmes too.



Investing in Communities

With a sharp rise in the number of people feeling isolated and lonely, the sustainability of community groups has never been more critical. TPA Community Connectors continue to support new and established groups across Stockport, working with group leaders and members to establish what they need to strengthen and develop their group.

TPA Connectors have continued to support local groups including; Zoom Football Chat Group (lead by SPARC) Crafternoon, Stockport Allergy Mamas, Acceptance Reading Group and Chatty Café Groups throughout the pandemic.

Groups often require funding to achieve their ambitions and welcome the guidance available from TPA Connectors who help groups become constituted and make funding applications.

This year TPA secured £3,000 through the Stockport Homes Community Fund to support and develop groups in Stockport. This funding has provided vital resources to establish new groups and has enabled groups to set up Zoom accounts to continue their work virtually.

“

I deliver an arts and crafts project to people who may be vulnerable, to lift their spirits and help them feel connected.

I have worked with Mark (TPA Community Connector) and his support has been invaluable. He has introduced me to useful contacts throughout the Stockport community. He encouraged me to apply for funding from Stockport Local and Brookfield Trust which I was recently awarded for my 'Growing Hope' wellbeing project.

Mark has seen potential in my ability to help others, giving me confidence to reach out to professionals and clients in our community. I know he always there for advice or to connect me with someone who can help. I would not of had the confidence to pursue Arty Kind projects without this help.

”

LISA BOWYER
ARTY KIND

TONY'S STORY

Tony was referred to the TPA by the Access and Crisis Team at Stepping Hill Hospital. He was experiencing low mood, depression, and anger issues. As a result, his long-term relationship ended, he was separated from his child, and he became homeless.

We identified that Tony wanted to change his behaviour, he could see it was unhealthy and abusive. His goal was to build a positive relationship with his partner and child, have a stable home and to look for employment.

Together, we broke everything down into small achievable steps. We started by completing the domestic abuse checklist, this highlighted that Tony had a need to control, showed a lack of understanding, had difficulty conveying emotion and how physical and psychological violence was impacting his child.

Tony talked about his past and shared that he was a victim of abuse. Tony wanted to break the chain of abuse and ensure a safe happy life for his family.

Our sessions focused on understanding relationship boundaries, respect, and communication by working through tools,

models, and techniques to help him recognise his behaviour, the effect on others and the important elements of a positive safe relationship.

We referred Tony for counselling to work through his childhood experiences, we also helped Tony to find a home and gain employment.

“

I have confidence in my own ability since working with the TPA. I can communicate better, and this has helped me secure a stable job.

My Key Worker is so understanding, and easy to talk to, they do not judge me and help me to understand how I can improve and be a better me! They have gone over and above to help me build a better life.

”

TONY

The last year has seen a concerning rise in the number of people experiencing domestic abuse due to the added pressures and isolation brought about by the pandemic. TPA have experienced a significant increase in domestic abuse referrals for victims and perpetrators (77% increase compared to 2019). Sadly, and in line with the national picture, it is anticipated that this trend will continue despite the easing of lockdown restrictions.

Through their contribution to the Domestic Abuse Steering Group, TPA work with partners to develop new pathways and responses and improve the domestic abuse offer in Stockport.

In 2020, TPA secured funding from the Ministry of Justice to help respond to the increase in domestic abuse. The funding facilitated a temporary increase to front-line domestic abuse resources, and a development programme to increase TPA skills and capacity in relation to domestic abuse. The development programme delivered by Safe Lives (Domestic Abuse

Charity) included Trauma Informed approaches, Honour Based Violence, LGBT Domestic Abuse and group facilitation. As a result, the wider TPA workforce can respond effectively to anyone impacted by domestic abuse, they also have workforce champions who raise awareness of best practice when working with LGBT communities or honour-based violence. The Champions can also facilitate peer support sessions around domestic abuse.

TPA were able to extend the offer of Safe Lives training to local partners; Stockport Without Abuse and OWLS (a peer support group offering for women that have or are going through domestic abuse) to further strengthen the domestic abuse offer in Stockport.

The Ministry of Justice funding also enabled TPA to distribute smart phones and mobile data to support online and virtual face to face contact for people experiencing domestic abuse throughout lockdown, to help them stay connected and safe.

“

TPA were able to adapt their approach and offer an immediate response to the change of need – a reflection of the TPA culture.

TPA has elevated the issue of domestic abuse across Stockport both strategically and operationally.

”

NAZ GHODRATI
DOMESTIC ABUSE TRAINING
AND CO-ORDINATION MANAGER
- STOCKPORT COUNCIL



AYSHA'S STORY

Aysha was having issues around the shared care of her son. Aysha had experienced domestic abuse with her ex-partner and this continued to impact her confidence.

Aysha wanted to achieve a 'healthy co-parenting' relationship but abusive calls and messages from her ex-partner resulted in her needing to limit contact to just urgent matters relating to her son. Aysha did not view her ex-partners behaviour as abusive, he had been physically abusive in the past so verbal abuse felt less significant.

We completed workshops around healthy relationships and emotional abuse to identify abusive patterns and increase her self-worth.

This helped Aysha identify the unhealthy relationship with her ex-partner, however, she still found it difficult to challenge his behaviour. We discussed the importance of boundaries and communicating Aysha's wants and needs.

Aysha viewed her ability to 'chat away' as a strength, we developed some ground rules she would communicate with her ex-partner to stop the abusive texts and phone calls. Unfortunately, the abusive and manipulative and behaviour continued. We discussed the possibility of obtaining a court order, Aysha was apprehensive and felt that a Judge would not believe her.

We worked on her confidence and completed a referral to the National Centre for Domestic Violence (NCDV) to support her application for a Non-Molestation Order. Aysha needed to complete a witness statement over the phone, to describe the historic and current abuse.

Aysha was extremely nervous about giving her statement and found it hard to focus. We structured a list of key points and wrote them down to use as a reference.

Aysha was able to complete the statement and felt an immense relief. Aysha represented herself in court when her legal aid fell through.

“

Katie (TPA Positive Relationships Key Worker) supported me through ongoing domestic violence when all my legal aid fell through, she even supported me during my court hearing as a McKenzie friend. She was absolutely brilliant and can't thank her enough for the ongoing support and positivity to help me get through it every step of the way. I am finally free! Thanks again to Katie & the TPA.

”

AYSHA

The hearing was held remotely but the thought of having to listen to her ex-partner was crippling. With reassurance Aysha was able to contact the courts and requested that I attend the conference call with her. The Judge praised the way Aysha conducted herself at the hearing, which was a huge confidence boost.

Aysha was elated after the order was granted and felt she was 'finally free' and could 'take on the world'. Despite numerous setbacks she never gave up - illustrating the upmost resilience.

Aysha is now protected by the Non-Molestation Order and communicates with her ex-partner only when necessary. This has given her the freedom to live her life without fear of repercussions. For Aysha, the outcome has been life changing and improved her mental and physical wellbeing significantly.



Digital Developments

Circumstances over the last year have accelerated the use of digital solutions, and TPA is no exception. It was always their ambition to embrace digital opportunities without compromising the existing ways people can contact and work with them. Moving forward, TPA will develop a blended approach of virtual and face to face contact to meet the aspirations of the people they work with.

TPA is passionate about reducing digital inequalities, their contribution as a key partner in the award winning Digiknow (Stockport Digital Inclusion Alliance) helps people to access digital skills and solutions. During 2020, TPA worked with 290 people over 649 sessions to build their confidence around digital skills and to access digital equipment.

Following a thorough review with their lived experience group, a new TPA website was launched in 2020. The website is now easier to navigate, has a simplified referral form and provides a range of resources and information

“

The global pandemic has exacerbated the issues of digital exclusion in particular, in the skills, confidence and affordability of equipment and data when home-schooling, looking for jobs or keeping in touch with family.

The TPA have been a significant partner in assisting our aim to bring digital equity to Stockport through the DigiKnow network.

”

NICOLA WALLACE DEAN
DIGIKNOW LEAD, STARTING POINT

to improve health and wellbeing. TPA set up a Covid resource page on their website to provide information, resources and the support available. There were over 2447 visits to TPA Covid resources.

SALLY'S STORY

Sally attends TPA groups and the interaction with others has greatly benefited her confidence. Covid-19 restrictions significantly impacted Sally's wellbeing, she frequently accessed the library and internet cafes to use their computers. Sally lives alone and cannot afford internet access/devices.

“

I am so grateful to have something that will help me feel less alone.

”

SALLY

Sally was so upset by social distancing measures and said that 'making those with mental health conditions self-isolate is cruel, uncaring and will lead to people trying to kill themselves'. Sally finds comfort in animals and was unable to continue the voluntary work that she loved.

Through our partnership with Digiknow, I was aware that people could access pre-loaded devices if they were unable to afford the device and their mental health was declining with the isolation.

Sally cried with happiness when we helped her to access a device. She is looking forward to joining virtual meet ups on Zoom, and after we discussed how to download and use YouTube, watching videos of animals at the Zoo.

TOM'S STORY

Tom was struggling with his mental health, was alcohol dependent, self-harming, at risk of eviction with no access to benefits, facing criminal prosecution and feeling isolated. Tom would not engage with mental health support.

When I met Tom, he appeared distressed and confused and had many scars from self-harming. My focus was to build a strong relationship and work alongside Tom so he can move forward.

I worked closely with Stockport Multi-agency Adults at Risk System (MAARS) and Probation to support Tom and reduce risks.

Through a person-centred approach, we established a trusting relationship, this helped Tom to develop the confidence to make positive changes to his life. We began exploring factors that contributed to Tom self-harming, applied for benefits, connected with CGL for alcohol support, worked with WIN at Home to improve the condition of Tom's home and contacted his GP around his mental health.

Over time we worked on techniques for Tom to work through problems rather than

self-harming – he hasn't self-harmed for 2 months. Tom was awarded benefits and a back payment which he used to clear his debts. Tom completed a detox and has reduced his alcohol consumption, following a deep clean Tom's home is now a safer environment. Tom's GP has arranged a mental health assessment with the Access Team.

Tom has made excellent progress and is talking positively about the future, and there are no longer safeguarding concerns.

“

I started self-harming years ago as a coping mechanism, when I self-harm it feels good – it's almost an addiction. Since working with TPA, I feel my life is moving forwards and I am getting somewhere.

”

TOM

Safeguarding

TPA regularly work with vulnerable people, and have a responsibility to safeguard individuals and families they work with. They work to identify and reduce any risks so that people can live a safe, healthy and (where possible) independent life.

Sadly, the number of safeguarding risks has increased throughout the pandemic. The lack of face-to-face contact with key services for example health professionals and schools, makes it more challenging for organisations to identify and report safeguarding concerns.

Whilst contact has predominantly been through telephone and video calls, a framework was

implemented to ensure an appropriate level of face-to-face contact took place for those who engage with TPA on an ongoing basis. TPA also improved their safeguarding skills and knowledge investing in Level 3 Safeguarding training for the workforce.

TPA play a key role in identifying and reducing safeguarding risks and maintain a high profile through their contribution to multi-agency safeguarding forums both operationally and strategically.

Head, Heart, Hands – Our Relational Approach

TPA have worked with colleagues from the University of Central Lancashire to incorporate the principles of social pedagogy in their work.

Social Pedagogy is ‘primarily concerned with wellbeing, learning and growth and seeks to recognise and promote human potential’ (Gardner and Charfe, 2019) and complements TPA’s strengths based and person-centred approach.

Despite the challenges of Covid-19, TPA continued their social pedagogy development enabling frontline and leadership teams to embed key concepts of social pedagogy in their work.

“

I have really enjoyed working with such a positive, enthusiastic and creative organisation.

”

ALI GARDNER
SOCIAL PEDAGOGY CONSULTANT

“

Social pedagogy has taught me about the importance of stronger working relationships for all. I now start working relationships by personalising myself to build trust (example being the ‘personal profiles’ we have developed) rather than being just a name and title.

I now apply a more holistic way of working with humanistic values highlighting the need for equality, empowerment, inclusion and consideration of an individual’s overall wellbeing.

”

STACEY
COMPLEX KEY WORKER, TPA

Social wellbeing advice provided on 1,472 occasions



Partnerships - A better experience

The Prevention Alliance’s strong commitment to collaborative working and the benefits of partnership approaches starts with its unique structure involving six Alliance partners and is evident across every aspect of their work.

TPA thrives on the strengths and resources volunteered within the partnership. For example: clinical supervision, accounting and management of Alliance finances, counselling for people who access TPA, work and meeting spaces, marketing resources, training and development opportunities.

Colleagues employed across each of the six provider organisations work together in blended teams, sharing their knowledge and skills to enrich TPA offer.

The Alliance is passionate about promoting person centred, strengths-based approaches and working with partners to influence whole systems change to improve the health and social care offer in Stockport. TPA support the vision for an integrated health and social care system to improve services and reduce costs. Integrated care records are a key tool in facilitating a joined-up approach and TPA were an early adopter of the Stockport Goals of Care plan. TPA’s ongoing contribution to Goals of Care is helping to move Stockport closer to a joined-up care pathway.

“

It has been extremely valuable to discuss an individual’s circumstances with TPA. The contribution of TPA in our service users support plan is invaluable.

One individual recently told me ‘TPA just seem to know who to contact, what to do and what to put on complicated forms’.

This has really reduced people’s levels of anxiety and stress and helped them feel less overwhelmed.

”

MARY MOODY
HIU PROJECT LEAD STOCKPORT,
BRITISH RED CROSS



TPA work with a range of partners to deliver joined-up multi-agency solutions to achieve the best outcomes and experience for individuals and families;

- TPA frontline teams are aligned to the multi-disciplinary locality teams in Stockport - through established relationships and information sharing arrangements they work with colleagues from Adult Social Care and District Nurses to provide a holistic approach to improve health and wellbeing.
- TPA contribute resources to the Heaton, Victoria and Tame Valley Place Based Integration (PBI) initiatives, alongside the Police, Stockport Homes, Stockport Family and other organisations to provide a seamless offer to people and families with complex circumstances and reduce the number of agencies involved.
- In response to the immediate challenges of Covid-19, TPA worked with partners from the community and voluntary sectors and Stockport Council to share ideas and resources. This collaboration resulted in a rapidly co-ordinated approach to support vulnerable people in a time of crisis.

- The Neighbourhood Leadership Group in Stockport is part of the wider Alternatives to Emergency Department project to take forward neighbourhood working in Stockport. Working alongside the CCG, Foundation Trust Community Services, Viaduct, Adult Social Care and the VCSE sector, TPA are helping to develop arrangements for effective neighbourhood working. Work is underway to address information sharing and to establish a refreshed approach to enhanced case management.
- The British Red Cross developed a High Intensity User (HIU) forum to create a strong third sector response to the issues of frequent Emergency Department (ED) attendances and to build connections between key partners. Colleagues from Beacon Counselling, SPARC, WIN, Disability Stockport and TPA come together to address the wider challenges and underlying social issues people are facing beyond the clinical issues they present with.



- Virtual platforms have increased the opportunities to collaborate more flexibly and TPA continue to work with new and existing partners across Stockport to improve systems, provide more opportunities to improve health and wellbeing and address health inequalities.

99% of people are satisfied with how TPA worked with them



The results

In addition to the positive outcomes achieved by individuals and families who engage with TPA, the Alliance has also started to measure the value for money, public value and social benefits achieved through their work to improve health and wellbeing.

TPA are using the Cost Benefit Analysis model developed by the Greater Manchester Combined Authority (GMCA) to measure their impact and are expanding their data collection to determine the true value of their work.

In March 2020, TPA suspended their usual approach to working with individuals, families and communities to provide a more practical and urgent response to those in crisis. As the Alliance adapted to the challenges of the pandemic, they were able to resume their

approach to ongoing one to one work in June 2020, whilst continuing to provide immediate and more practical responses as required.

The results for 2020/2021 highlight TPA's achievements in delivering 'business as usual' outcomes (which were paused at the start of 2020) along with their contribution to addressing the immediate needs of the community.



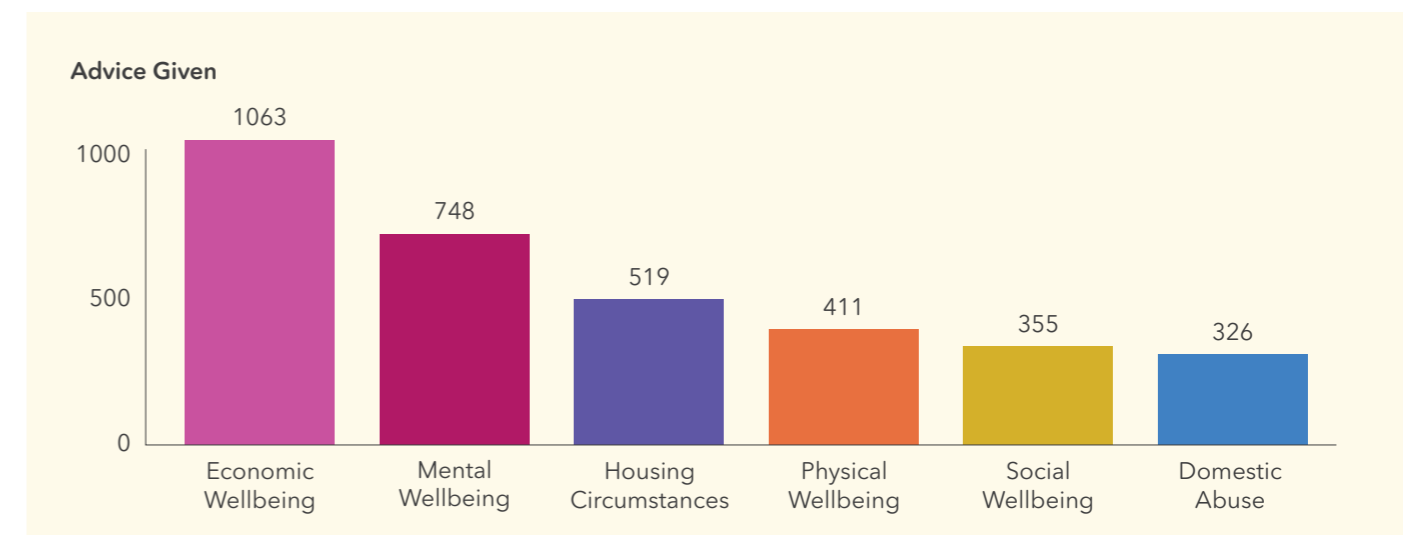
Demand

4759 referrals received, including 984 referrals relating to domestic abuse.

29% were self-referrals, and 68% were directed to TPA by other agencies, the remaining 3% were referred via others for example, family and friends. Of the agency referrals, 59% were directed via public services helping to relieve pressure on public resources.

Information and Advice

1986 people received information and advice to improve their health and wellbeing across the following themes:



One to One Work

705 people received one to one support to improve their health and wellbeing

147 people experiencing domestic abuse received one to one support

37 people received one to one support to make positive changes to their own controlling or abuse behaviours

631 one to one sessions were delivered to support deaf people

Advocacy work with other agencies on behalf of deaf people took place on 451 occasions

81% of people made positive progress towards achieving their goals across the following themes



- Housing circumstances - 34%
- Economic wellbeing - 32%
- Mental wellbeing - 18%
- Social wellbeing - 12%
- Physical wellbeing - 4%



Community Work

158 people were connected to other people or groups

77 group support or training sessions were provided

9 independent groups were started

55 people accessed employment training, funding training or specialist skill training

4 people gained employment



Covid Work

In addition to the above, the TPA delivered the following activities to help people through the pandemic;

4754 welfare checks made

230 welfare checks made on behalf of other agencies

Worked with 1600 people to manage and reduce safeguarding risks and 231 new safeguarding concerns identified directly

1072 befriending calls made

Mental wellbeing advice provided on 3070 occasions

Physical wellbeing advice provided on 2049 occasions

Economic wellbeing advice provided on 2006 occasions

Housing advice provided on 1493 occasions

Social wellbeing advice provided on 1472 occasions

Domestic abuse advice given on 989 occasions

290 people supported with digital skills / access to digital solutions

272 food bank vouchers issues

117 food / pharmacy deliveries made

Satisfaction

99% of people were satisfied with how TPA worked with them



The future

In the sixth and final year of the TPA contract, their plans for 2021-2022 remain ambitious. They continue to tackle health inequalities and support the 'levelling up' agenda ensuring their work contributes to happy, healthy and resilient people and communities across Stockport.

A key focus is to work with people with lived experience to take forward the learning from working remotely to develop a more flexible and inclusive TPA offer.

TPA will also look to create efficiencies that maximise their capacity to respond to the increases in demand they are experiencing.

The Alliance will continue to invest time and resources in partnerships that contribute to the health and wellbeing offer in Stockport.



Contact us

If you'd like to know more about our work,
please feel free to get in touch:

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Please note: All the examples in this report are based on factual stories. However, to protect the identity of the people we've worked with, we've changed their names with their permission.

All statistics and performance data are based on the reporting period 1st April 2020 - 31st March 2021 unless stated otherwise.

