



**SUPPORTING PEOPLE
TO MAKE POSITIVE
CHANGES**



SOCIAL ACCOUNTS 2020-2021



Finance April 2020 – March 2021
Activity April 2020 – September 2021



Top to bottom: Claire Lane and Megan Ohri

WELCOME TO SOAR'S 2020/21 SOCIAL ACCOUNTS

It's been a year of change for SOAR; new ways of working, new partnerships, and new faces!

New Leadership: SOAR is pleased to welcome a new Chair and new Partnership Manager. Claire Lane has been on the board of SOAR Community for a number of years and this year stepped up to the role of Chair. Megan Ohri joined us as the new Partnership Manager in June 2021. Megan and Claire are looking forward to working together to lead the organisation in its next phase of development, building on the successes of their predecessors.

Ways of Working: Staff have settled into new ways of working using a hybrid model of home and office-based working, demonstrating their commitment and adaptability to delivering services in an ever-changing environment. From keeping offices open to delivering wellbeing packs to clients' homes, staff have pulled together to ensure service continuity and support to our communities.

Partnerships: Working in partnership with others remains a key focus. This was highlighted in the scale and success of our summer Holiday Activities and Food programme. We subcontracted delivery of the programme for North Sheffield to 32 organisations, 19 of which we had not worked in partnership with before. Collectively we reached 10,943 children across Sheffield. While we celebrate the success of this programme we are simultaneously saddened by the need experienced by children in our communities, and will continue to work to combat this.

A recent consultation with our community partner organisations demonstrated that they have benefitted from partnering with SOAR by gaining funding, access to resources and training, and broader community engagement. Looking forwards we hope to expand our community partnerships and re-establish regular networking meetings to enable partners to network and share best practice.

Equality, Diversity & Inclusivity (EDI): As part of SOAR's continued focus on Equality, Diversity and Inclusivity, staff have worked together to refresh the values which underpin our work and ethos. We've included some of our new values through the EDI pages in this report.

Claire Lane
SOAR Board Chair

Megan Ohri
Partnership Manager

"Taking into account that it's been an unimaginable challenging year, the team has without doubt stepped up to the challenge, showing an exemplar level of commitment and innovation in difficult times."

Maxine Greaves
SOAR Board Member

OUR MISSION:

TO ENABLE AND SUPPORT LOCAL PEOPLE THROUGH PARTNERSHIP WORKING, TO IMPROVE THE QUALITY OF LIFE FOR NORTH SHEFFIELD RESIDENTS.

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)

3225

inbound referrals

2

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

67

local community/grassroots organisations supported

3

To develop, manage and support social/community assets and centres in North Sheffield. (Page 7)

4992

people received food support from Longley 4 Greens Food Pantry

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)

570

hours of EDI training across the organisation

KEY HIGHLIGHTS

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 of clients with complex life issues, post-Covid, which is a challenge to resource. We meet this and other challenges by evolving and finding new ways of working. We owe our successes to the hard work ethic and adaptability of staff and volunteers.

2020 ————— 2021

OUR GREAT SUCCESSES

We continue to be seen as a responsive and reliable provider of services for Primary Care Networks (PCN).

We have continued to support vulnerable and isolated clients to stay well during the pandemic through our Keeping in Touch Wellbeing calls.

Our range of online and activity-based packs for clients living with chronic pain enables them to effectively manage their chronic pain.

We have increased the provision of Dementia-related support in Burngreave, through new Memory Café and Carers Support groups.

LESSONS LEARNT

We have been able to respond to the latent demand in clients, through effective partnership working and attracting additional investment in our services.

We can effectively deliver our services through a hybrid way of working, without disengaging clients.

OUR AMBITIONS

We will review our case management procedures to ensure the smooth flow of clients through the social prescribing service.

We will continue to develop specialisms within our teams, for example Wellbeing Coach/s undertaking DESMOND Diabetes Lay Facilitator training.

We will continue to work with PCNs in the development of their Personalised Care teams.

“It’s been very positive working with SOAR, you have a refreshing can-do attitude. Thank you.”

Dr Susie Lupton, Clinical Director (SAPA5 Primary Care Network)

IN NUMBERS



1,296

COVID-19 Wellbeing Checks Undertaken



111

people receiving help towards employment



3,225

inbound referrals



52.5%

of our clients live in S5

CASE STUDY

“Nathan was lacking confidence, motivation and skill around applying for jobs, with other personal issues affecting his mental health, so he self-referred to our Employment team.

During one-to-one appointments we worked through actions to improve the client’s confidence and build him back up to a point where he was ready to work again and could be more self-sufficient in seeking work.

Nathan was referred onto a work placement through Sheffield City Council initially to get him back into a routine in an area of work he was interested in.

Outside of employment support Nathan also found it beneficial to discuss his other personal issues with his Employment Coach and felt that it really helped him to have someone to talk to outside of his family.

Nathan is now more confident and is able to approach employers himself since gaining work in the construction sector as a labourer.”

Aidan Kettleborough, SOAR Employment Coach

“It’s the most help I’ve had and I am 67 years old! Best service I have received to tell me about my arthritis. Didn’t think there was as much out there as there is.”

Chronic Pain Client

“We would like to thank you so much for your help filling out the form for Attendance Allowance which we were thinking of putting into the bin because it was so complicated. This will make a big difference to us and make our lives much easier and affordable.”

Welfare Coach Client

“The staff are so friendly about everything and understanding, they have also made me more confident about applying for other jobs and updated my CV. I would definitely recommend them to other people who need the help.”

Employment Coach Client



Aidan Kettleborough, Employment Coach

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.

2020 ————— 2021

OUR GREAT SUCCESSES

Our new Healthy Activities and Food (HAF) partnership enabled 32+ schools, sports and local community organisations to build connections and deliver a successful programme.

During lockdown, we spent time making connections and delivered a range of tea and toast groups in Firvale and Grimesthorpe.

We commissioned Ignite Imaginations and Sheffield City Trust to create activity packs for over 1,700 local children and 18 community organisations.

We've supported grassroots community development by awarding £33,902 in Small Grants to 25 local voluntary and community activities.

LESSONS LEARNT

We've developed a third Collaborate engagement programme in response to local organisations' desire to share new ways of working, post Covid-19 lockdown.

Recruiting Community Champions who are relatable and embedded within their local community has been effective in increasing vaccine uptake.

We've been able to engage a wide range of sports providers, by working in partnership with Arches Schools Sport Partnership.

OUR AMBITIONS

We will act on the Community Partnerships review by broadening its membership, and focusing on building local connections.

We will consolidate our own Springboard Social Cafés, ensuring single coordination and reviewing ways of working.

We will seek additional resource to create a permanent coordination role, that will drive forward the HAF partnership in years to come.

CASE STUDY

"Without SOAR our club would not have known about the HAF holiday project, and SOAR has given our club the opportunity to open up our sporting facility to other children across the city who knew nothing of our sport club. We have had several messages from parents thanking us for the work we did with their children.

Out of the six weeks training we ran, we decided to run a dynamo cricket coaching programme and out of 52 young children we selected 12 to take part in coaching sessions, which has gone down extremely well!

We knew nothing about SOAR until last year and now I am hoping that our club will have a long-lasting working relationship. I find working with SOAR to be exciting, the staff were very well-informed and always at hand to give advice."

Milton Samuels, Sheffield Caribbean Sport Club Manager Development Worker

"I like camp because we can come and have some fun and get fit rather than be stuck at home. I'm sad it's the last week!"

Young person who attended a Forge Youth HAF activity



"I write to express the thanks of Firth Park Methodist Church to SOAR for honouring the bookings made for the use of 'The HUB' for your vital community work. So this additional unexpected financial boost will make a massive difference to us as we weather the worse till we can reopen properly."

Rev'd Mark Goodhand, Firth Park Methodist Church

"When we were looking for an organisation to host a community facilitator for our 'What's Your Game' initiative in Shiregreen, it was important to find a locally known trusted community partner. SOAR were well placed to work with us due to their local knowledge, experience and resources.

After a challenging year, we are looking forward to what will come next in our partnership with SOAR, building on the strengths and aspirations of the community in Shiregreen, empowering the local community to build connection and resilience."

Cherry Shagan, Sanctuary Housing Project Coordinator

IN NUMBERS



£297,654 [85%]

DfE funding distributed to organisations to deliver the HAF programme



£174,057 [32%]

of People Keeping Well resource distributed to community partners



67

local community/grassroots organisations supported

CLIENT JOURNEYS THROUGH COVID-19

SOAR enable and support local people to improve the quality of life for North Sheffield residents, and this didn't stop during the pandemic.

Our team adopted different ways of working that meant we could still support those people who need it the most. This page shows the journeys of two clients we've supported over the past year.

Organisations Involved:

SOAR, MAST, GP Surgeries, Meynell Primary School, Amber Lodge, Spring Lane Alternative Provision, SPA Adult Mental Health Team, Physiotherapy, Sheffield City Council First Contact Team.

Family Welfare Coach Service

Client: F
Worker: Ellis Coe



Ways of Working:



Home visits, Zoom, phone calls, texts, emails

REASON FOR SUPPORT



We received a referral from MAST as they were closing the family's file yet felt they needed continued support going forwards.

F has multiple mental health diagnoses as well as poor physical health, but had no support in place for her mental health. One child was behaving poorly at school and faced being expelled. Both F and child's PIP/DLA had been stopped, and F was struggling to complete the renewal forms.

ACTIONS TAKEN



A referral to the secondary mental health team was made in addition to a referral to First Contact for help at home.

Ellis supported F to attend meetings around her child's education and encouraged her to voice her and her son's wishes. Ellis supported F to complete her son's DLA renewal form. F was supported in her PIP application, and evidence was gathered to support a mandatory reconsideration and tribunal appeal when PIP was declined.

Having Ellis work with my family is a pleasure. Ellis is reliable and most importantly I trust her. Not a lot of workers take the time to listen and actually help, whereas Ellis has done just that. I couldn't feel more supported or more grateful to have Ellis working with me.

OUTCOMES

F now has support in place at home and is looking for someone to help around the house, which she will receive funding for. F is also now under the secondary mental health team and going forwards will receive appropriate therapeutic input. One child now attends an alternative provision for education, and Amber Lodge once a week. He has settled in well and now enjoys school! The DLA renewal was successful and the benefit reinstated, and F's PIP tribunal was successful in providing her with the higher rate.

WHAT THE FUTURE HOLDS

All going well, F will have a package of therapeutic and physical support in the near future. Her son will be able to continue accessing his educational provision. F is more financially secure and has the financial support needed to manage both her and her son's complex needs.

Wellbeing Coach Service

Client: Mark
Workers: Paul Nash
and Bev Cross



Ways of Working:



Phone calls, texts, outdoor meetings (golf)

REASON FOR SUPPORT



Mark was diagnosed with depression and referred to SOAR for support by his GP.

For about 18 months, Mark found himself slowly going downhill due to illness, injury and family issues. Covid-19 then hit and as a key worker, Mark was working constantly before his workplace closed and he was made redundant.

ACTIONS TAKEN

SOAR's Wellbeing Coach Bev had the initial phone calls with Mark to find out what support we could offer. Attending both swimming and golf sessions was suggested to Mark as a way to improve both his physical and mental health. Swimming ended up being not quite right for what Mark wanted at the time, but Bev listened to his needs and encouraged him to attend golf sessions with Wellbeing Coach Paul.

I feel that Paul has given me my confidence back and I feel much better in myself, so a big thank you.

OUTCOMES

Although a keen golfer, Mark had not hit a golf ball in over a year due to injury and was cautious due to the pain. Paul encouraged gentle practice at first and after a few months Mark has found himself getting more confident and relaxed. A combination of physiotherapy and encouragement from Paul has improved Mark's confidence, as well as his mental and physical wellbeing.

WHAT THE FUTURE HOLDS

Mark continues to attend golf sessions with Paul, and is looking forward to trying a short round of golf.



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

SOAR is responsible for the maintenance of our centres and the services they deliver. With four buildings to manage, including our main building, SOAR Works, these spaces are home to a wide variety of small and medium-sized enterprises. Our priority is to provide a helpful, friendly welcome to our visitors, clients, tenants and colleagues. We pride ourselves on going the extra mile.

2020 ————— 2021

OUR GREAT SUCCESSES

We've maintained high occupancy rates and supported our tenants as they navigate new ways of working with Covid – expansion of space, moving away from home-working and supporting new local enterprise.

We've continued to provide Covid-safe spaces in our community building as we welcome more visitors and a return to face-to-face activity.

We're reaching more people and promoting our work through our Instagram account and regular tenant newsletters.

LESSONS LEARNT

We have continued to consult, review and adapt our approach to managing Covid safety.

We have developed more comprehensive Health and Safety risk assessments for tenants to make sure everyone in our buildings is safe.

We have a waiting list for tenancies at SOAR Works, which allows us to quickly fill units as soon as they become vacant, maintaining our 100% occupancy rate.

OUR AMBITIONS

We hope to increase the use of our meeting spaces and community rooms.

We will continue to up-skill our Centres team, with staff accessing courses including First Aid, general Health & Safety and Mental Health First Aid.

We will secure funding for improvements to our heating system to move us towards a more carbon neutral status at SOAR Works.

"I have really enjoyed having the opportunity to meet new people and learn new skills, it has given me the confidence to become a volunteer in other projects."

Amanda Ball, Longley 4 Greens Volunteer

IN NUMBERS



£50,000

Secured for L4G Community Centre through the Veolia Bid



1364

food parcels provided to 4992 people from L4G Food Pantry



33

organisations and businesses based at SOAR Works



£118,000

investment in our community buildings

Longley 4 Greens Food Pantry

CASE STUDY

"We have found there are various benefits in working in collaboration with SOAR. Both L4G and SOAR complement one another's work. Both organisation's key aims are around engaging, encouraging and empowering people in the local community.

SOAR's expertise helped secure the This Girl Can funding for L4G. Alongside this, SOAR has provided other community support services such as business and project management to ensure that we as a partner have an effective and efficient service.

Working with the Wellbeing team, we have also secured additional funding for Dr Bike, allowing more people in the community to engage in different forms of physical activity and build the capacity by attending different training.

Working with SOAR has had a life-changing impact on our clients. SOAR engage with people at a grassroots level and ensure that people are listened to. This then creates opportunities to bring people together and to become organisers in their own area. They support everyone's ability to take action for the benefit of themselves and the communities where they live.

SOAR offers a scaffolding approach to clients and organisations offering a range of services; a one stop shop where clients feel safe and listened to."

Penny Thompson
Centres Development Coordinator

"I have been a tenant at SOAR Works for 9 years, the first two years as a Community Artist on Parson Cross and Foxhill and the last 7 years as an artist (painter) in my own right. It's been a great experience working in this modernist building in the middle of the council estate I grew up on. The SOAR staff and tenants are brilliant. There is a really strong community buzz here. 10 out of 10!"

Paul Allender, SOAR Works Tenant

"I really like supporting Helen from SOAR at Beck Primary School. Parents and children are welcomed into the sessions and everyone I have worked with at SOAR is friendly and professional."

Lindsey Barron, Learning Mentor/Deputy Safeguarding Lead at Beck Primary School

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.

2020 ————— 2021

OUR GREAT SUCCESSES

We’re proud to have successfully achieved our Matrix accreditation, highlighting the high quality of our customer service and client engagement.

Staff training and development has continued to be high on the agenda.

We’ve invested in a new online HR system which has enabled more accurate HR record-keeping.

LESSONS LEARNT

Staff have proved we can work effectively using a hybrid model of home, office and community hub-based working.

At the heart of it all we have ensured that clients, tenants and communities continue to receive high quality services that meet their needs.

Staff consultations demonstrated that the team want to continue to keep each other safe by maintaining Covid-safe measures around our buildings for the foreseeable future.

OUR AMBITIONS

We will continue to invest in staff development, especially in relation to continued EDI training to ensure all staff are confident and knowledgeable in challenging discriminations.

We look forward to working with the new Local Area Committees to ensure the voices of local people are heard.

IN NUMBERS



£7,000

spent on developing a new HR database (HoRatio)



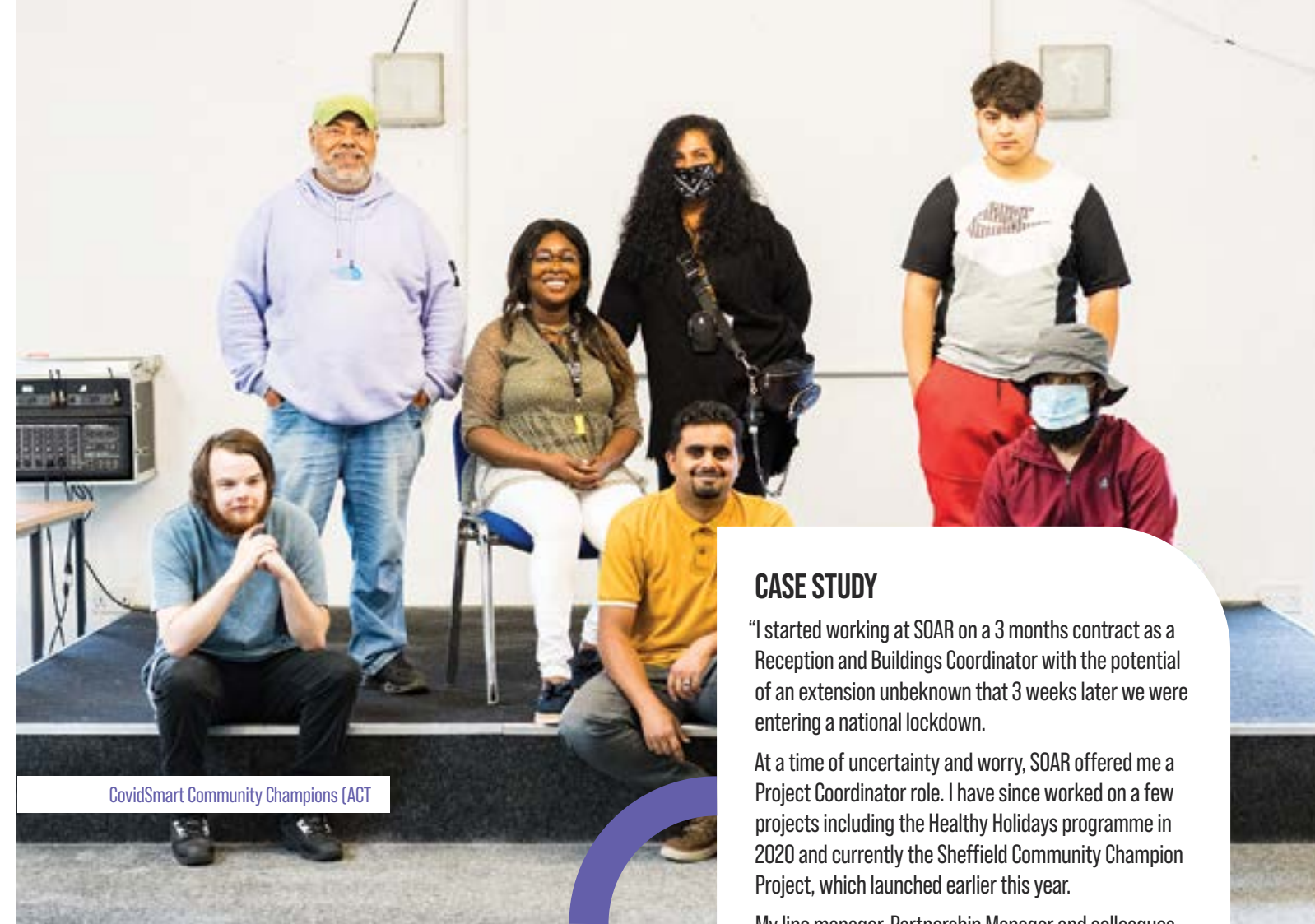
£56,975

contributed towards staff pensions



42

staff have attended personal and professional development courses



CovidSmart Community Champions (ACT)

CASE STUDY

“I started working at SOAR on a 3 months contract as a Reception and Buildings Coordinator with the potential of an extension unbeknown that 3 weeks later we were entering a national lockdown.

At a time of uncertainty and worry, SOAR offered me a Project Coordinator role. I have since worked on a few projects including the Healthy Holidays programme in 2020 and currently the Sheffield Community Champion Project, which launched earlier this year.

My line manager, Partnership Manager and colleagues have supported my development from the get-go, allowing me to push and challenge myself and love the work we do. I am super proud to be part of the SOAR team and Sheffield’s community.”

Hanna Ramsden, Project Coordinator

It has been fantastic to work with SOAR; supporting the delivery of school holiday activities this summer and we cannot wait to see how we can further develop opportunities for children and young people in our communities moving forward. It is a credit to SOAR that the communities in North Sheffield were able to access such a large range of holiday activities at such short notice and I would like to thank the team and all the providers for their hard work and determination to ensure that families who needed it the most were supported”

Adam Fuller, Arches School Sports Partnership Sports Development Manager and School Games Organiser

“Healthwatch Sheffield and the Social Café has given me great insight into everyday life in lockdown and the impact experienced from services switching to online delivery. I am thankful for this opportunity.”

Sarah Fowler, Community Outreach Lead, Healthwatch Sheffield

“All staff confirmed they felt supported throughout the pandemic when a monthly Teams meeting took place with the primary focus on evaluating and maintaining staff mental health and well-being.”

Feedback from the annual Matrix Accreditation report

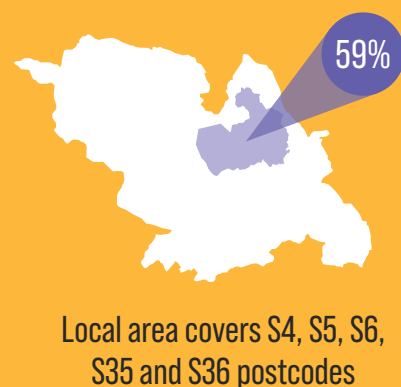
SOAR AT A GLANCE *

OUR STAFF

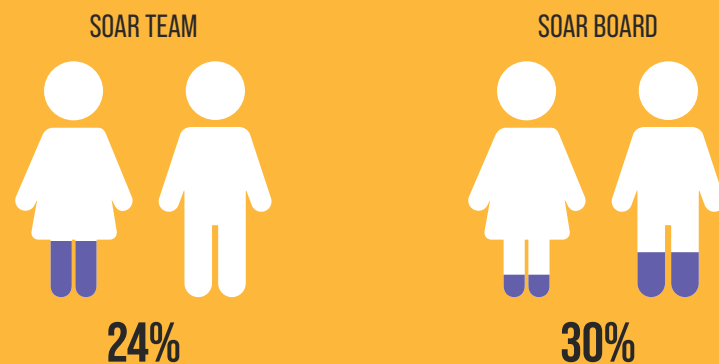
Staff numbers by type



Staff from local area



BAME percentage



Length of employment



Pay gaps

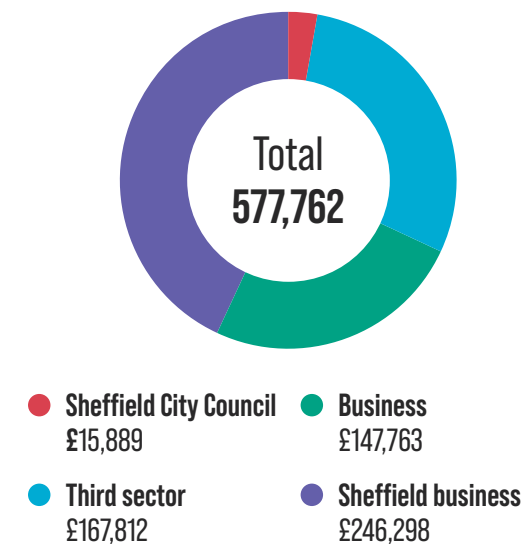


Staff pensions

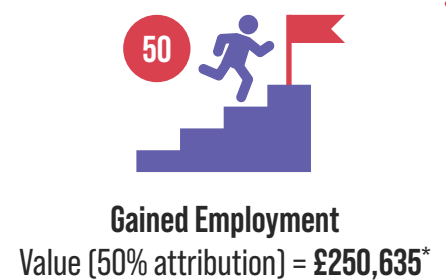
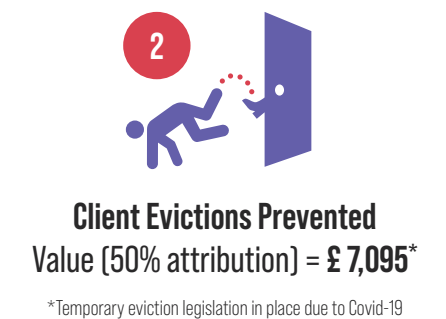


FINANCE

LOCAL INVESTMENT



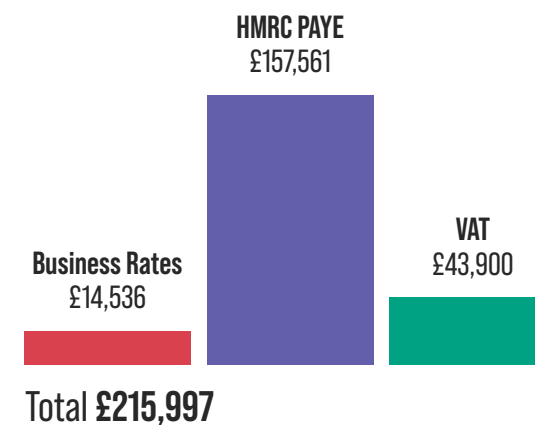
FINANCIAL PROXIES



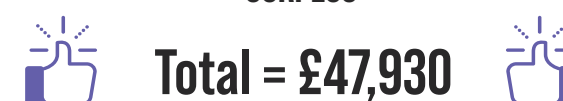
Total = £639,167

*Value of contract to deliver proxy measurements

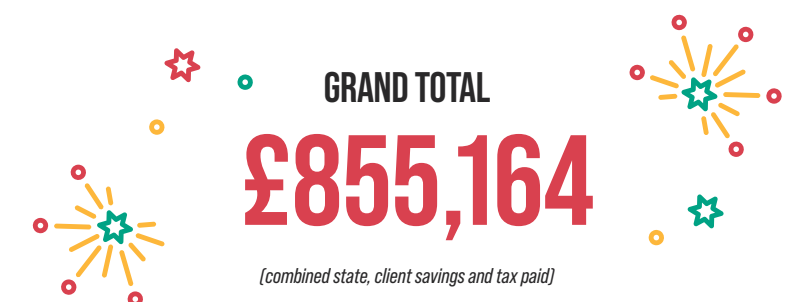
TAX EXPENDITURE



SURPLUS



2020-21 Year End Result





SOAR SOCIAL ACCOUNTS

ENDPIECE 2020-2021

We have both been working around North Sheffield for the past 40 years and for the last 20 or so years with SOAR in particular. Although many things have changed for better and worse in that time, some things remain the same; namely Sheffield's health inequalities, created by the Big System we live under.

We have developed a suite of social interventions, rather than medical interventions, that enable people make the positive changes in their lives that they feel will improve their economic health and their general health and wellbeing. Getting people to realise they they are potentially the authors of their own future progress is a very powerful feeling.

The whole SOAR Team are second to none in enabling clients to realise this potential. By working with people and organisations in the community, we maybe cannot change the Big System, but we can create positive changes for those people we come into contact with.

Claire Lane, the new Chair, and Megan Ohri, the new Partnership Manager, are providing the leadership necessary to carry SOAR forward to help and support people to make positive changes in the future.

Paul Howard
Past Chair of SOAR Board

Ian Drayton
Past SOAR Partnership Manager

Many thanks to SOAR staff:

Ian Drayton (16 yrs)
Guy Weston (16 yrs)
Julie Bramall (13 yrs)
Andrew Devine (11 yrs)
Paul Nash (11 yrs)
Sally Whittaker (11 yrs)
Annie Grant (8 yrs)
Helen Warren (8 yrs)
Sofeena Aslam (7 yrs)
Naheen Mohammed (7 yrs)
Nicola Banks (6 yrs)
Marcia Layne (6 yrs)
Marc Hill (5 yrs)
Ian Stanley (5 yrs)
Margaret Barker
Rose Batty
Sam Benham
Ellis Coe
Beverley Cross
Claire Davis
Sally Dickinson
Razia Din
Bluebell Evans
Joanne Hayles
Lynn Hird
Mariam Hussain
Aidan Kettleborough
Amy Kinsella Ford
Rebecca Lawson
Julie Moore
Patrick Moran
Haleema Nazir
Carl Perlstrom
Hanna Ramsden
Chris Ratcliffe
Marilyn Scarrott

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Ellen Summers
Penny Thompson
Alexandra Thomson
Nicola White
Angela Woodward
Susan Vinal

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Rafik Al-Sakkaf
Fran Belbin
Cllr Michael Chaplin
Liz Grasso
Tessa Godley
Maxine Greaves
Jayne Hawley
Ellie Houlston
Paul Howard
Cllr Abdul Khayum
Claire Lane
Andrew Male
Janine Morrall
Mehdi Najefi
Megan Ohri
Callum Portman Ross
Cllr Peter Price
Simon Rippon
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Cllr Garry Weatherall
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Wendy Yapp

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SOAR Enterprise Ltd Board
Longley 4 Greens
Community Centre Board

FUNDERS & QUALITY MARKS



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This year's Social Accounts was coordinated by Amy Kinsella Ford (SOAR)
Design by Oh Me Oh My ohmeohmy.me
Photography by Nate itsnate.uk
Videography by Saarah saarahalmurisi.co.uk